

Critical Incident (CI) Training for Delegates



L.A. Care
HEALTH PLAN®

For All of L.A.



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
— SINCE 1997 —

Learning Objectives

- Definition and importance of Critical Incident Reporting
- Recognize reportable Critical Incidents
- Learn about Critical Incident categories
- Understand the Critical Incident reporting process and timeline

CI Definition & Reporting

Definition:

A *Critical Incident* is any incident in which the enrollee or member is exposed to any of the following: abuse, neglect, exploitation, a serious, life threatening medical event requiring immediate emergency evaluation by a medical professional, or the disappearance, suicide attempt, restraint, seclusion, unexpected death, or other catastrophes and unusual occurrences of the enrollee.

Why Report a CI?

Under the requirements set forth by the California Department of Health Care Services (DHCS) 42 CRF 438.66, APL 21-26 and CCR Title 22 §72541, CI concerns must be reported to the local law enforcement agency, long-term care (LTC) ombudsman, local health officer, and district office (DO) to protect the health, safety and welfare of L.A. Care members.

Critical Incident reporting to DHCS is required by L.A. Care for members under Dual Special Needs Plan (D-SNP) and Medi-Cal (MCLA).



Recognize a Critical Incident

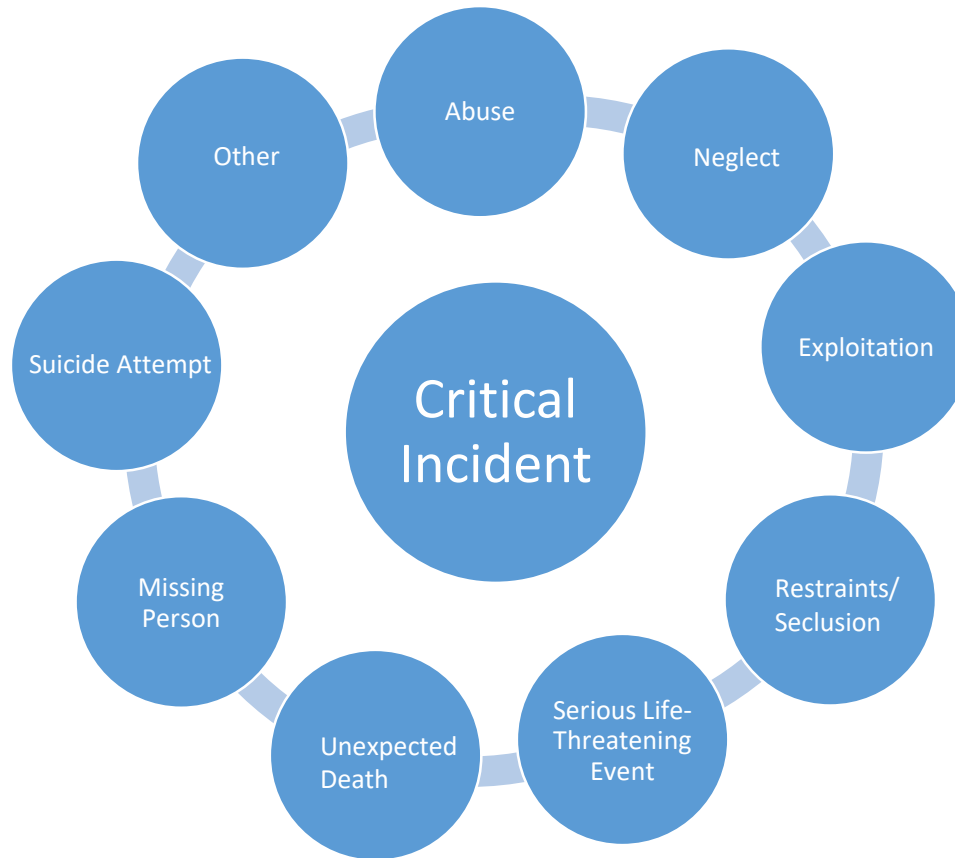
If your position includes contact with members or their care information, you may be notified of a Critical Incident by:

- Member verbally expressing the incident to you
- A caregiver, family member, case manager or any member-facing individual informing you of member's situation
- Member is admitted for a suicide attempt, reported missing, or any applicable CI events

If notified of a Critical Incident, you must always take the report seriously and act in a timely manner.

