



COMMISSIONER
Adelaide Horn

July 1, 2009

To: Home and Community-based Service (HCS) Providers

Subject: Information Letter No. 09-86
Critical Incident Reporting

The HCS Program rule at *40 Texas Administrative Code (TAC) §9.178(y)* and the Provider Agreement for HCS Program Services requires HCS providers to report to the Texas Department of Aging and Disability Services (DADS), through the Client Assignment and Registration (CARE) system, within 30 days following the end of each calendar month, reportable data regarding critical incidents for that calendar month. Currently, the reportable data is described in Attachment B to the provider agreement and to DADS Information Letter No.08-156.

The purpose of this letter is to inform providers of changes to critical incident reporting requirements. These changes are being made to enable DADS to accomplish annual reporting of aggregate data required by the Health and Human Services Commission, in accordance with recommendations of the workgroup mandated by *Senate Bill 325, 79th Legislature, Regular Session, 2005*. The changes are effective **September 1, 2009** which means that HCS providers must begin collecting data in compliance with the new requirements on August 1, 2009. Entry of this data in CARE must occur no later than September 30, 2009. The following is the required information for the new reporting of critical incidents in CARE (new requirements are in bold):

- Total number of Medication Errors;
- Total Number of Serious Injuries;
- Total Number of Behavior Plans Authorizing Restraint; and
- Number of Emergency Restraints Used: **HCS providers will be required to report incidents in this category by living arrangement (Residential Support Services (RSS), Supervised Living (SL), Other);**
- Number of Individuals Requiring Emergency Restraints: **HCS providers will be required to report incidents in this category by living arrangement (RSS, SL, Other);** and
- Number of Restraint Related Injuries: **HCS providers will be required to report incidents in this category by living arrangement (RSS, SL, Other).**

Please be aware that HCS providers will no longer be required to report deaths of individuals in screen 686 in CARE. In addition, providers are still required to report the type of emergency restraint used except that under the new reporting requirements "chemical restraint" will be referred to as "psychoactive medication."

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Beginning September 1, 2009, all critical incident reporting requirements, including the type of reportable data and instructions on how to enter the data will be contained in the HCS CARE User Guide instead of Attachment B referenced above. For your information, attached to this letter is the portion of the HCS CARE User Guide containing the critical incident reporting requirements. This attachment incorporates the changes to the requirements described in this letter that will be effective September 1, 2009. The User Guide can be accessed online at:
<http://www2.mhmr.state.tx.us/655/cis/training/WAIVER.html>.

Please direct any questions about critical incident reporting procedures to the HCS and TxHmL Policy Specialist at (512) 438-3015.

Sincerely,

[signature on file]

Tommy Ford
Interim Director
Community Services

TF:ss

Attachment

HCS Critical Incident Data (686)

Introduction

The *Critical Incident Data* process allows a provider to add, change, or delete critical incident data.

The entry of critical incident data is required on a monthly basis for *all* of the contracts administered by a provider, including contracts for waiver programs and ICF/MR. Critical incident data must be entered *no later than 30 days* from the end of the month being reported. For example, the data reported in the month of September will reflect data that was entered in August.

When adding critical incident data, the fields on the **686: Critical Incident Data: Add** screen will clear to allow for multiple entries of the contracts for your component, and the number of contracts entered is displayed.

Note: HCS information that was previously entered in WebCARE must be entered in CARE beginning September 1, 2009.

Reportable Data

The following information provides terms and definitions used on the Critical Incident Data screens.

