

Quality and Innovations – Riverside – Provider Memo

Incident Reports, Unusual Incidents and Major Unusual Incidents

Effective Date: 12/7/2017

Purpose: To outline the process of Incident Reports, and Major Unusual Incidents, to ensure coordinated efforts and efficiencies throughout the process for Riverside staff and providers.

Incident Report (IR) Definition: Documentation that contains details about a major unusual incident (MUI) or an unusual incident (UI). The report must include but is not limited to the following: individual's name, individual's address, date of incident, location of incident, description of incident, type and location of injuries, immediate actions taken to ensure health and welfare of individual involved and any at-risk individuals, name of primary person involved (PPI) and his or her relationship to the individual, names of witnesses, statements completed by persons who witnessed or have personal knowledge of the incident, notifications (of the guardian, SSA or Riverside staff, residential provider or family caring for the individual at home), with name, title, and time and date of notice, further medical follow-up, and name or signature of person completing the incident report.

Incident Report (IR) Process:

1. An IR form is completed and sent to Riverside in one of the following ways:
 - a. IR fax line at: (937) 332-3496
 - b. IR email address: IR@riversidedd.org
 - c. Paper copy dropped at the front desk
2. An IR should be submitted to the Riverside by 3:00 p.m. the next working day following discovery of a potential or determined MUI.
3. If a report needs made for a child under 21 to the Children's Services Board of Miami County (CSB), the provider may call CSB directly at 937-335-4103 and send IR to Riverside.
4. The designated Investigative Agent (IA) will review all IR's and send it to the SSA.
5. If the IA has questions about the IR for the team, the IA will email the SSA or the whole team. If the provider is asked a question, please reply all back to the team as soon as possible.
6. SSA's will be reviewing, case noting and following up on IR and prevention plans. If ongoing issues or trends and patterns are noted, they will be addressed in the ISP. For example: Frequent hospitalizations for pneumonia, frequent mental health hospitalizations.

Unusual Incident (UI) Definition: An event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or individual service plan, but is not a major unusual incident. UI Categories include but are not limited to: dental injuries; falls; an injury that is not a significant injury; medication errors without a likely risk to health and welfare; overnight relocation of an individual due to a fire, natural disaster, or mechanical failure; an incident involving two individuals served that is not a peer-to-peer act major unusual incident; and rights code violations or unapproved behavior supports without a likely risk to health and welfare.

Unusual Incident (UI) Process:

1. Unusual incidents shall be reported and investigated by the provider.
2. Agency Providers are required to:
 - a. Develop and implement written UI policy and procedure that conforms to 5123:217-02
 - b. Complete an IR no later than 24 hours after the occurrence of a UI.
 - c. Investigate UI's, identify the cause and contributing factors when applicable, and develop preventive measures to protect the health and welfare of any at-risk individuals.
 - d. Ensure that all staff are trained and knowledgeable regarding the UI policy and procedure.

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3. Independent Providers are required to:
 - a. Complete an IR
 - b. Notify the individual's guardian or other person whom the individual has identified
 - c. Forward the IR to Riverside on the same day the unusual incident is discovered.
4. Agency providers and Independent Providers both are required to:
 - a. Review all UI's as necessary, but no less than monthly, to ensure appropriate preventive measures have been implemented and trends and patterns identified and addressed.
 - b. Make available the IR's, documentation of identified trends and patterns, and corrective action to Riverside and DODD upon request.

UI Log Process:

1. Agency providers and Independent Providers both are required to maintain a log of all UI's. The log shall include but is not limited to: The name of the individual, a brief description of the unusual incident, any injuries, time, date, location, and preventive measures. Providers can use Riverside's UI Report Log or their own, and send it to Riverside in one of the following ways:
 - a. IR fax line at: (937) 332-3496
 - b. IR email address: IR@riversidedd.org
 - c. Paper copy dropped at the front desk
2. The providers and the SSA's will work together to ensure that trends and patterns of unusual incidents are included and addressed in the ISP of each individual affected.

Major Unusual Incident (MUI) Process:

1. If it is a true medical or law enforcement emergency, please call 911 first.
2. An MUI or potential MUI should be verbally reported 24/7/365 to the MUI Hotline at 937-440-3001. A text, email, fax, or IR are not appropriate notifications on an MUI.
3. During business hours, all calls will be sent to both IA's phones.
4. After hours, all calls will be forwarded to Helplink and the SSA on-call. When providers call to report an MUI, they should let the Helplink staff that they need to speak with the SSA on-call.
5. When the provider is reporting an MUI, ensure they provide their name and the agency they work for, a phone number where they can be reached, the individuals name they are reporting an incident for, a brief description of the incident, and what they have done to ensure the individuals health and welfare.
6. If the SSA on-call determines that the incident is an MUI or potential MUI, they will remind you to have an IR to the IA by 3:00pm the next business day and call the IA on-call as soon as possible.
7. If law enforcement calls you and you need assistance, the SSA on-call will connect law enforcement to the IA, who can speak with law enforcement directly.
8. If the provider is notified that an individual has been arrested, is in jail, or is the victim of a crime, contact the MUI hotline to report. The IA will contact the SSA Director for direction on what specific involvement the SSA Department would like the IA to have in the judicial process.
9. The IA may need to follow up with the provider to ensure the individuals health and welfare is secure. The IA may complete or direct the provider or MUI reporter to call law enforcement or Children's Services, secure immediate and ongoing medical attention for the individual, remove an employee from direct contact with an at-risk individual when the employee is alleged to have abused or neglected the individual, or any other necessary measures.
10. The IA will notify the SSA of the MUI or potential MUI during business hours, or the next day.

