

Waiver Participant and Family Responsibilities in Critical Incident Reporting



OCDD HCBS Waivers:

- *New Opportunities Waiver (NOW)*
- *Supports Waiver (SW)*
- *Residential Options Waiver (ROW)*
- *Children's Choice Waiver (CC)*



Keep a copy of the OCDD OI #F-5: Critical Incident Reporting, Tracking, and Follow-Up Activities for Waiver Services and paper copies of the critical incident report form at **your home location**.



Let your SC contact you each month to check in and ask questions. Be honest and open during these conversations. Tell your SC if any critical incidents have happened.



Understand the **types of reportable incidents (incident categories)** and the HCBS waiver program **requirement for reporting critical incidents timely** to your SC.



Report critical incidents ASAP (no later than 24 hours) after the incident to your SC.



Report every **emergency room, urgent care clinic, and acute care facility visit** to your SC ASAP (no later than 24 hours) because these qualify as critical incidents, too. Your SC will help determine which incident category the visit will apply.



Give details about the critical incident including, but not limited to:

- Who, where, when, and how
- After-visit summaries and/or discharge orders from every emergency room, urgent care clinic, and acute care facility visit
- Medication changes
- Arrest/incarceration information or court dates
- Any reports to CPS, APS, or EPS



Participate in all planning meetings to resolve critical incidents and to develop strategies to prevent them from happening again.

Acronyms to know:

- **OCDD:** Office for Citizens with Developmental Disabilities
- **HCBS:** Home- and Community-Based Services
- **LGE:** Local Governing Entity
- **CPS:** Child Protective Services
- **SC:** Support Coordinator
- **APS:** Adult Protective Services
- **OI:** Operational Instruction
- **EPS:** Elderly Protective Services

Types of reportable incidents:

- Abuse (Child, Adult, Elderly)
- Neglect (Child, Adult, Elderly)
- Exploitation
- Extortion
- Death
- Fall
- Involvement with Law Enforcement
- Loss or Destruction of Home
- Major Behavioral Incident
- Major Illness
- Major Injury
- Major Medication Incident
- Restraint Use (Personal, Mechanical, Chemical)

You must report **emergency room, urgent care clinic, and acute care facility visits** to your SC because these qualify as critical incidents, too



- + Emergency Room: Emergency room or urgent care center
- + Acute Care Facility: A hospital where it is expected that the patient will require treatment by licensed healthcare providers either as an out-patient (less than 24 hours) or as a patient who stays more than 24 hours. This includes psychiatric hospital stays and admissions.

Why reporting critical incidents matters...

- **Louisiana risks losing federal funding** for OCDD waiver services if critical incidents are not reported.
- If you don't report critical incidents to your SC, you may lose your waiver.
- Reporting helps OCDD **identify larger patterns or risks** that could affect others. This gives Louisiana the opportunity to **improve service for everyone**.

By understanding and reporting critical incidents, we help guarantee participant health and safety.

For more information, scan the QR code or visit OCDD's dedicated webpage on critical incident reporting: <https://ldh.la.gov/page/critical-incident-reporting>