Term	Definition
Medication Error	A medication error is reported when there is a discrepancy between what a physician prescribes and what an individual actually takes and the individual self-administers medication under supervision of the Program Provider or has medication administered by the Program Provider. A medication error occurs in one of three ways: <ul style="list-style-type: none">• Wrong medication - an individual takes medication that is not prescribed for that individual. This includes taking medication after it has been discontinued or taking the incorrect medication because it was inappropriately labeled.• Wrong dose - an individual takes a dose of medication other than the dose prescribed.• Omitted dose - an individual does not take a prescribed dose of medication within one hour before or one hour after the prescribed time, except an omitted dose does not include an individual's refusal to take medication.
Serious Physical Injury	A serious physical injury is reported, regardless of the cause or setting in which it occurred, when an individual sustains: <ul style="list-style-type: none">• a fracture;• a dislocation of any joint;• an internal injury;• a contusion larger than 2½ inches in diameter;• a concussion;• a second or third degree burn;• a laceration requiring sutures; or• an injury determined serious by a physician, physician assistant, registered nurse, or a vocational nurse.

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HCS Critical Incident Data (686), Continued

Reportable Data, continued

Term	Definition
Behavior Intervention Plan Authorizing Restraint	<p>A behavior intervention plan is reported if it authorizes a personal, mechanical or psychoactive medication, as defined below, for an individual.</p> <ul style="list-style-type: none"> • Personal restraint - the application of pressure, except physical guidance or prompting of brief duration that restricts the free movement of part or all of an individual's body. • Mechanical restraint - the use of a device that restricts the free movement of part or all of an individual's body. Such a device includes an anklet, a wristlet, a camisole, a helmet with fasteners, a mitt with fasteners, a posey, a waist strap, a head strap, and a restraining sheet. Such a device does not include one used to provide support for functional body position or proper balance, such as a wheelchair belt, or one used for medical treatment, such as a helmet to prevent injury during a seizure. • Psychoactive medication - the use of a chemical, including a pharmaceutical, through topical application, oral administration, injection, or other means, to control an individual's activity and which is not a standard treatment for the individual's medical or psychiatric condition.
Emergency Personal Restraint	<p>An emergency personal restraint is reported when the Program Provider uses a personal restraint, as defined above, and such restraint is not authorized in a written behavior intervention plan approved by the individual's IDT.</p>
Emergency Mechanical Restraint	<p>An emergency mechanical restraint is reported when the Program Provider uses a mechanical restraint, as defined above, and such restraint is not authorized in a written behavior intervention plan approved by the individual's IDT.</p>
Emergency Psychoactive Medication	<p>An emergency psychoactive medication is reported when the Program Provider uses a psychoactive medication, as defined above and such restraint is not authorized in a written behavior intervention plan approved by the individual's IDT.</p>
Individual Requiring Emergency Restraint	<p>An individual is reported as requiring emergency restraint if the individual is restrained (by either personal or mechanical restraint or psychoactive medication) at least once during a calendar month. If an individual is restrained more than once during a calendar month, the individual is reported only once for that month.</p>

HCS Critical Incident Data (686): Add

Procedure

The following table describes the steps a provider will use to enter critical incident data for a specified reporting month.

Step	View	Action
1	--	<ul style="list-style-type: none"> Type 686 in the ACT: field of any screen. Press Enter. <p><u>Result:</u> The 686: Critical Incident Data: Add/Change/Delete header screen is displayed.</p>
2	<p>A sample 686: Critical Incident Data: Add/Change/Delete header screen is shown below.</p> <div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 10px auto;"> <pre> 05-20-09 686:CRITICAL INCIDENT DATA : ADD/CHANGE/DELETE UC026510 PLEASE ENTER THE FOLLOWING: COMPONENT CODE : ___ MONTH AND YEAR (MMVVVV) : ____ CONTRACT NUMBER : _____ TYPE OF ENTRY : _ (A/ADD,C/CHANGE,D/DELETE) *** PRESS ENTER *** ACT: ___ (600/COMPONENT DATA ENTRY, M/MENU) </pre> </div>	<p>Your component code is displayed based on your logon account number.</p> <ul style="list-style-type: none"> Type the month and year being reported in the MONTH AND YEAR field. (MMYYYYY format) Type the contract number in the CONTRACT NUMBER field. Type A (Add) in the TYPE OF ENTRY field. Press Enter. <p><u>Result:</u> The 686: Critical Incident Data: Add screen is displayed.</p>

