

**DESTINY MANAGEMENT**  
**Incident Guidelines - Client - Documentation and Reporting**

Notes:

1. Please remember, incident reports are confidential.
2. Take photographs, if possible, following an incident.
3. If there are witnesses to an incident, have the witnesses complete the "Accident/Incident Investigation Report - Witness Statement" form.

1. When a client incident occurs the employee most knowledgeable of the incident should complete pages one and two of the DHHS Incident and Death Report form (QM02). DMI is no longer using the "Accident Incident Reporting" form **for reporting Level 1 client incidents**.
  - a. If the incident occurs while the client is receiving Day Support Services, the Day Activity Coordinator will complete pages 3 and 4 of the report and sign the report as the supervisor.
  - b. If the incident occurs while the client is receiving any other service, the client's responsible QP will complete pages 3 and 4 and sign the incident report as the supervisor.
  - c. The client's supervising QP should be notified when an incident occurs and Day Support Services is being provided. The client's supervising QP will enter a note in the client's service record on the "Service Note" form. A copy of the incident report can be faxed to the supervising QP to assist with writing the note.
2. QPs must be notified within 24 hours of any incident occurring. This report can be a verbal report or submission of the written report to the supervisor.
3. The written report must be submitted (Faxed or hand delivered) to the supervisor within 1 business day of the incident.
4. The responsible QP must complete a service note (as required by the Records Management and Documentation Manual 45-02) on the DMI "Service Note" form and place the note in the client record.
  - a. Staff must not reference that an incident report was completed nor file the report in the client service record.
  - b. Include in the note:
    - i. description of the incident
    - ii. action taken on behalf of the client
    - iii. client's condition following the incident.
  - c. Do not include other clients' names. Reference "client A" etc... when referring to other clients.
  - d. Do not include personal opinions relative to the event.
  - e. Identify staff by initials .
5. If a client is hospitalized, or death occurs as a result of the incident, staff should contact their supervisor or the supervisor's designee **within 1 hour of the incident occurring**. The QP will contact the DMI President.
6. When unsure as to the level of an incident, staff should contact their supervising QP or their designee.
  - a. "Appendix B" from the IRIS manual provides guidelines as to how incidents are classified.
  - b. The "What Is Not an Incident" document also provides guidance.
7. Level 2 and Level 3 incident reports must be given (Faxed or hand delivered) as soon as possible, but no later than 1 business day, to the individual who is responsible for entering the reports into IRIS (at this time Phillip Holland or his designee when he is not available).
8. Level I incident reports must be forwarded to the Program Coordinator by the supervisor within 1 business day of the incident (Faxed or hand delivered).
9. Once Incident reports are entered into IRIS the report must be given to the Program Coordinator within one business day of the date of the incident. All incident reports must be submitted to the Program Coordinator within one business day of the fiscal year quarter in which they occurred:

Jan - March	Submit by April 3rd
April - June	Submit by July 3rd
July - September	Submit by September 3rd
October - December	Submit by January 3rd

- Attachments:
- QM02
  - Accident Incident Investigation Report – Witness Statement
  - Service Note Form
  - First Aid - Interpretive Guidelines - Appendix D
  - What is Not an Incident