

*(Change to color printer to correct format)*

## Requirements for Special Incident Reporting by Vendors and Long-Term Health Care Facilities

Refer to Title 17, Section 54327 for details about these requirements

**Required to be reported to the regional center if they occurred during the time the consumer was receiving services and supports from any vendor or long-term health care facility:**

- **The consumer is missing and a missing persons report has been filed with a law enforcement agency; includes instances in which police return client to vendor**
- **Reasonably suspected neglect, including failure to:**
  - Provide medical care for physical and mental health needs
  - Prevent malnutrition or dehydration
  - Protect from health and safety hazards
  - Assist in personal hygiene, or the provision of food, clothing, or shelter
  - Exercise the degree of care that a reasonable person would exercise in the position of having the care and custody of an elder or a dependent adult
- **Any hospital admission due to the following conditions:**
  - Respiratory illness, including but not limited to, asthma, tuberculosis, and chronic obstructive pulmonary disease
  - Seizure-related
  - Cardiac-related, including but not limited to, congestive heart failure, hypertension, and angina
  - Internal infections, including but not limited to, ear, nose, and throat; gastrointestinal; kidney; dental; pelvic; or urinary tract
  - Diabetes, including diabetes-related complications
  - Wound/skin care, including but not limited to, cellulitis and decubitus
  - Nutritional deficiencies, including but not limited to, anemia and dehydration; or
  - Involuntary psychiatric admission
- **Reasonably suspected abuse/exploitation, including**
  - Physical
  - Sexual
  - Fiduciary
  - Emotional/mental
  - Physical and/or chemical restraint
- **Serious injury/accident while receiving services and supports from a vendor\* and results in one or more of the following:**
  - Any medication error
  - Any Fractures
  - Any Dislocations
  - Lacerations requiring sutures or staples or glueAny of the following if they resulted in attention by any medical professional:
  - Puncture wounds
  - Bites that break the skin
  - Medication reactions
  - Burns
  - Internal bleeding, including bruises



**Required to be reported to the regional center regardless of when or where they occurred:**



- The death of any consumer, regardless of cause
- The consumer is the victim of the following crimes:
  - Robbery
  - Aggravated Assault
  - Rape, including rape and attempts to commit rape.
  - Larceny
  - Burglary

**When reporting a special incident to the regional center, it is important to include:**

- The vendor or long-term health care facility's name, address, and telephone number;
- The date, time, and location of the special incident;
- The name(s) and date(s) of birth of the consumer(s) involved in the special incident;
- A description of the special incident;
- A description (e.g., age, height, weight, occupation, relationship to consumer) of the alleged perpetrator(s) of the special incident, if applicable;
- The treatment provided to the consumer(s), if any;
- The name(s) and address(es) of any witness(es) to the special incident;

- The action(s) taken by the vendor, the consumer, or any other agency(ies) or individual(s) in response to the special incident;
- The law enforcement, licensing, protective services, and/or other agencies or individuals notified of the special incident or involved in the special incident; and
- The family member(s), if applicable, and/or the consumer's authorized representative, if applicable, who have been contacted and informed of the special incident.

### Important Timelines:

- **Verbal report (by phone, email, or fax) within 24 hours of learning of incident.**
- **Written report within 48 hours**

July 2010

**WHEN IN DOUBT, REPORT**