continued on next page

HCS Critical Incident Data (686): Add, Continued

Procedure, continued

Step	View	Action
3	<p>A sample 686: Critical Incident Data: Add screen is shown below.</p> <div data-bbox="272 388 873 814" style="border: 1px solid black; padding: 5px;"> <pre> 05-20-09 686: CRITICAL INCIDENT DATA:ADD UC026512 COMPONENT CODE/NAME: 804 / EDUCARE COMMUNITY LIU CONTRACT NUMBER: 001007358_ INCIDENT MONTH/YEAR: 04 / 2009 0 OF 14 CONTRACTS ENTERED TOTAL NUMBER OF: MEDICATION ERRORS: SERIOUS INJURIES: _ BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT: _ NUMBER OF EMERGENCY RESTRAINTS USED: RSS SL OTHER TOTAL PERSONAL RESTRAINTS: _ _ _ _ MECHANICAL RESTRAINTS: _ _ _ _ PSYCHOACTIVE MEDICATION: _ _ _ _ NUMBER OF INDIVIDUALS REQUIRING EMERGENCY RESTRAINT: _ PERSONAL RESTRAINTS: _ _ _ _ MECHANICAL RESTRAINTS: _ _ _ _ PSYCHOACTIVE MEDICATION: _ _ _ _ NUMBER OF RESTRAINT RELATED INJURIES: _ EMERGENCY PERSONAL RESTRAINTS: _ _ _ _ EMERGENCY MECHANICAL RESTRAINTS: _ _ _ _ EMERGENCY PSYCHOACTIVE MEDICATION: _ _ _ _ READY TO ADD? _ (Y/N) ACT: _ (600/COMPONENT DATA ENTRY, H/MENU) </pre> </div> <p>The top of the screen displays the component code and name, the contract number for which you are reporting incidents, and the incident month and year. In this example, <i>0 of 14 Contracts Entered</i> is displayed at the top of the screen. As data is entered for each contract, the screen displays the total number of contracts for the component and the number of that total that has been entered.</p> <p>The middle portion of the screen provides fields for you to enter the number of errors, injuries, and restraint information. This section includes RSS (Residential Support Services), SL (Supervised Living), OTHER (Foster/Companion care and individual living in own home or family home), and TOTAL fields. You will enter the following information:</p> <p>Number Of Emergency Restraints Used: These fields include the total number of times a restraint was used in each category. You must manually add the numbers and enter the total in the TOTAL fields.</p> <p>Number Of Individuals Requiring Emergency Restraint: These fields include the total number of individuals who were restrained in each category. You must manually add the numbers and enter the total in the TOTAL fields.</p> <p>Number Of Restraint Related Injuries: These fields include the total number of injuries that were related to a restraint incident in each category. You must manually add the numbers and enter the total in the TOTAL fields.</p> <p><i>See the note and example on the following page.</i></p>	<p>The contract number that was entered on the header screen is displayed but can be changed.</p> <ul style="list-style-type: none"> Type the contract number in the CONTRACT NUMBER field, if the contract for which you are entering data is other than the one entered on the header screen. Type the number of medication errors during the report month for every person served in your contract in the MEDICATION ERRORS field. Type the number of serious injuries during the report month for every person served in your contract in the SERIOUS INJURIES field. Type the number of behavior intervention plans authorizing personal, mechanical, or psychoactive medication restraint during the report month in the BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT field. <p>Number Of Emergency Restraints Used</p> <ul style="list-style-type: none"> Type the number of emergency restraints used by category during the report month in the PERSONAL RESTRAINTS, MECHANICAL RESTRAINTS, and PSYCHOACTIVE MEDICATION fields. Type the total number of emergency restraints used in the TOTAL field. <p>Number Of Individuals Requiring Emergency Restraint</p> <ul style="list-style-type: none"> Type the number of individuals requiring emergency restraint during the report month in the PERSONAL RESTRAINTS, MECHANICAL RESTRAINTS, and PSYCHOACTIVE MEDICATION fields. Type the total number of individuals requiring emergency restraints in the TOTAL field. <p>Number Of Restraint Related Injuries</p> <ul style="list-style-type: none"> Type the number of restraint related injuries during the report month in the EMERGENCY PERSONAL RESTRAINTS, EMERGENCY MECHANICAL RESTRAINTS, and EMERGENCY PSYCHOACTIVE MEDICATION fields. Type the total number of restraint related injuries in the TOTAL field. Type Y in the READY TO ADD? field. Press Enter. <p><u>Result:</u> The screen is redisplayed with cleared fields to allow for the entry of data for additional contracts, and the message, <i>“Previous Information Added”</i> is displayed.</p> <ul style="list-style-type: none"> Repeat this step for all contracts.

