

WRITING EFFECTIVE INCIDENT REPORTS

After reviewing this Incident Report information, you should be able to:

1. Recognize when you must complete an Incident Report
2. Identify information required on an Incident Report
3. Write an effective Incident Report

Incident Reports ensure all unusual incidents involving consumers are documented and reported in a timely manner.

Instances that **REQUIRE** incident reports include:

- Death of a consumer
- Any injury of a consumer, explained or unexplained
- An unusual medical problem (i.e.: dizzy, fainting, shortness of breath...)
- Emergency medical treatment or hospitalization for any reason (please include discharge paperwork from the medical provider)
- Environmental emergencies or incidents that could have caused an injury, but did not do so (i.e.: fire alarm went off and residents had to evacuate, tornado warning alert and residents had to go to tornado area of home, chemical spill, flooding in home, etc.)
- Problem behaviors not addressed in a Behavior Treatment Plan (BTP) (i.e. harm to self, harm to others, verbal aggression, property damage, etc.)
- Inappropriate sexual acts (i.e. peer-to-peer touching, inappropriately touching staff, etc.)
- Medication errors: Missed dose, lower dose, early dose, late dose, wrong medication
- Medication refusals...REMEMBER – Consumer **CANNOT** be forced to take medications
- Law enforcement involvement, including a behavior-related crisis, arrest of a consumer, or convictions, probation violations, detention, etc.
- Use of Physical Management (PM)...REMEMBER....***You must***
 - Identify the imminent risk (i.e. harm to self, staff or others)
 - Identify what less restrictive interventions were tried first and were unsuccessful
 - Identify the **approved** PM technique used
 - Identify how long (<1 minute, 5 minutes, etc.) the recipient was held in the approved PM technique
 - If multiple holds are used, include all the above details for each hold
- Significant events in the community involving a consumer
- Traffic accident, fire, or police involvement with a consumer

Effective Incident Reports:

Incident Reports help ensure that consumers are receiving treatment suited to their needs. They help identify patterns of behavior that may require intervention by the consumer's treatment team. Incident Reports help identify agency-wide or program specific problems (i.e. safety issues) that need to be addressed. They also help identify areas where staff training needs to be developed.

Effective Incident Reports need to be clearly written. They should be written so a person that is not involved in the incident can understand what happened. Effective Incident Reports identify the facts and observations. They avoid inclusion of personal biases; they do not draw conclusions/predictions, or place blame. Effective Incident Reports use specific, descriptive language and document the actions taken or to be taken to prevent recurrence. All Incident Reports need to be written, signed, dated, and submitted within 24 hours. Submit incident reports via fax to 231-845-7095 or SECURE email to consumer_incident_reports@wmcchs.org. See also: Completing CIRs and CIR Debriefing for Provider Network (NQC_NW_WI_31)