ADMH-DDD IPMS INCIDENT DEFINITIONS

Incident Type	Definition When Occurring During the Provision of a Self-Directed Service	Report to Support Coordinator
Reference #1 Verbal Abuse	Verbal abuse includes, but is not limited to, cursing, threatening, using abusive, offensive language, teasing in a manner to expose the person to shame. Verbal conduct by someone, other than another person supported that demeans or could cause humiliation, embarrassment, or emotional distress.	Immediate (within 1 hour)
Reference #2 Physical Abuse	Physical abuse includes, but is not limited to, hitting, kicking, pinching, slapping, a person or being forceful that may or may not cause physical harm.	Immediate (within 1 hour)
Reference #3 Sexual Abuse	Sexual abuse includes, but is not limited to, unwanted or non-consensual contact or activity using force, threats, rape, incest, sodomy, and indecent exposure. Sexual abuse also includes any encouragement by an employee of a person supported to engage in any form of sexual activity with another person or other person supported.	Immediate (within 1 hour)
Reference #4 Neglect	The failure to carry out a duty through carelessness, inattention, or disregard of duty whereby the person supported is exposed to harm or risk of harm. Neglect includes, but is not limited to: ▪ Failing to appropriately supervise people; ▪ Failing to ensure the person's basic needs for safety, nutrition, medical care and personal attention are met; ▪ Using restraints, seclusion, etc., in violation of the ADMH Administrative Code, regardless of whether an injury results.	Immediate (within 1 hour)
Reference #5 Mistreatment	Mistreatment includes, but is not limited to, threatening, use of physical or non-verbal gestures as a means of intimidation, refusing or denying access to food, shelter, care, or personal items as a means of control of the person, and making false statements as a means of confusing, frightening, or badgering the person.	Immediate (within 1 hour)
Reference #6 Exploitation	Using the position of employment to take advantage of person supported for personal benefit. Exploitation includes, but is not limited to, asking a person supported to perform employee's work responsibilities (duties), services or tasks for the employee, requesting, taking or receiving money, gifts, or other personal items from a person, using persons to engage in conduct with other persons that would be prohibited if performed by an employee.	Immediate (within 1 hour)
Reference #7 Moderate Injury	An injury that requires first aid (cleaning wound, applying antibiotic ointment and a band-aid). A wound requiring one to five sutures/stitches, or a feeding tube that must be reinserted. Bruises and sprains are considered moderate if they require treatment at an urgent care center or hospital. If an x-ray is taken and there are not any broken bones, this is a moderate injury.	Immediate (within 1 hour)
Reference #8 Major Injury	A serious injury, explained or unexplained, requiring medical treatment (Urgent Care or hospital), including any broken bones, head injury, or wound requiring six or more sutures/stitches.	Immediate (within 1 hour)

Reference #9 Other: COVID-19 Exposure and Diagnosis	Both exposure to COVID-19 and diagnosis of COVID-19 should be reported to the Support Coordinator.	Immediate (within 1 hour)
Reference #10 AWOL/Missing Person	Any time a person is missing for at least thirty (30) minutes and cannot be found	Immediate (within 1 hour)
Reference #11 Natural Death	All deaths are to be reported immediately by the provider to the Support Coordinator.	Immediate (within 1 hour)
Reference #12 Unexpected Death	A death that results from suicide, homicide or other criminal activity, medical error or complication, undiagnosed conditions or accidents, or those that were suspicious for possible abuse or neglect. All deaths, in any setting, are to be reported immediately to the Support Coordinator.	Immediate (within 1 hour)
Reference #13 Emergency Room Visit	Any hospital emergency room visit for a person, but not including visits to community urgent care centers.	Immediate (within 1 hour)
Reference #14 Other: Hospital Admission	A medical emergency that requires a person to be admitted to the hospital.	Immediate (within 1 hour)
Reference #15 **Other: Natural Disaster**	(This includes a tornado, flood, wind damage, hurricane). The family should follow their disaster plan in the home and be prepared to evacuate to a shelter if needed. Notify Support Coordinator after evacuation is completed and safety of person is ensured.	24 Hours
Reference #16 Other: Fire	Flames that cause injuries to a person or damages to a home, building, car or object.	24 Hours
Reference #17 Fall	Tripping, stumbling, or an unplanned drop to the floor or the ground, resulting in an injury that requires medical treatment, i.e. emergency room visit, first aid, hospital admission.	24 Hours
Reference #18 Seizure	An unexpected or unusual seizure of any length of time, regardless of whether an injury occurs.	24 Hours
Reference #19 Choking	Gagging or choking on food, liquid, object, or material that requires the Heimlich maneuver or other method of removing object	24 Hours
Reference #20 Other	Any other incident requiring local law enforcement involvement, temporary relocation, ER visit without admission, or anything that could reflect negatively on the Department of Mental Health and is not otherwise defined by another definition.	24 Hours
Reference #21 Medication Error Level I	A medication error occurs when a recipient receives an incorrect drug, dose, form, quantity, route, concentration, or rate of administration. A medication error is also defined as a change in the administration of a drug on a schedule other than intended. Therefore, a missed dose or a dose administered one hour before or after the scheduled time constitutes a medication error.	24 Hours

	Severity Level 1: Incidents in which the person experienced no or minimal adverse consequences and no treatment or intervention other than monitoring or observation was required.	
Reference #22 Medication Error Level II	Incidents in which the person experienced short term, reversible adverse consequences and treatment or intervention was needed in addition to monitoring and observation.	24 Hours
Reference #23 Medication Error Level III	Incidents in which the person experienced life- threatening or permanent adverse consequences.	Immediate (within 1 hour)
Reference #24 Charting/ Documentation Error	A documentation error occurs when a MAR is not initialed after medication assistance is provided to a person. Evidence of a documentation error is denoted by blank space(s) on the MAR following the scheduled administration time of medication(s).	24 Hours
Reference #25 Other: Behavioral Issue	Behavior problems, such as physical aggression resulting in injury, self-injurious behavior requiring medical attention, suicide threats or attempts, or property damage resulting in injury or significant destruction shall be reported to Support Coordinator by the Employer of Record (EOR) with information on how the situation was/is being addressed.	24 Hours
Reference #26 Manual Restraint	The use of physically holding a person to stop them from moving in order to protect the person or others from injury.	24 Hours
Reference #27 Mechanical Restraint	The use of commercial devices (straps, belts or ties) to involuntarily restrain movement of the whole or a portion of a person's body as a means of controlling physical activities to protect or others from injury.	24 Hours
Reference #28 Chemical Restraint	The use of medication to control behavior or restrict the person's freedom of movement.	24 Hours