continued on next page

HCS Critical Incident Data (686): Add, Continued

Procedure, continued

Step	View	Action
<p>3 cont.</p>	<p>Note: Zeroes must be entered in the fields on this screen when there is no reportable data for that month. Data must be entered monthly.</p> <p>Example screen:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre> 06-10-09 686: CRITICAL INCIDENT DATA:ADD UC026512 COMPONENT CODE/NAME: 804 / EDUCARE COMMUNITY LIV CONTRACT NUMBER: 001007358_ INCIDENT MONTH/YEAR: 05 / 2009 0 OF 14 CONTRACTS ENTERED TOTAL NUMBER OF: MEDICATION ERRORS: 2_ SERIOUS INJURIES: 1_ BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT: 5_ NUMBER OF EMERGENCY RESTRAINTS USED: RSS SL OTHER TOTAL PERSONAL RESTRAINTS: 4_ 2_ 0_ 6_ MECHANICAL RESTRAINTS: 2_ 0_ 0_ 2_ PSYCHOACTIVE MEDICATION: 0_ 0_ 0_ 0_ NUMBER OF INDIVIDUALS REQUIRING EMERGENCY RESTRAINT: PERSONAL RESTRAINTS: 1_ 1_ 0_ 2_ MECHANICAL RESTRAINTS: 1_ 0_ 0_ 1_ PSYCHOACTIVE MEDICATION: 0_ 0_ 0_ 0_ NUMBER OF RESTRAINT RELATED INJURIES: EMERGENCY PERSONAL RESTRAINTS: 1_ 0_ 0_ 1_ EMERGENCY MECHANICAL RESTRAINTS: 0_ 0_ 0_ 0_ EMERGENCY PSYCHOACTIVE MEDICATION: 0_ 0_ 0_ 0_ READY TO ADD? Y (Y/N) ACT: ___ (600/COMPONENT DATA ENTRY, H/MENU) </pre> </div>	<p>When all contracts have been entered, type N in the READY TO ADD? field and press Enter to return to the header screen.</p> <p><u>Example:</u> The following describes the data displayed on the sample screen on the left side of the page.</p> <p>Number of Emergency Restraints section:</p> <ul style="list-style-type: none"> • John is in Residential Support Services and has had four personal restraints in a month. You would type 4 in the PERSONAL RESTRAINTS: RSS field. • Sally is in Supervised Living and has had two personal restraints in a month. You would type 2 in the PERSONAL RESTRAINTS: SL field, and • Type 6 in the TOTAL field. • Bob is in Residential Support Services and has had two mechanical restraints in a month. You would type 2 in the MECHANICAL RESTRAINTS: RSS field and 2 in the TOTAL field. <p>Number of Individuals Requiring Emergency Restraint section:</p> <ul style="list-style-type: none"> • Even though John has had 4 and Sally has had 2 personal restraints, this field is counting individuals, so you would type 1 in the PERSONAL RESTRAINTS: RSS field, 1 in the SL field, and 2 in the TOTAL field. Bob has had two mechanical restraints, but you would type 1 in the MECHANICAL RESTRAINTS: RSS field and 1 in the TOTAL field. <p>Number of Restraint Related Injuries section:</p> <ul style="list-style-type: none"> • One of Bob's restraints resulted in a restraint related injury, so you would type 1 in the MECHANICAL RESTRAINTS: RSS field and 1 in the TOTAL field. <p>Important: Remember that you must type zeroes in all fields that have no critical incident data to be reported.</p>

