



**L.A. Care**  
HEALTH PLAN®

For a Healthy Life



# Cal MediConnect Critical Incident

Awareness Training for  
Providers and Vendors

Celebrating  
**15 Years**  
of Providing Health Care in Los Angeles County  
1997-2012

# Learning Objectives

After completing the training, you will be able to:

- Recognize reportable critical incidents
- Identify individuals who are required to report a critical incident
- Understand the process for reporting critical incidents

# The Cal MediConnect Population

- Members of Cal MediConnect are adults (age 21 or older) who may be vulnerable to abuse or neglect due to medical or mental health condition or disability, age and frailty, social isolation, and poverty.
- Participating health plans are required to watch for and report incidents of abuse or neglect, collectively called Critical Events.

# What Are Reportable Critical Incidents?

- Abuse
- Neglect
- Exploitation
- Disappearance of a Member (Missing person)
- Death (**unexpected**)
- Serious, life threatening event requiring immediate emergency evaluation by a medical professional
- Seclusion and restraints
- Suicide attempt



# Who Is Required To Report Critical Incidents?

## L.A. Care Internal Staff Members

- Medical Management
- Member Services
- Member Appeals & Grievances
- Disease Management
- Health Education and C&L
- Pharmacy
- L.A. Care LTSS

## L.A. Care External Networks

- Member
- Family or Caregiver
- Legal Affairs
- Hospital Network Providers
- Contracted Vendors
- Subcontracted Plans, Provider Groups or regulatory agencies

# How To Report a Critical Incident?

- Providers and vendors must report Critical Incidents in the appropriate manner.
  - To the proper authorities depending on the situation
  - To L.A. Care for tracking, follow-up and trending of data
- PPGS and Subcontractors report on a quarterly basis using the Critical Incident Reporting tool. They will be audited for compliance.
- Providers report a Critical Incident to their respective PPG, who will report it using the tool

Critical Incident Tracking Log

Reporting Timeframe: from calendar to calendar Quarter 1, 2017																	
Date Reported	Reporter Name	Name of Organization of Reporter	Type of Organization or Dept. (i.e. CIG provider, Member Service)	Individual Agency (i.e. Fraud, Loss Manager, etc.)	Member Last Name	Member First Name	Member Middle Name (Initials)	Member ID (MRN)	PHI (UIC)	SPN (UIC)	Organization Code/Category	Date Incident Occurred	Date Incident Reported	Location of Incident	Entity where Incident was Reported	Critical Incident Description (Who, what, where, etc.)	Comments



CI@lacare.org

# Key Resources

- L.A. Care Policy & Procedure: Critical Incident Reporting QI-027
- The Centers for Medicare and Medicaid Services and the State of California: California Readiness Review
- [http://www.lapdonline.org/lapd\\_adult\\_missing\\_persons\\_unit/content\\_basic\\_view/1883](http://www.lapdonline.org/lapd_adult_missing_persons_unit/content_basic_view/1883)

# Authorities

- Medicare Managed Care Manual (MMCM), Ch.5 “Quality Assessment,” Section 30.1.1
- California Health & Safety Code, Section(s) 1368-1368.03
- Title 42 Code of Federal regulations (CFR) §422.152 (1) (3)
- The Centers for Medicare and Medicaid (CMS) and the state of California: California Readiness review Criteria



# Attestation for Cal MediConnect Critical Incidents Training

Per Centers for Medicare and Medicaid (CMS) regulation with the Cal MediConnect program, St. Vincent IPA Providers are required to complete training on reporting critical incidents to St. Vincent IPA.

\_\_\_\_\_ (Initial) I attest that I have read and reviewed L.A. Care's Critical Incidents training material (Centers for Medicare and Medicaid (CMS) Regulation 42 CFR § 422.152(I)(3)).

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provider Name (Printed)

St. Vincent IPA

\_\_\_\_\_  
Organization Name

**Please return the signed attestation to St. Vincent IPA Provider Relations by fax: (562) 207-6547 or by email: [phernandez@pdtrust.com](mailto:phernandez@pdtrust.com)**