

Completing Incident Reports

Some important information about writing incident reports (IRs):

- Check your spelling and grammar! No changes can be made to the Incident Report once it has been submitted, so make sure your writing is professional.
- Use only factual information when you describe the incident. Use only objective statements. Avoid writing your opinions, feelings or thoughts about the incident. Your thoughts are important and should be discussed with your Site Supervisor and co-workers, but can't be included in the incident report.
- Each Incident Report is for one consumer only. If two consumers were involved in the same incident, you must write two reports. If you reference another consumer in an Incident Report, do not use their name. Instead, address the other consumer as "housemate", or "another consumer."
- If an incident was reported to you, but you did not witness it, then write only the information that was reported to you. Also, use the date the incident was reported to you as the "date of incident," and the time it was reported to you as the "time of incident."
- In general, IRs need to be written within 24 hours of the incident. However, if it is a "critical incident" it needs to be routed ASAP. A critical incident is when the incident is severe in nature, and includes: allegations of MANE, burns, death, missing persons, incidents involving the media, medical emergencies threatening life or limb, hospitalizations, serious criminal offenses, and when the consumer is a victim of a serious crime.

Getting to the online Incident Report form:

1. Enter into the Imagine! home page (www.imaginecolorado.org)
2. Hover your cursor over "Resources" found on the right side of the screen, click on "For Employees." This will take you to the "Resources for Employees" page.
3. Next, click on the box on the left side of the page that says "Innovations Forms," which will take you to the Innovations Employee Center page.
4. Next, click on the "Innovations Online Incident Report" at the top center of the page.

Instructions on completing each section of the Incident Report form:

1) General Information

- Complete each question as follows:
 - Reporting Agency: Choose 'Innovations'
 - Consumer Name: Enter the consumer's full name
 - Date of incident: Enter the date the incident occurred
 - Time of incident: Enter the time the incident *started*
 - Duration of incident: Enter the amount of time the incident lasted for

Completing Incident Reports

- Location of incident: Enter the location of the incident. Be specific.
- Was this incident directly observed?: Some incidents are not observed. For example, if MANE is reported to you.
- Type of Incident: See the next page for a list of different types of incidents
- Brief description: Summarize the incident in one sentence. Make sure to touch upon the most important facts.
- Date written: appears automatically
- Write your name as the reporting person: Write down your full name.

2) Persons Notified

- There are 4 sections, for 4 different types of people you would contact to notify them about an incident: (1) Nurse, (2) Case Manager, (3) Guardian/Parent/Provider, and (4) Other
 - Notify your Site Nurse Case Manager whenever the incident is medical in nature
 - Notify your consumer's Case Manager of all critical incidents.
 - Notify your consumer's guardian or parent of all critical incidents, and any other incidents that they want to be informed of. Also, list any other providers you notified about this incident (e.g., day program).
 - Under "other", always list your Site Supervisor. Also include anyone else you may have notified about the incident (e.g., parole officer, on-call Supervisor, etc.).

3) Incident Description

- The incident description section is the most important section of the IR. It is divided into three sections:
 - Description of Incident
 - In this section, describe the incident itself. Make sure to delete the prompt "factual information only" from the box before writing.
 - Describe the preceding events and environment
 - In this section, describe any preceding events or environmental issues that may have led to the incident.
 - How was the situation handled?
 - In this section, describe what you did as a staff-person to resolve the incident, and any follow-up you did once the incident was resolved.

4) Control Procedure

- **ONLY complete this section if a control procedure (any physical intervention to control behavior) was used. If no control procedure was used, then skip this section and submit the incident by clicking the submit button at the bottom right corner of the page.**
- If a control procedure was used, then complete each question as follows:

Completing Incident Reports

- Was a control procedure used?: Click on the box to check it
 - Starting time/Ending time: Enter the starting and ending time of the procedure
 - Did Safety Control Procedure last over 15 minutes?: If it did, click the box to check it. We should do everything we can to prevent control procedures from lasting over 15 minutes.
 - If yes, describe effort to contact DD professional: If the control procedure lasted longer than 15 minutes, then we should have attempted to contact a DD professional (defined as a person who has at least a bachelor's degree and a minimum of two years in the field of developmental disabilities or a person with at least five years experience in the field of developmental disabilities with competency in the areas of rights and behavioral intervention strategies).
 - Describe the procedure used: Describe the particular procedure used. Note any specific NVCI holds used.
 - Why was the procedure used: A control procedure can only be used to “prevent imminent physical harm to self or other.” So for this section, describe the conditions that led you to conclude that there was a risk of imminent physical harm. Things you can use to justify imminent physical harm:
 - Consumer history
 - Statements made by a consumer to you or to another consumer (e.g., “I’m going to throw this at him”).
 - Physical environment (e.g., was it impossible for you to get between the two individuals in time to prevent injury?).
 - Has the behavior occurred before?: Click the box to check yes if the behavior has occurred before.
 - Is the behavior likely to recur?: Click the box to check yes if you think the behavior is likely to recur.
 - Is there a behavioral ISSP?: Click the box to check yes if there is a behavioral ISSP (IBSSP). IBSSPs are required for everyone who has a Safety Control Procedure.
 - Comments: Add any additional comments. **Make sure that any comments you add are *objective* in nature.**
 - Suggestions for prevention: Either leave this field blank or write “I will discuss my suggestions for prevention directly with my supervisor.” Anything else you would write in this field would be subjective, and therefore should not be included.
- After you have completed this section, click on the “submit” button in the bottom right corner of the page to submit the IR.