HCS Critical Incident Data (686): Change

Procedure

The following table describes the steps a provider will use to change critical incident data that has been entered incorrectly.

Step	View	Action																																																		
1	--	<ul style="list-style-type: none"> Type 686 in the ACT: field of any screen. Press Enter. <p>Result: The 686: Critical Incident Data: Add/Change/Delete header screen is displayed.</p>																																																		
2	<p>A sample 686: Critical Incident Data: Add/Change/Delete header screen is shown below.</p> <div style="border: 1px solid black; padding: 10px;"> <p>05-20-09 686:CRITICAL INCIDENT DATA : ADD/CHANGE/DELETE UC026510</p> <p>PLEASE ENTER THE FOLLOWING:</p> <p>COMPONENT CODE : ___</p> <p>MONTH AND YEAR (MMYYYY) : ____</p> <p>CONTRACT NUMBER : _____</p> <p>TYPE OF ENTRY : _ (A/ADD,C/CHANGE,D/DELETE)</p> <p>*** PRESS ENTER ***</p> <p>ACT: ___ (600/COMPONENT DATA ENTRY, H/MENU)</p> </div>	<p>Your component code is displayed based on your logon account number.</p> <ul style="list-style-type: none"> Type the month and year being reported in the MONTH AND YEAR field. (MMYYYY format) Type the contract number in the CONTRACT NUMBER field. Type C (Change) in the TYPE OF ENTRY field. Press Enter. <p>Result: The 686: Critical Incident Data: Change screen is displayed.</p>																																																		
3	<p>A sample 686: Critical Incident Data: Change screen is shown below.</p> <div style="border: 1px solid black; padding: 10px;"> <p>06-11-09 686: CRITICAL INCIDENT DATA:CHANGE UC026512</p> <p>COMPONENT CODE/NAME: 804 / EDUCARE COMMUNITY LIU CONTRACT NUMBER: 001007358_</p> <p>INCIDENT MONTH/YEAR: 05 / 2009 1 OF 14 CONTRACTS ENTERED</p> <p>TOTAL NUMBER OF: MEDICATION ERRORS: 2 SERIOUS INJURIES: 1</p> <p>BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT: 5</p> <table border="0"> <tr> <td>NUMBER OF EMERGENCY RESTRAINTS USED:</td> <td>RSS</td> <td>SL</td> <td>OTHER</td> <td>TOTAL</td> </tr> <tr> <td>PERSONAL RESTRAINTS:</td> <td>4</td> <td>2</td> <td>0</td> <td>6</td> </tr> <tr> <td>MECHANICAL RESTRAINTS:</td> <td>2</td> <td>0</td> <td>0</td> <td>2</td> </tr> <tr> <td>PSYCHOACTIVE MEDICATION:</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </table> <p>NUMBER