DMHAS Community Unusual Incident Reporting Process

Incident Occurs

Agency sends Initial Incident Report to DMHAS UIR Coordinator for all reportable incidents via email/fax immediately or by the end of business day.

Agency will call DMHAS Regional UIR Coordinator immediately for all A+ level incidents. For after hours, call Regional UIR Coordinator and leave a voice message.

DMHAS UIR Coordinator requests additional information from agency, if needed.

DMHAS UIR Coordinator receives and enters report into UIRMS & provides agency with UIR # & codes as assigned by UIRMS via email/fax.

Incidents are auto routed by UIRMS to appropriate DHS entity for follow-up/investigation and/or closure.

Special Response Unit (SRU)
Conducts investigations within 60 business days on identified death, abuse, neglect & exploitation incidents.

Critical Incident Management Unit (CIMU)
Reviews agency investigations on lower level of abuse, neglect & exploitation incidents within 45 days.

Office of Licensing/Special Operations (OOL/SO)
Reviews operational incidents within 60 days & conducts site visits if warranted.

DMHAS
Responsible for all other codes and all deaths for review and closure within 90 business days.

Office of Program Integrity & Accountability
Critical Incident Management Unit

DMHAS Community Unusual Incident Follow-up/Closure Process

SRU:
Conducts investigations within 60 business days on identified death, abuse, neglect & exploitation incidents.

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SRU findings sent to agency, DMHAS and OOL.

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Agency sends corrective action plan to DMHAS within 10 business days.

CIMU:
Reviews agency investigations on lower level of abuse, neglect & exploitation incidents within 45 days.

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If agency investigation is not received by 45 days, a Failure to Comply letter is mailed out as a reminder.

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Upon agency submission of investigation report, CIMU reviews and contacts agency if additional information is needed.

OOL/SO: Reviews operational incidents within 60 days & conducts site visits if warranted. Unannounced visit report will be forwarded to DMHAS.

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Agency sends follow-up and/or investigation report to OOL/SO.

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OOL/SO updates UIR as needed.

DMHAS:
Responsible for all other codes and all deaths for review and closure within 90 business days.

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DMHAS reviews the follow-up summary report and contacts agency for additional information if needed.

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Incident reviewed by the DMHAS Incident Review Committee.

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DMHAS contacts agency if additional information is needed.

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DMHAS receives, reviews and approves agency corrective action as needed.

Incident is closed with findings by DHS closing entity.