



# Critical Incident Reporting

*An Overview for SilverSummit  
Healthplan Contracted Providers*

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2/8/2022



# Agenda

- What is a Critical Incident?
- What types of Incidents are reported?
- Policy

# What is a Critical Incident?

## What is required by the State?



- Critical incidents are events or occurrences that cause harm to a member or that indicate a risk to a member's health or welfare
- State Medicaid requires SilverSummit Healthplan to report all actual or suspected critical incidents involving members to the Department of Health Care and Finance Policy (DHCFP) within 24 hours of awareness of the Critical Incident.
- SilverSummit Health Plan requires affiliated providers to adhere to proactive Critical Incident reporting to reduce the risk of harm to individuals

# What types of Incidents are reported?

- Homicide or attempted homicide **by** a member
- Major injury or major trauma that has the potential to cause prolonged disability or death **of** a member that occurs at a facility licensed by the State to provide publicly funded Behavioral Health Services
- An unexpected death **of** a Member that occurs in a facility licensed by the State to provide publicly funded Behavioral Health Services

# What types of Incidents are reported?

## *Continued*

- Abuse, neglect or exploitation **of** a Member (not to include child abuse)
- Violent acts allegedly committed **by** a member
  - Arson
  - Assault resulting in seriously bodily harm
  - Homicide or attempted homicide by abuse
  - Drive-by shooting
  - Extortion
  - Kidnapping

# What types of Incidents are reported?

## *Continued*

- Rape, sexual assault or indecent liberties
- Robbery
- Vehicular Homicide
- Unauthorized leave of a mentally ill offender or a sexual or violent offender from a mental health facility, secure Community Transition Facilities (i.e., Evaluation and Treatment Centers, Crisis Stabilization Units, Secure Detox Units, and Triage Facilities) that accept involuntary admissions; and
- **Any** event **involving** a Member that has attracted or is likely to attract media attention.

# Policy



- All providers contracted with SSHP must report an actual or alleged critical incident to the Quality Improvement Department by submitting a critical incidents form to: Carissa Cabezas-Stephens at [critical\\_incident@silversummithealthplan.com](mailto:critical_incident@silversummithealthplan.com) as soon as the Incident becomes known (note the \_ in email).
  - Please use **only facts**, not opinions or suggestions.
  - Include as much information as possible.
  - The Critical Incident Reporting form is available for download on the “For Providers” tab> Provider Resources>Manuals, Forms and Resources>Critical Incident Report Form for SSHP.





Thank you for your participation.