All Categories

Suggested Guidelines for Review

General Information

- ☐ Is the discovery date accurate (Is there information in the incident that indicates that the incident was discovered before the date noted on the Time and Classification Screen)?
- ☐ Was the incident filed within the appropriate time frame (24 hours)?
    - If the incident was reported and/or entered late was there a reason for the delay?
    - If not, were corrective actions noted and provide reasons for late reporting or entry?
- ☐ Was the event clearly explained? (Who, What, When, and How)?
- ☐ Was the individual appropriately assessed for injuries?
- ☐ What is the current status of the individual?
- ☐ Was the Target identified?
    - If so, was the target identifier used consistently throughout the incident and/or the investigation?
- ☐ What is the current status of the target?
- ☐ Were the individual and alleged target immediately separated?
- ☐ Was the ISP Implemented as written?
- ☐ Were plans of support Implemented as written? (ISP, BSP, etc.)
- ☐ If incident category is prompted by a protective service Report of Need (RON), it should be noted that a RON was the source of the information.
- ☐ Were document uploads completed in accordance with ODP expectations?
- ☐ If the incident was reported and/or entered late was there a reason for the delay?

Corrective Actions

- ☐ Was a review of the individual's prior incident history done as part of the process to determine appropriate and adequate corrective, remedial, and preventive actions?
- ☐ Were the identified corrective actions specific to the incident?
- ☐ Were preventative actions (steps immediately to prevent this incident from happening again in the future) taken and documented as well as the date the actions were implemented?
    - Were preventative corrective actions (system or organization) actions adequate?
- ☐ Were corrective actions (measures/steps will be in place to protect the health and safety of the individual) taken and documented as well as the date the actions were implemented?
- ☐ If failure to implement corrective actions over a period of time was discovered, and noted in the corrective action plan, a neglect/abuse incident should be filed.
- ☐ If the provider did not finalize the incident before the due date, is there a corrective action that addresses why the report was not finalized before the due date?

Responsive Actions

- ☐ Were the supports and/or services offered to the individual adequate and reflective in the Final Section of the report?
- ☐ If the individual did not accept the support and/or service offered, is there an adequate explanation provided?
- ☐ Was the individual provided necessary support after the incident?

All Categories

Suggested Guidelines for Review

Investigation related

- ☐ Was an investigation completed in accordance with the standard included in the IM Bulletin and the current version of the Certified Investigator Manual?
- ☐ If the Provider Investigation determines that there was abuse/neglect, was a review of the incident history completed to determine if an abuse/neglect incident was filed and linked to another incident under review?
    - Specific to abuse by another individual, if there are multiple occurrences over time, an investigation should be requested by the reviewer.
- ☐ Was there an investigation completed by the AE/County program, if required by the bulletin or requested by ODP?
- ☐ Were the appropriate documents uploaded to EIM as part of the investigation (i.e., documents from interviews, witness statements, healthcare summary from PCP, ER discharge reports)?
- ☐ Were any attempts made to Inform the individual and their designated person about the incident and investigation findings, if applicable?
- ☐ Were any attempts made to interview the victim during the investigation?
    - Were attempts made in a communication manner that the victim understands (sign, native language, gestural, etc.)?

Administrative Review

- ☐ Does the Administrative Review address all Concerns reported by the Certified Investigator?
- ☐ Is the Investigation determination consistent with the evidence recorded by the Certified Investigator?

Notifications

- ☐ Was the victim and/or legal guardian informed about available victims' assistance programs, if applicable?
- ☐ Was the family notified of the incident and the investigation outcome, if applicable? If not, was a reason for non-notification documented?
- ☐ Was the regional licensing administrator notified regarding possible regulatory or licensing issues, if applicable?
- ☐ Were appropriate notifications made to authorities, such as the local District Attorney's Office or Office of Attorney General, in accordance with Act 26/28 § 2713 of the Crimes Code, Neglect and Abuse of Care Dependent Person, when applicable?
- ☐ Was DOH contacted if the individual lives in an ICF/ID?
- ☐ Was Department of Human Services Licensing contacted if the individual resides in a facility licensed by DHS (i.e., PCH, OMHSAS, ODP, etc.)?
- ☐ Was the Department of State notified about a professional licensing complaint? (i.e., complaint about a nurse, psychologist, etc.)
- ☐ Was Adult Protective Services notified if the individual is between the ages of 18-59?
- ☐ Was Area Agency on Aging (AAA) contacted - if the person is 60 or older?

All Categories

Suggested Guidelines for Review

- ☐ Was Childline contacted - if the individual is under the age of 18?
- ☐ Was Law Enforcement contacted, if applicable?
- ☐ Refer to the Victim's Assistance Programs, an attachment to the IM Bulletin 00-21-02, to determine if resources available to victims of crimes should have been offered.

AE or Regional Office Comments

- ☐ Were all comments made during the Initial Management Review addressed by the provider during the final section?