OF INDIVIDUALS REQUIRING EMERGENCY RESTRAINT:</p> <table border="0"> <tr> <td>PERSONAL RESTRAINTS:</td> <td>1</td> <td>1</td> <td>0</td> <td>2</td> </tr> <tr> <td>MECHANICAL RESTRAINTS:</td> <td>1</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>PSYCHOACTIVE MEDICATION:</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </table> <p>NUMBER OF RESTRAINT RELATED INJURIES:</p> <table border="0"> <tr> <td>EMERGENCY PERSONAL RESTRAINTS:</td> <td>1</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>EMERGENCY MECHANICAL RESTRAINTS:</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>EMERGENCY PSYCHOACTIVE MEDICATION:</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </table> <p>READY TO CHANGE? Y (Y/N)</p> <p>ACT: ___ (600/COMPONENT DATA ENTRY, H/MENU)</p> </div>	NUMBER OF EMERGENCY RESTRAINTS USED:	RSS	SL	OTHER	TOTAL	PERSONAL RESTRAINTS:	4	2	0	6	MECHANICAL RESTRAINTS:	2	0	0	2	PSYCHOACTIVE MEDICATION:	0	0	0	0	PERSONAL RESTRAINTS:	1	1	0	2	MECHANICAL RESTRAINTS:	1	0	0	1	PSYCHOACTIVE MEDICATION:	0	0	0	0	EMERGENCY PERSONAL RESTRAINTS:	1	0	0	1	EMERGENCY MECHANICAL RESTRAINTS:	0	0	0	0	EMERGENCY PSYCHOACTIVE MEDICATION:	0	0	0	0	<ul style="list-style-type: none"> Type changes to the critical incident data in the appropriate fields. Type Y in the READY TO CHANGE? field to submit the data to the system. Press Enter. <p>Result: The header screen is displayed with the message, <i>"Previous Information Changed."</i></p>
NUMBER OF EMERGENCY RESTRAINTS USED:	RSS	SL	OTHER	TOTAL																																																
PERSONAL RESTRAINTS:	4	2	0	6																																																
MECHANICAL RESTRAINTS:	2	0	0	2																																																
PSYCHOACTIVE MEDICATION:	0	0	0	0																																																
PERSONAL RESTRAINTS:	1	1	0	2																																																
MECHANICAL RESTRAINTS:	1	0	0	1																																																
PSYCHOACTIVE MEDICATION:	0	0	0	0																																																
EMERGENCY PERSONAL RESTRAINTS:	1	0	0	1																																																
EMERGENCY MECHANICAL RESTRAINTS:	0	0	0	0																																																
EMERGENCY PSYCHOACTIVE MEDICATION:	0	0	0	0																																																