Reportable Events

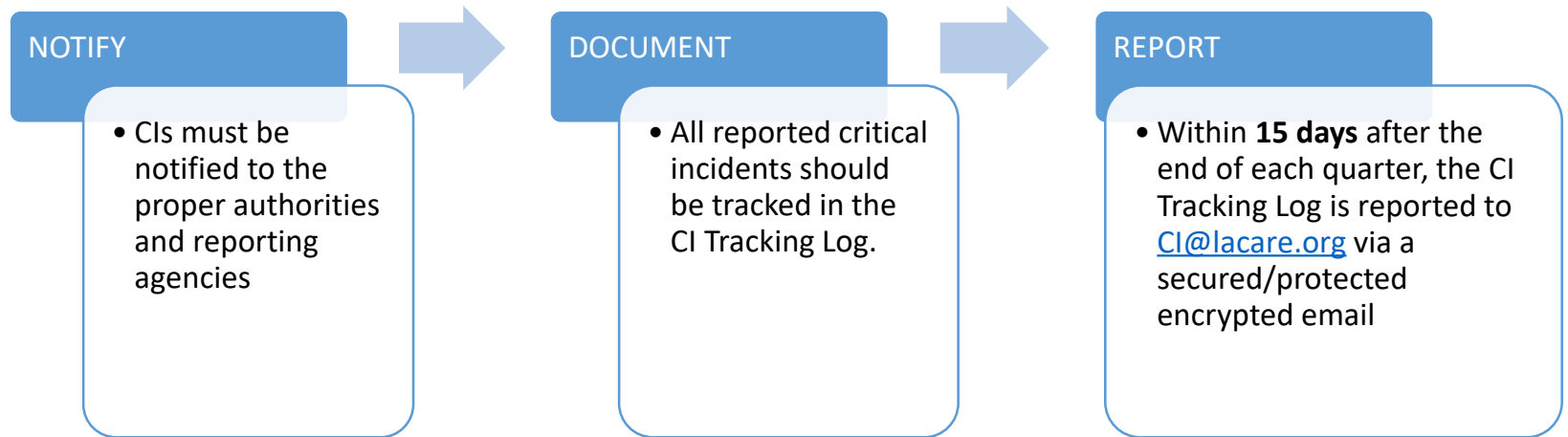
As defined by L.A. Care's QI-027 Critical Incident Reporting & Tracking policy:



Please immediately notify the local authority to ensure patient safety if a CI Reportable Event occurs.

How to Report a Critical Incident

It is crucial to notify the appropriate authorities in a timely manner!



CI Report Log and Timeline

- Delegates such as participating physician groups (PPGs), vendors, and specialty health plans must submit their CI Tracking Log quarterly to L.A. Care. Due dates are:
 - Q1 (January 1 – March 31) report is due April 15**
 - Q2 (April 1 – June 30) report is due July 15**
 - Q3 (July 1 – September 30) report is due October 15**
 - Q4 (October 1 – December 31) report is due January 15**
- Providers will report CIs to their respective PPGs, who will then submit the quarterly report
- Submitters must utilize the provided CI Tracking Log template (see screenshot below) and send the report to CI@lacare.org for each quarter
- Delegates will be audited for compliance

CRITICAL INCIDENT TRACKING LOG
 Reporting Time Frame: 7/1/2023 - 9/30/2023 - Quarterly Report - 3rd Quarter
 Please submit completed log to CI@lacare.org

Source Reporter Name	Name of Organization of Reporter	Member Last Name	Member First Name	Member Middle Name (if known)	Member ID (CIN#)	DOB (xx/xx/xxxx)	LOB	Critical Incident Code/Category	Date Incident Occurred (xx/xx/xxxx)	Date Incident Reported (xx/xx/xxxx)	Location of Incident	Entity where Incident was Reported	Critical Incident Description (Who, what, where, etc.)	Comments
1														
2														
3														

Page 1

Key Resources

Please refer to these guidelines and resources for additional information regarding CI:

- L.A. Care Policy & Procedure: Critical Incident Reporting QI-027
- [42 CFR 438.66](#) - Centers for Medicare and Medicaid Services, Department of Health and Human Service
- [AFL 21-26](#) – California Department of Public Health
- [CCR Title 22 §72541](#) - Barclays Official California Code of Regulations
- CI@lacare.org- Contact for any CI-related questions and concerns