



2015 HCBS Incident Reporting Webinar Questions and Answers

1. Is it a major incident if someone has a seizure and requires emergency room treatment at a hospital?

Iowa Administrative Code Chapter 77 states: A minor incident consists of the following:

1. Results in the application of basic first aid
2. Results in bruising
3. Results in seizure activity
4. Results in injury to self, to others, or to property
No physician or hospital treatment needed
5. Constitutes a prescription medication error

A seizure is generally considered a minor incident. However, if the individual obtained a physical injury during the seizure and required treatment from a physician or hospitalization, then it would be considered a major incident as noted below:

Iowa Administrative Code Chapter 77 states the following are to be recorded as a major incident:

1. Results in a physical injury to or by the consumer that requires a physician's treatment or admission to a hospital;
2. Results in the death of the member;
3. Requires emergency mental health treatment for the member;
4. Requires the intervention of law enforcement;
5. Results in a report of child abuse pursuant to Iowa Code section 232.69 or a report of dependent adult abuse pursuant to Iowa Code section 235B.3;
6. Constitutes a prescription medication error or a pattern of medication errors that leads to the outcome in paragraph "1," "2," or "3"; or "5"
7. Involves a member's location being unknown by provider staff who are assigned protective oversight.

A major incident refers to an incident that results in physical injury that requires hospitalization. A seizure that does not result in a physical injury that requires



hospitalization is NOT a major incident. One will need to document the seizure as a minor incident in the member's file according to the agency's policy and procedure.

2. Do we need to register all employees who may be entering incident reports into the Iowa Medicaid Portal Access (IMPA) System?

Yes. All individuals who will be entering incident reports into IMPA will need to secure their own IMPA account and password. The person will also need to complete the Critical Incident Reporting Access Request form and be approved for access in order to have the ability to complete an entry.

3. I would like to have additional replies added to the form for “death by natural causes”, so we can reply more appropriately. We have to answer such questions as "Is the event likely to happen again?" and "Was this event resolved to your satisfaction?".

If the death is due to natural causes, one will mark "other" and provide a brief description regarding the cause.

4. If a client goes to the hospital by ambulance because of a seizure, is it a minor or major incident?

It would only be a major incident if the individual received an injury while having a seizure which required treatment from a physician or hospitalization due to the injury. If we have a tenant who fell, who is independent on their service plan, currently not HCBS and broke a wrist and went to the nursing home to rehab, is this reportable?

If the individual is not currently receiving HCBS waiver services they would not have an active service plan in the system therefore a major incident report would not be entered in IMPA. You would need to track such incidents according to your agency's policy and procedures for those not receiving HCBS waiver services.

5. It helps to have it ahead to take notes on it. Thank you for your comment. We will take it into consideration.



6. I can't get on my IMPA? How do we go about getting on? I have changed my password and am still unable to log into IMPA?

If technical issues are experienced, contact IMPA support for assistance at impasupport@dhs.state.ia.us.

7. If you are an hourly service provider and you go to a person's home and the parent informs you of an injury that occurred that required medical care from a physician, the provider is responsible for completing a major incident report, is that correct?

Iowa Administrative Code states, one needs to report by the end of the next calendar day after a major incident occurred or is discovered. When you arrived at a home for a scheduled service and were informed of an injury requiring medical care, this is considered the point of discovery and it becomes your responsibility to enter the incident into IMPA. The person who first becomes aware of the incident is the one who reports the incident using IMPA or informs the designated person within the agency who enters incidents into IMPA.

8. If a tenant falls and is sent to the ER, and returns with no orders I understand there would be no IMPA reporting. 2. If a tenant falls and returns started on an Antibiotic, I understand there would be no IMPA report. 3. If a tenant goes to the ER after a fall, is in the hospital for observation only, and returns to the facility next day with no new orders, is there a report to IMPA?

If an individual falls and goes to the hospital or seeks physician treatment for an injury from the fall then a major incident would need to be reported through IMPA. This requirement is regardless of whether or not the individual received orders, was put on antibiotics, or remained in the hospital for observation. If the member fell and is not seeking treatment for an injury, then a major incident did not occur and does not need to be reported through IMPA.

9. In cases of home care staff that do not arrive at a client's home as scheduled, does that require an incident report?

Each case is fact specific. An agency is responsible for establishing quality control measures and investigating instances that have potential for impacting the member's health, safety, and welfare during service provision. The agency should conduct an internal investigation regarding the incident of staff not showing up to provide a



member's needed cares. Based on the evidence discovered by the agency, if it is determined that the staff neglected to meet the identified needs of that member, as indicated in the service plan or as agreed upon by the interdisciplinary team, then the agency would need to make a report to the Department of Human Services (DHS) abuse hotline. If a report is to be made to DHS for "abuse" then this would constitute as a major incident and would need to be entered into the IMPA system.

10. In cases where a client has an outburst, starts destroying the house, and the police are called in to intervene, do I need to do a separate incident report for the roommates that witness the behavior? (I'm confused on that one because different case managers give me different answers)

Determining whether a report is required for each individual witness is determined on a case by case basis. For instance, if a roommate was on a home visit when the police were called to intervene, then a report would not need to be done on the roommate. If the roommate was always in their room and never witnessed the outburst or was not instructed to remain in their room for safety purposes, then again a major incident on the roommate would not be necessary. However, if the roommate is witnessing the outburst and has been instructed to go to their room for safety purposes or even remains in the same area, this creates a safety concern. Police intervention was used for the safety of the person having the outburst, staff, and the roommates/community, thus warranting a major incident report to be entered on all those residing in the home where the police provided intervention.