HCS Critical Incident Data (686): Delete

Procedure The following table describes the steps a provider will use to delete critical incident data that has been entered in error.

Step	View	Action
1	--	<ul style="list-style-type: none"> Type 686 in the ACT: field of any screen. Press Enter. <p><u>Result:</u> The 686: Critical Incident Data: Add/Change/Delete header screen is displayed.</p>
2	<p>A sample 686: Critical Incident Data: Add/Change/Delete header screen is shown below.</p> <div style="border: 1px solid black; padding: 10px;"> <pre> 05-20-09 686:CRITICAL INCIDENT DATA : ADD/CHANGE/DELETE UC026510 PLEASE ENTER THE FOLLOWING: COMPONENT CODE : ___ MONTH AND YEAR (MMYYYY) : ____ CONTRACT NUMBER : _____ TYPE OF ENTRY : _ (A/ADD,C/CHANGE,D/DELETE) *** PRESS ENTER *** ACT: ___ (600/COMPONENT DATA ENTRY, H/MENU) </pre> </div>	<p>Your component code is displayed based on your logon account number.</p> <ul style="list-style-type: none"> Type the month and year being reported in the MONTH AND YEAR field. (MMYYYYY format) Type the contract number in the CONTRACT NUMBER field. Type D (Delete) in the TYPE OF ENTRY field. Press Enter. <p><u>Result:</u> The 686: Critical Incident Data: Delete screen is displayed.</p>
3	<p>A sample 686: Critical Incident Data: Delete screen is shown below.</p> <div style="border: 1px solid black; padding: 10px;"> <pre> 06-11-09 686: CRITICAL INCIDENT DATA:DELETE UC026512 COMPONENT CODE/NAME: 804 / EDUCARE COMMUNITY LIV CONTRACT NUMBER: 001007358_ INCIDENT MONTH/YEAR: 05 / 2009 1 OF 14 CONTRACTS ENTERED TOTAL NUMBER OF: MEDICATION ERRORS: 2_ SERIOUS INJURIES: 1_ BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT: 5_ NUMBER OF EMERGENCY RESTRAINTS USED: PERSONAL RESTRAINTS: RSS SL OTHER TOTAL MECHANICAL RESTRAINTS: 4 2 0 6 PSYCHOACTIVE MEDICATION: 2 0 0 2 NUMBER OF INDIVIDUALS REQUIRING EMERGENCY RESTRAINT: PERSONAL RESTRAINTS: 1 1 0 2 MECHANICAL RESTRAINTS: 1 0 0 1 PSYCHOACTIVE MEDICATION: 0 0 0 0 NUMBER OF RESTRAINT RELATED INJURIES: EMERGENCY PERSONAL RESTRAINTS: 1 0 0 1 EMERGENCY MECHANICAL RESTRAINTS: 0 0 0 0 EMERGENCY PSYCHOACTIVE MEDICATION: 0 0 0 0 READY TO DELETE? Y (Y/N) ACT: ___ (600/COMPONENT DATA ENTRY, H/MENU) </pre> </div>	<ul style="list-style-type: none"> Type Y in the READY TO DELETE? field to submit the data to the system. Press Enter. <p><u>Result:</u> The header screen is displayed with the message, "<i>Previous Information Deleted.</i>"</p>

HCS Critical Incident Data: Inquiry (286)

Introduction

The **Critical Incident Data: Inquiry** option is used to view critical incident data based on the information reported on the **686: Critical Incident Data** screens.

The report can be displayed in one of three ways. You can:

- Request a complete report that includes both the summary of incidents reported for each contract and a list of contracts for which incidents were not reported.
 - Request a report that includes only the summary.
 - Request a report that includes a list of contracts for which incidents were not reported.
-

Requesting Reports

When you request a report and enter only the Component Code and Month and Year on the header screen:

- The first screen(s) will display critical incidents for each contract
- The second screen will display contracts that did not report
- The third screen will display the Total Number of Critical Incidents for all contracts that reported

If you enter the Component Code, Month and Year, and a specific Contract Number on the header screen and:

- If the contract *reported* incidents for the Component Code and Month and Year:
 - The first screen will display critical incidents for the contract
 - The second screen will display 0 number of contracts did not report
 - The third screen will display the **total number** of Critical Incidents for that contract
 - If the contract *did not report* for the Component Code and Month and Year:
 - The first screen will not be displayed
 - The second screen will display that the contract did not report
 - The third screen will display the 0 totals for Critical Incidents for that contract
-

continued on next page

HCS Critical Incident Data: Inquiry (286), Continued

Procedure

The table below displays the steps taken to access the **286: Critical Incident Data: Inquiry** screen.

