



Policy Number:

22

Effective: May 1, 2008

Revised: March 11, 2025

Subject: Event Reporting

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for Event Reporting of all incidents of injury, alleged/suspected abuse, neglect, misuse of funds/property, death, medication errors, elopement, or other unusual events per the Division of Developmental Disabilities (DDD) Directive 4.070; Department of Mental (DMH) Department Operating Regulation (DOR), 2.210; 9 CSR 10.5-200; and 9 CSR 10-5.206.

POLICY:

Event Reports

Upon notification/receipt of any event report, CCDDR Support Coordination staff shall take the appropriate actions to:

- Review event reports to ensure that community providers have taken all reasonable measures necessary to protect the health and safety of the clients
- Review event reports to ensure accuracy, timeliness, completeness, and conformity with reporting regulations (DMH DOR 2.210, DDD Directive 4.070, 9 CSR 10-5.200, and 9 CSR 10-5.206)
- If CCDDR staff identify incidents of abuse, neglect, and/or misuse of funds/property during the review, they shall report the incident according to 9 CSR 10-5.200
- Determine the efficacy of corrective action plans and whether any additional actions must be taken
- Notify the Executive Director, Targeted Case Management Supervisor, or other authorized CCDDR designee

Events which meet the DDD Required Event Report Criteria of the following nature must be entered into the DMH/DDD EMT system:

- Alleged or suspected client abuse, neglect, and/or misuse of funds/property
- Client death
- Client emergency room visits
- Client non-scheduled hospitalizations
- Medication errors which reach a client
- Client incidents
- Falls or suspected falls
- Uses of emergency procedures with a client
 - ✓ Chemical restraint
 - ✓ Manual restraint

- ✓ Mechanical restraint
- ✓ Time-out
- Client events where there is law enforcement involvement
- Client elopement
- Events of fire, theft, or natural disaster resulting in disruption of service(s) to the client(s)
- Events of sexual misconduct involving a client, and it is alleged, suspected, or reported that one of the parties is not a consenting adult
- Events involving a client when there is a realistic threat or physical action of serious self-harm or assault of others
- Events when the client ingests a nonfood item
- Events which result in a need for a client to receive lifesaving intervention or medical/psychiatric emergency intervention

The timelines for Event Reporting are:

- Immediate notification – death, abuse/neglect, critical
 - ✓ During DMH business hours – immediate entry into the EMT system can meet the immediate notification requirement – enter the event the same date the event occurred or was discovered
 - ✓ After DMH business hours – make a verbal report to the Rolla Satellite Regional Office on call system – in the Notification Section of the EMT system, enter the date/time of the verbal report to document DMH immediate notification, then enter the event into the EMT system by the end of the next business day from the date the event occurred or was discovered
- Next Business Day Notification – all other events not death, abuse/neglect, critical
 - ✓ Must be entered into the EMT system by the end of the next business day from the date the event occurred or was discovered
 - ✓ If this entry is your “Next Business Day Notification” and there was no need to verbally notify the Rolla Satellite Regional Office staff, you will enter Regional Office as Notified Type and “Direct Entry” as the Person’s Name in the Notification section of the EMT system

CCDDR will receive a DMH DD electronic notification summary of the event the next day after entry of the event into the EMT system. A Consumer Event Summary report is sent via an encrypted email to the Support Coordinator and Targeted Case Management Supervisor who is active in the client record for a client involved in an event.

To ensure automated event summary notifications are distributed to the client’s Support Coordinator and Targeted Case Management Supervisor, it is the responsibility of the:

- Rolla Satellite Regional Office to maintain the Human Resource record each Support Coordinator and Targeted Case Management Supervisor record with the correct email address and “Yes” selected for the primary email address
- Designated CCDDR employee to maintain the Consumer Resource Record to have the current Support Coordinator and Targeted Case Management Supervisor listed for clients CCDDR through its services

A Consumer Event Summary report is created using only the most critical fields of the event report to provide notice of a reportable event to a Support Coordinator and Targeted Case Management Supervisor who is active in the client record for a client involved in an event. Critical fields include:

- EMT #
- Event Date/Time
- Discovery Date/Time
- State Oversight Organization
- Responsible Organization
- Program Category-Primary Oversight
- Location of Event
- Event Narrative
- Lists Consumers Involved
- Consumer Role/s
- Detail Module Indicator
- Notified Type/Date

Event reports are protected internal department documents under sections 630.167(3) and 630.165, RSMo that shall be kept confidential, and shall not be deemed a public record. As such, the Consumer Event Summary reports shall also be kept confidential and not deemed a public record.

If, following the review of the Consumer Event Summary report, the Support Coordinator or the Targeted Case Management Supervisor have follow up information which would be pertinent to the event, they shall email the Rolla Satellite Regional Office or Regional Office staff who will review follow up actions and may include their information in the EMT record.

If CCDDR has concerns about follow up action conducted by DMH/DDD, CCDDR may contact the DDD Assistant Director for the region, Director of State Operated Program-Waiver Program, or other impartial designee of the Division Director for the state oversight organization involved in the event.

Events that are unusual and not being addressed in a person's plan are to be reported to the designated quality management staff as well as any findings of concerns or issues related to health, safety/environment, money, rights, or services that were noted in the event report that require action. Failure of CCDDR staff to report suspected or observed abuse/neglect or misuse of funds/property will be cause for disciplinary action, including dismissal.

NOTE: Event Reports are an administrative tool and not part of the clinical record. All event reports are filed separately from the client's record. Event reports may be referenced by event number in log notes. The content of an event report or event report summary shall not be included within a log note as they are not part of a client's clinical record.

Review of Event Reports

Support Coordinators may request event data for client planning and trending purposes.

Information surrounding individual issues such as behavior incidents, use of restraints, falls, environment, health, etc., should be reviewed and discussed by the interdisciplinary team when evaluating, updating, and developing person-centered plans.

CCDDR management staff has access to event data for reviewing and trending of event report information. This is also important for the identification of issues needing further investigation due to recurring themes and serious events.

The Rolla Satellite Regional Office designee or Regional Office Director or designee shall make available training for all applicable CCDDR employees regarding event reporting requirements, event notification procedures, EMT system event entry procedures, and required timelines for event notification and entry. The training is to be conducted for applicable new employees and, if required by DMH/DDD, for all other applicable staff during annual updates or whenever a major change in policies and procedures occurs.

REFERENCES:

- [Division Directive 4.070](#)
- CARF Standards Manual
- [9 CSR 10-5.200](#)
- [9 CSR 10.5.206](#)
- [DOR 2.210](#)