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# Critical Incident Reporting

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**YES Waiver**

# Agenda



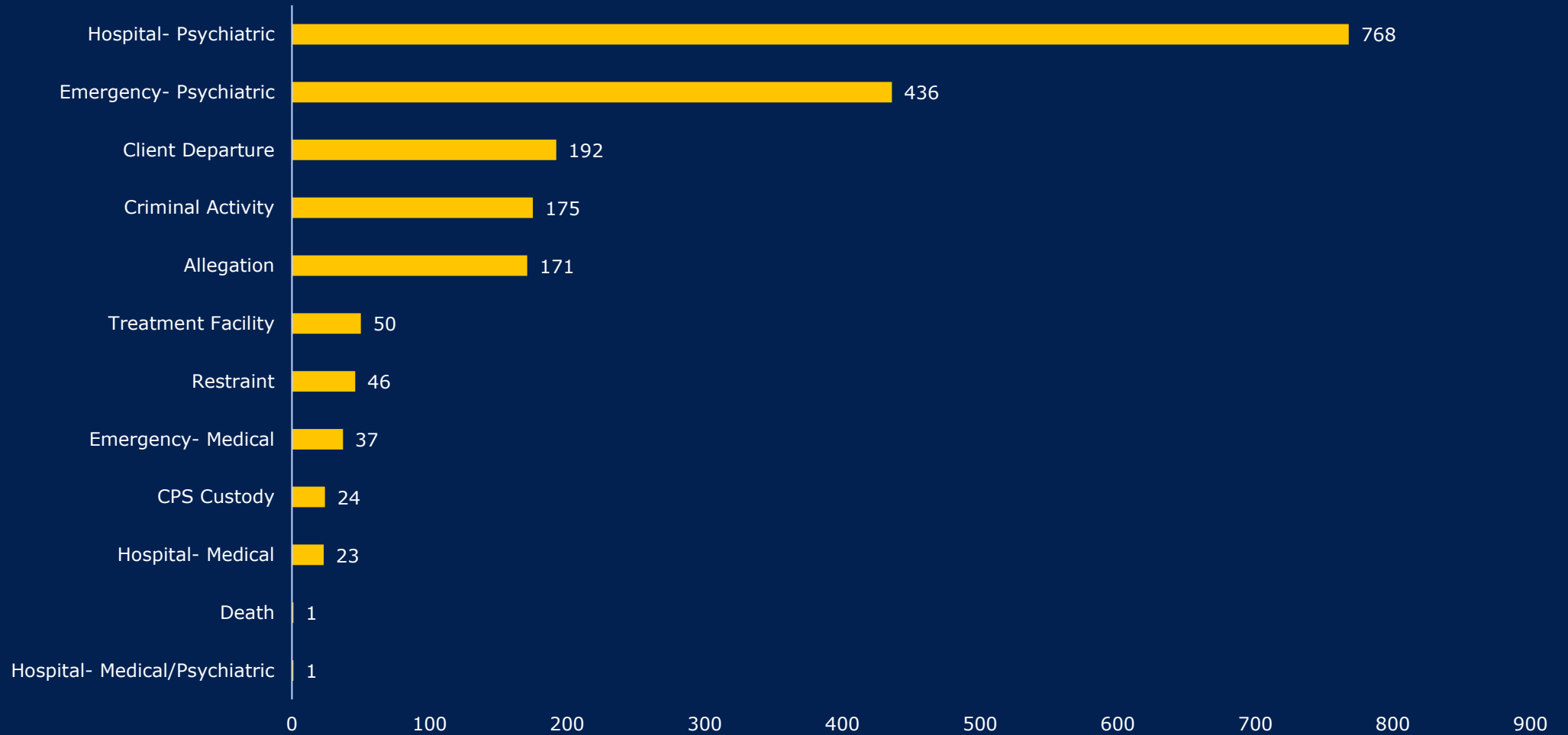
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- Statewide Trends
- Types of Critical Incidents
- Reporting Requirements
- Provider Responsibilities
- Critical Incident Report (CIR) Form Update
- HHSC Responsibilities