Step	View	Action
1	--	<ul style="list-style-type: none"> Type 286 in the ACT: field of any screen. Press Enter. <p><u>Result:</u> The 286: Critical Incident Data: Inquiry header screen is displayed.</p>
2	<p>A sample 286: Critical Incident Data: Inquiry header screen is shown below.</p> <div data-bbox="321 615 922 1045" style="border: 1px solid black; padding: 5px;"> <pre> 06-11-09 286:CRITICAL INCIDENT DATA: INQUIRY UC026530 PLEASE ENTER ONE OF THE FOLLOWING: COMPONENT CODE: 804 MONTH AND YEAR: 052009 (MMYYYY) ENTER IF DESIRED: CONTRACT NUMBER: _____ - OR - CONTRACT TYPE: X HCS _ TXHML _ ICF/MR _ GR OR (BLANK=ALL) SUMMARY ONLY?: N (Y/N) NOT REPORTED ONLY?: N (Y/N) PRINTER CODE: _____ (ENTER FOR HARD-COPY) *** PRESS ENTER *** ACT: ____ (C60/PROU INQUIRY MENU, A/HA MAIN MENU, HLP(PF1)/SCRN DOC) </pre> </div>	<p>Your component code is displayed based on your logon account number.</p> <ul style="list-style-type: none"> Type the month and year in the MONTH AND YEAR field. (MMYYYY format) Type the contract number in the CONTRACT NUMBER field, or Type an X beside the appropriate contract type. (HCS, TxHmL, ICF/MR, or GR) Type Y in the SUMMARY ONLY field if you want a summary <i>only</i>. Type Y in the NOT REPORTED ONLY field if you want a list of contracts for which incidents were not reported <i>only</i>. Press Enter. <p><u>Result:</u> The 286: Critical Incident Data Inquiry screen is displayed.</p>

HCS Critical Incident Data: Inquiry (286), Continued

Procedure, continued

Step	View	Action
3, cont.	<p>The following sample screen displays a report that includes only the summary.</p> <div data-bbox="321 405 922 831" style="border: 1px solid black; padding: 5px;"> <pre> 06-17-09 286:CRITICAL INCIDENT DATA INQUIRY UC026532 SUMMARY - HCS ONLY COMPONENT CODE/NAME: 004/EDUCARE COMMUNITY LIVING CORPORATION - TEXAS INCIDENT MONTH/YEAR: 05/2009 1 OF 5 CONTRACTS REPORTED BEHAVIOR INTERVENTION PLANS AUTHORIZING RESTRAINT: 5 TOTAL NUMBER OF MEDICATION ERRORS: 2 TOTAL NUMBER OF SERIOUS INJURIES: 1 RSS SL OTH TOTAL NBR. EMER. RESTRAINTS USED: PERS. RESTRAINTS: 0 0 0 6 MECH. RESTRAINTS: 0 0 0 2 PSYCH. RESTRAINTS: 0 0 0 0 NBR. INDIV. REQ. EMERG.RESTRANT: PERS. RESTRAINTS: 0 0 0 2 MECH. RESTRAINTS: 0 0 0 1 PSYCH. RESTRAINTS: 0 0 0 0 NBR. SER. INJ. DUE TO: EMER. PERS. RESTRAINTS: 0 0 0 1 EMER. MECH. RESTRAINTS: 0 0 0 0 EMER. PSYCH. RESTRAINTS: 0 0 0 0 </pre> </div> <p>The following sample screen displays a report that includes a list of contracts that had no incidents reported.</p> <div data-bbox="321 940 922 1367" style="border: 1px solid black; padding: 5px;"> <pre> 06-17-09 286:CRITICAL INCIDENT DATA INQUIRY UC026532 CONTRACTS NOT REPORTED - HCS ONLY COMPONENT CODE/NAME: 004 / EDUCARE COMMUNITY LIVING CORPORATION - TEXAS INCIDENT MONTH/YEAR: 05/2009 001007102 HCS EDUCARE COMMUNITY LIVING CORPORATION-TEX 001007162 HCS EDUCARE COMMUNITY LIVING CORPORATION-TEX 001007479 HCS EDUCARE COMMUNITY LIVING CORPORATION-TEX 001007518 HCS EDUCARE COMMUNITY LIVING CORPORATION-TEX TOTAL NUMBER OF CONTRACTS NOT REPORTED: 4 </pre> </div>	<p>This screen is accessed when you type Y (Yes) in the SUMMARY ONLY field and N (No) in the NOT REPORTED ONLY fields on the header screen.</p> <p>This screen is accessed when you type N (No) in the SUMMARY ONLY field and Y (Yes) in the NOT REPORTED ONLY fields on the header screen.</p>

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