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North Sound Behavioral Health Administrative Services Organization, LLC

Section 1000 - Administrative: Critical Incident Reporting

Authorizing Source: HCA Contract

Approved by: Executive Director

Date: 4/29/2025

Signature:

POLICY # 1009.00

SUBJECT: CRITICAL INCIDENT REPORTING

PURPOSE

The North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) shall establish a Critical Incident Management System consistent with all applicable laws and shall include policies and procedures for identification of incidents, reporting protocols and oversight responsibilities. North Sound BH-ASO shall designate a Critical Incident Manager responsible for administering the Incident Management System and ensuring compliance with the requirements of this policy.

The North Sound BH-ASO will increase intervention for contracted providers when incident behavior escalates in severity or frequency and shall communicate with the appropriate managed care organization (MCO) when the North Sound BH-ASO becomes aware of an incident for a Medicaid Enrollee.

PROCEDURES

The North Sound BH-ASO shall submit an individual Critical Incident report for non-Medicaid Individuals for the following incidents:

1. To an Individual receiving BH-ASO funded services and occurred within a contracted behavioral health facility (inpatient psychiatric, behavioral health agencies), FQHC, or by independent behavioral health provider.
 - a. Abuse, neglect, or sexual/financial exploitation perpetrated by staff;
 - b. Physical or sexual assault perpetrated by another individual; and
 - c. Death.
2. By an Individual receiving BH-ASO funded services, with a behavioral health diagnosis, or history of behavioral health treatment within the previous 365 days. Acts allegedly committed, to include:
 - a. Homicide or attempted homicide;
 - b. Arson;
 - c. Assault or action resulting in serious bodily harm which has the potential to cause prolonged disability or death;
 - d. Kidnapping; and
 - e. Sexual assault.
3. Unauthorized leave from a behavioral health facility during an involuntary detention, when funded by the BH-ASO.
4. Any event involving an Individual that has attracted or is likely to attract media coverage, when funded

by the BH-ASO. (North Sound BH-ASO shall include the link to the source of the media, as available).

Report

1. North Sound BH-ASO shall report critical incidents within one (1) Business Day of becoming aware of the incident and shall report incidents that have occurred within the last thirty (30) calendar days, with the exception of incidents that have resulted in or are likely to attract media coverage. Media related incidents should be reported to HCA as soon as possible, not to exceed one (1) Business Day.
2. North Sound BH-ASO shall enter the initial report, follow-up, and actions taken into the HCA Incident Reporting System <https://fortress.wa.gov/hca/ics/>, using the report template within the system.
 - a. If the system is unavailable the North Sound BH-ASO shall report Critical Incidents to HCABHASO@hca.wa.gov.
 - b. HCA may ask for additional information as required for further research and reporting. North Sound BH-ASO shall provide information within three (3) business days of HCA's request.
3. Reporting this information to HCA does not discharge the North Sound BH-ASO from completing mandatory reporting requirements, such as notifying the DOH, law enforcement, Residential Care Services, and other protective services.

Population Based Reporting

1. North Sound BH-ASO shall submit a semi-annual report of all Critical Incidents tracked for Individuals receiving BH-ASO funded services during the previous six (6) months. The report shall include an analysis of the following incidents:
 - a. Incidents reported through the HCA Incident Reporting System;
 - b. Incidents posing a credible threat to an Individual's safety;
 - c. Suicide and attempted suicide; and
 - d. Poisoning/overdoses unintentional or intention unknown.
2. The following shall be addressed in the analysis:
 - a. How the incident reporting program has been structured and operationalized;
 - b. The number and types of critical incidents and comparisons over time;
 - c. Trends found in the population (i.e. regional differences, demographic groups, vulnerable populations, other as defined by North Sound BH-ASO)
 - d. Actions taken by North Sound BH-ASO to reduce incidents based on the analysis, and other actions taken and why;
 - e. North Sound BH-ASO's evaluation of how effective their critical incident reporting program has been over the reporting period and changes that will be made, as needed.
3. The report shall be submitted no later than the last business day of January and July for the prior six (6) month period. The January report shall reflect incidents that occurred July through December and the July report shall reflect incidents that occurred January through June.
4. North Sound shall also include a data file of all Critical Incidents from which the analysis is made using a template provided by HCA.

ATTACHMENTS

None