# WY2020 Critical Incident Count



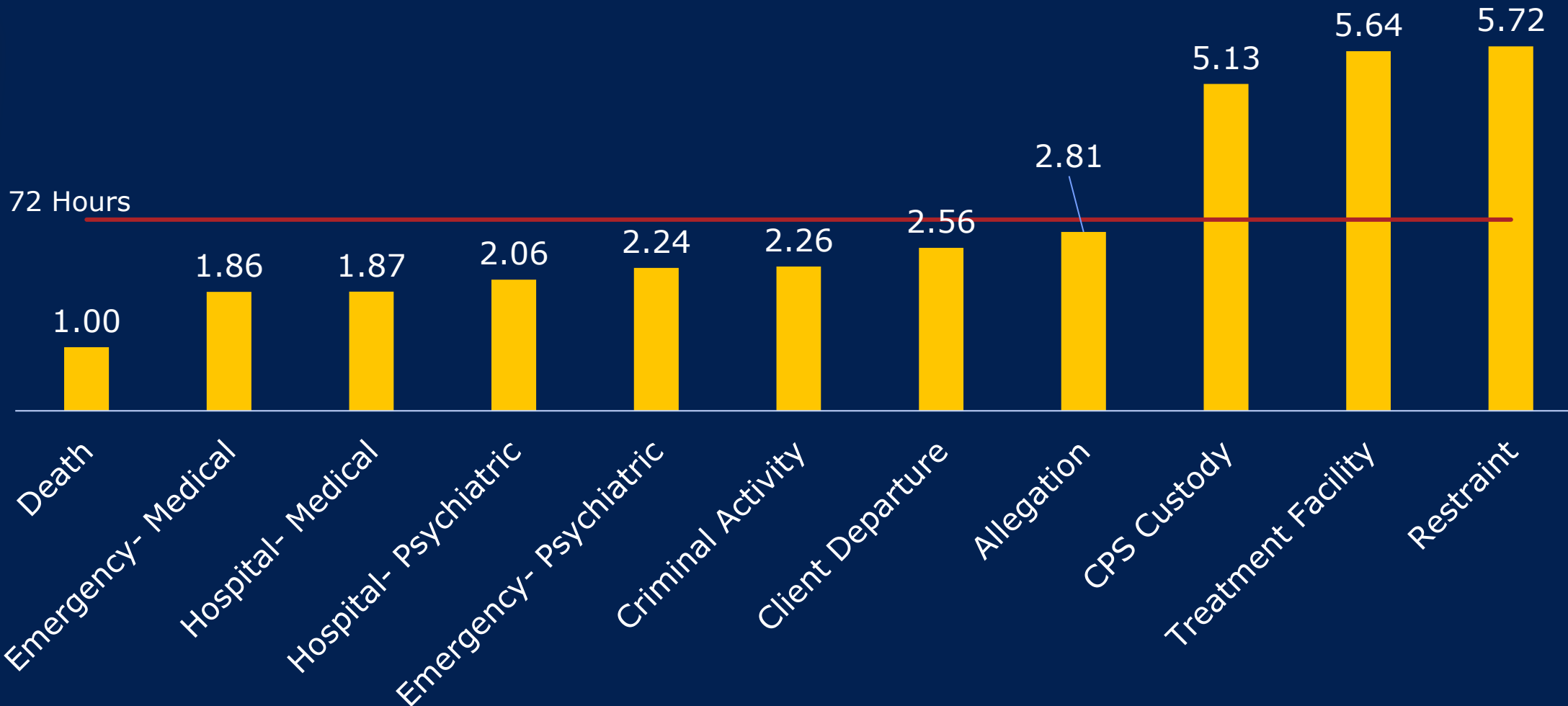
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# WY 2020 Average Number of Days to Report



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Source: HHSC Critical Incident Review Tracking Tool

# Critical Incident Types (1 of 3)

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- Abuse
  - ▶ Physical abuse
  - ▶ Sexual abuse
  - ▶ Verbal abuse/emotional abuse
- Neglect
  - ▶ Risk of physical injury
  - ▶ Risk of emotional injury
  - ▶ Risk of death
- Exploitation



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# Critical Incident Types

## (2 of 3)

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- Child protective custody
  - ▶ When the Department of Family and Protective Services takes custody of a participant or removes the participant from their legally authorized representative
- Participant departure
  - ▶ A participant runs away from home, school, or service location
- Arrest/criminal activity
  - ▶ A participant is arrested;
  - ▶ Participant is a victim of crime; or
  - ▶ A staff member is issued a moving violation while the youth is in the vehicle
- Probation violation/juvenile detention



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# Critical Incident Types (3 of 3)

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- Restraint/seclusion
- Behavioral or psychiatric emergency
- Psychiatric hospitalization
- Medical emergency
- Medical hospitalization
- Treatment facility
- Destruction of, or damage to, property
- Death



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# Reporting Requirement

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- Reporting CIRs is a federal requirement under the YES Waiver Amendment approved by the Centers for Medicare and Medicaid.
- This applies to all known incidents, regardless of when they occurred. Providers must report incidents within 72 hours of when they are made aware them.



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# Provider Responsibilities (1 of 2)

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- Allegations of abuse, neglect, or exploitation (ANE) must be reported by YES Waiver Providers and direct service providers to the appropriate investigative authority immediately, but no later than one hour after having knowledge or suspicion, that a Waiver participant has been or is being abused, neglected, or exploited. [POLICY 3300]
- Providers must report incidents within 72 hours of when they are made aware them. [POLICY 3200]



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# Provider Responsibilities (2 of 2)

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- The Wraparound facilitator is responsible for notifying all Child and Family Team (CFT) members of the critical incident and scheduling an emergency CFT meeting to discuss the incident and to update the Wraparound Plan and Crisis and Safety Plan as needed. [POLICY 3200]
- An emergency CFT meeting should occur within 72 hours, as recommended by The National Wraparound Implementation Center (NWIC), but no later than seven business days following the critical incident. CFT members should work together to review and update strategies, needs, and services in order to properly address the participant's current situation. [POLICY 3200]



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# CIR Form Update

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The CIR form has been updated to include areas for follow-up information and guidance about specific incident types.



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# HHSC Responsibilities

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- Reporting all ANE allegations to appropriate authorities.
- Reporting all CIR submissions to the Centers for Medicare and Medicaid Services.
- Provide support and technical assistance to providers regarding CIRs.
- Documenting, recording, and tracking of all CIRs.
- Identifying statewide trends and analyses.
- Request follow-up information from providers on incidents requiring additional details.
- Reviewing and monitoring timeliness of CIR submissions during Quality Management reviews.
- Providing community resources and helpful documents to support providers following critical incidents.



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# Questions

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Please reach out to your Program Liaison if you have any questions regarding the CIR submission process.



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# Thank you

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