

Major Medical Event Flow Chart for Support Coordinators

Initial Action when an Incident is reported to/discovered by SC:

Initiate actions to protect participant from harm. Report any abuse, neglect and/or exploitation to APS/EPS immediately.

Incident is reported or discovered

Is this a Major Medical Event?

Did participant receive a medical procedure by a licensed health care provider?

YES

NO

Did the participant receive a new diagnosis?

YES

YES

MAJOR MEDICAL EVENT

Were new orders, including: medications, services, therapy, equipment, health-related tasks, or treatments prescribed?

NO

SIMS entry is not required. Continue to request and receive follow-up from DSP, use this information to care plan and strategize resolutions.

No Facility Admittance (Outpatient Procedure)

Facility Admittance

DSP enters incident into SIMS once aware of the admittance. Admit Date=Occurred Date. Discovered Date=Date SC notified of participant's admit. SC monitors the CIR and determines whether it meets the criteria for a MME CIR.

DSP enters the CIR into SIMS by the following business day after discovery of the incident.

SC enters follow up into SIMS within six business days of the initial report.

SC enters follow up into SIMS within 6 business day of initial report. Focus on post discharge needs, changes, and how they are addressed. DO NOT include detailed information of hospital/facility stay.

Death Occurs

Incident now falls under Death Category. Follow CIR Death procedures.

FOLLOW UP NOT RECEIVED AFTER 6th BUSINESS DAY

FOLLOW UP RECEIVED

Participant exceeds 90 day facility stay

RO sends warning notice to DSP, documents in CIR notes.

SC notifies RO of facility stay meeting discharge criteria. RO proceeds with waiver discharge procedure. If participant is discharged from waiver, the incident is not entered into SIMS.

If DSP follow-up is not received at the time of incident closure, RO notifies Health Standards Section (HSS) and closes the incident in SIMs.

Continue with follow up and updates in SIMS until incident is resolved and case is closed in SIMS.

Send the incident summary to participant and DSP w/in 15 days after RO closure. *Do not include reporter or sensitive information.