

VITRA Health

Caregiver Education February Edition

Recognizing, Responding to, Communicating, &
Reporting Changes in Condition/Critical
Incidences



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The following are 6 key elements for Incident Management:

1. Identifying the Incident

- a. Identify any guidelines for what is considered reportable.
- b. Identify which reportable incidents are critical/noncritical.
- c. Determine who is responsible for identifying the incident and their roles/responsibilities

2. Reporting the Incident

- a. Offer multiple avenues for reporting an incident.
- b. Collect information that will assist in the review, triage, tracking, and trending an incident.
- c. Determine who is responsible for reporting the incident and communicate their responsibilities to them and determine if all individuals that identify incidents have proper access to an incident reporting system.

3. Triaging the Incident

- a. Determine who is responsible for evaluating incident reports.
- b. Ensure that the reviewers have a firm understanding of what and how to review incident reports.
- c. Determine and validate the severity of a reported incident.
- d. Determine if their needs to be follow-up or communication with other affiliated individuals/agencies

4. Investigating the Incident

- a. Determine the method of investigation needed for the incident.
- b. Establish realistic timelines.
- c. Establish policies/procedures to follow.

5. Resolving the Incident

- a. Determine what types of resolutions are necessary based on findings from investigation.
- b. Identify all safeguards

6. Tracking and Trending Incidents

- a. Determine the types of analysis to conduct from the collected data and types of data
- b. Determine how data is aggregated/analyzed while identifying areas of improvement

Source: [Medicaid.gov](https://www.Medicaid.gov)