#014 - Critical Incident Reporting

Policy

It is the policy of Wraparound Milwaukee that all "critical incidents" must be reported and documented to Wraparound Milwaukee within 24 hours of becoming aware of the critical incident to confirm that necessary actions are taken in an attempt to ensure the health, safety and welfare of Wraparound Milwaukee youth, families and team members.

Procedure

A. "Critical incidents" are defined as events or situations that jeopardize the health or safety of youth and/or family members enrolled in Wraparound Milwaukee or of the staff employed by or associated with Wraparound Milwaukee. These situations include, but are not limited to, the following (Attachment 1):

1. Abuse/Neglect
   i. Child Abuse / Neglect

2. Violence
   i. Threat of Harm / Physical Assault to Others
   ii. Actual Physical Assault
   iii. Serious Criminal Offense
   iv. Weapons
   v. Seriously Escalating Behaviors
   vi. Firesetting

3. Medical
   i. Physical Injury
   ii. Medical Emergency
   iii. Death

4. Sexual
   i. Sexual Assault / Sexual Misconduct
   ii. Commercial Sexual Exploitation / Trafficking
iii. Pregnancy
iv. Adverse Exposure to Media

5. Safety
   i. Threat to Self-Harm / Threat to commit suicide
   ii. Actual Self-Harm
   iii. Incident Involving Law Enforcement

B. Reporting Procedure for Care Coordination Agencies
   1. Critical incidents must be reported and documented to Wraparound Milwaukee within 24 hours of becoming aware of the critical incident.
      i. Critical incidents are to be documented in Synthesis on the "Critical Incident" tab (Attachment 2).
   2. A Child & Family Team debriefing meeting or collaboration must be held within 48 hours of becoming aware of the critical incident to review/update the Crisis Plan in relation to the incident and address areas of concern.
      i. For any urgent health or safety needs, the team must facilitate an emergency Child & Family Team meeting within 24 hours of becoming aware of the incident to address these needs.
   3. Immediately inform Care Coordinator Supervisor and Wraparound Milwaukee Management, via phone, of any dangerous or potentially volatile situations.
      i. A threat to harm others may be required to be reported to Law Enforcement depending on who was threatened and/or the situation (i.e., threat to a public official, threat to public safety).
      ii. Incidents involving media must be reported immediately to the Wraparound Media Officer.
      iii. After hours (after 4:30PM Monday through Friday), weekends and holidays, notification should be made to Children's Mobile Crisis at 414-257-7621.
   4. May access any available Wraparound Milwaukee Management Team members to seek support or consultation on critical situations as needed.
      i. After hours (after 4:30PM Monday through Friday), weekends and holidays, Children's Mobile Crisis is available for support or consultation.
   5. Alert Children's Mobile Crisis at any time that it appears Children's Mobile Crisis involvement may be needed as a result of an incident or in the case that the Care Coordinator or Team needs help or consultation. The Care Coordinator is still required to document this "critical incident" in Synthesis.
   6. This policy does not exempt the Care Coordinator from following all reporting requirements of their own agency related to critical incidents.

C. Reporting Procedure for Provider Agencies
   1. Provider Agencies must report "critical incidents" to the youth's parent/guardian, Care Coordinator/ Care Coordinator Agency Supervisor/Lead and Wraparound Milwaukee Management within the same business day of becoming aware of the critical incident.
      i. A threat to harm others may be required to be reported to Law Enforcement depending on who was threatened and/or the situation (i.e., threat to a public official, threat to public safety).
   2. Critical incident documents (i.e., Attachment 3 and/or Department of Children and Families Serious
Incident Report form) authored by the provider must be submitted to Wraparound Milwaukee via Synthesis upon completion of the document

D. Wraparound Administrative Processing

1. Wraparound Milwaukee will review the Critical Incident Report (Attachment 2) within 1 business day of receipt and notify the Care Coordinator Supervisor, via Synthesis, of Wraparound’s review and/or required action of the Care Coordination Agency

Attachments:

1: Critical Incidents by Category Matrix
2: Critical Incident Report (Synthesis generated)
3: Provider Critical Incident Report

Approval Signatures

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<tr>
<th>Step Description</th>
<th>Approver</th>
<th>Date</th>
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<tr>
<td></td>
<td>Michael Lappen: 11008000-BHD Administrator</td>
<td>3/1/2018</td>
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<td>Brian McBride: 12010012-Mngr-Int Srvs CCS, Interim WRAP Director</td>
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<td>Pamela Erdman: 12008005-Placement Resources Manager</td>
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<td>Heidi Ciske-Schmidt: 12008018-Manager- Quality Assurance</td>
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