

NWF Health Network Policy & Procedure

Series: 800: Quality Assurance & Improvement

Policy Name: Managing Entity Critical Incident Reviews

Policy Number: 813

Origination Date: 01/04/2016 **Revised:** Board Meeting of 04/25/2024

Regulation: CFOP 215-6

Referenced Documents: 800-805, Incident Reporting and Client Risk Prevention
800-813 x 1, ME IRAS Tracking Spreadsheet

Policy

It is the policy of NWF Health Network (NWFHN), to review the death or any other critical incident involving any ME funded consumer receiving services from a contracted provider. This also includes former consumers who are thirty (30) days post-discharge from a residential program/treatment facility.

Procedure

- A. Network Provider staff report critical incidents in accordance with the Department of Children and Families CFOP 215-6. This report generates an email notice sent to designated recipients.
- B. Within 24 hours of receiving the system generated email, the Network Behavioral Health Supervisor assigned to the circuit where the critical incident has occurred will determine if the incident is documented adequately and if it warrants further examination. Types of incidents that might warrant further examination include: client death/injury/attempted suicide that might be related to quality of care, staff misconduct/arrest, child elopement, and any event that endangers a client or staff.
- C. The Network Behavioral Health Supervisor will initiate a review of critical incidents. Any additional reviews by pertinent provider staff and Managing Entity IRAS Coordinator will be conducted via email. A review meeting will be scheduled as needed.
- D. The Network Behavioral Health Supervisor in consultation with the Managing Entity IRAS Coordinator, the Managing Entity Program Office Manager, Circuit Administrator and/or NWFHN Chief Operations Officer will determine if additional follow-up and/or independent forensic review by a licensed qualified professional is needed and/or a corrective action or performance improvement plan is required of the provider. If a review meeting is needed, it will be scheduled by the IRAS Coordinator.
- E. Information gathered regarding the critical incident review will be documented using the ME IRAS tracking spreadsheet. The tracking sheet will be managed by the IRAS Coordinator.