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11. The provider should make the following notifications of the MUI:
 - a. Guardian or other person whom the individual has identified
 - b. SSA serving the individual
 - c. Licensed or certified residential provider, or support broker
 - d. Staff or family living with the individual who have responsibility for individual's care
 - e. Notification shall not be made if the person to be notified is the primary person involved (PPI), the spouse of the PPI, or the significant other of the PPI.
 - f. Notification shall be made to the individuals, individuals' guardians, and other persons whom the individuals have identified in a peer-to-peer act unless such notification could jeopardize the health and welfare of an individual involved.
 - g. If the PPI works for another provider. If so, the IA will notify the other provider.
12. For incidents or allegations of: Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse, Verbal Abuse, the provider must:
 - a. Call the MUI Hotline immediately, but no later than 4 hours after discovery of the incident
 - b. By 3:00 p.m. the next business day, a written Incident Report must be submitted Riverside.
13. For incidents or allegations of: exploitation, failure to report, misappropriation, neglect, peer-to-peer act, physical abuse, sexual abuse, or verbal abuse which may constitute a criminal act, the provider must:
 - a. Immediately report to law enforcement by calling 911
 - b. For a child under the age of 21, call Miami County Children's Services: 937-335-410
 - c. Call the MUI Hotline immediately, but no later than 4 hours after notifying law enforcement
 - d. By 3:00 p.m. the next business day, a written Incident Report must be submitted Riverside
14. For incidents or allegations of: Prohibited Sexual Relations, Rights Violations, Failure to Report, Attempted Suicide, Non-Accidental/Non-Suspicious Death, Medical Emergency, Missing, Significant Injury, Law Enforcement, Unapproved Behavior Support, and Unscheduled Hospitalization, the provider must:
 - a. Report to the MUI Hotline on the same day the MUI occurs, or the discovery of the MUI, but no later than 3:00 p.m. the next business day
 - b. By 3:00 p.m. the next business day, a written Incident Report must be submitted to Riverside.
15. If staff is removed from the schedule, notify them of an investigation, but not what it is about.
16. Once determined that the incident is an MUI, the IA will complete an MUI notification email and commence the administrative investigation according to the appendix A, B or C, except when law enforcement or CSB is conducting the investigation
17. If a staff has been placed on leave, the IA will keep the provider up to date on the status of the investigation, so the staff can return to work, if able.
18. SSA's may be asked to assist the IA by gathering documents from providers. The provider should not alert the PPI staff of the MUI, potential MUI or investigation. The IA will notify them when they determine it is an MUI, to ensure the individuals health and welfare. If the provider has questions about how to approach the provider, they should consult the IA.
19. Along with the investigation, the IA will meet with the SSA and may request a team or crisis team meeting, to review the MUI and their current status - judicial or otherwise, safety plan for returning home or relocation planning, service structure, ISP, BSP or schedule changes needed, causes and contributing factors to the MUI, development of preventative measures and reasonable steps to prevent the recurrence of the MUI.
20. The SSA and provider will work together to ensure that the preventative measures are fully implemented and may add the preventative measures to the individual's ISP.

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21. To close the investigation, the IA will send to the team a written summary of the administrative investigation, including the allegations, the facts and findings, whether the case was substantiated, or unsubstantiated, preventive measures implemented in response to the MUI and dispute resolution information. The written summary shall not be provided to the PPI, the spouse or the significant other of the PPI
22. The IA will notify the PPI as to whether the major unusual incident has been substantiated, unsubstantiated/insufficient evidence, or unsubstantiated/unfounded.
23. If a staff member is unexpectedly questioned by the media, never say "NO COMMENT," rather direct them to contact the Melissa Nichols or Brian Green by calling 440-3000

MUI Logs Process:

1. Agency providers and Independent Providers both are required to produce a semi-annual and annual report regarding MUI trends and patterns that contain the following: shall contain the following elements: date of review, name of person completing review, time period of review, comparison of data for previous three years, explanation of data, data for review by MUI category type, individuals involved in established trends and patterns (i.e., five major unusual incidents of any kind within six months, ten major unusual incidents of any kind within a year, or other pattern identified by the individual's team), trends by residence, region, or program, previously identified trends and patterns, and action plans and preventive measures.
2. Providers can use Riverside's MUI Log Form or their own, and send it to Riverside in one of the following ways:
 - a. IR fax line at: (937) 332-3496
 - b. IR email address: IR@riversidedd.org
 - c. Paper copy dropped at the front desk
3. The semi-annual review shall be cumulative for January 1st through June 30th of each year and include an in-depth analysis. The annual review shall be cumulative for January 1st through December 31st of each year and include an in-depth analysis.
4. All reviews and analyses shall be completed within thirty calendar days following the end of the review period.
5. Providers shall conduct the analysis, implement follow-up actions, and send the analysis and follow-up actions to the county board for all programs operated in the county by August 31st of each year for the semi-annual review and by February 28th of each year for the annual review.
6. Riverside and their Human Rights Committee will semi-annually review the analysis to ensure that all issues have been addressed to prevent recurrence and ensure that trends and patterns of major unusual incidents are included and addressed in the ISP of each individual affected.

Training:

1. Agency providers shall ensure staff employed in direct services positions are trained on the requirements of the MUI rule prior to direct contact with any individual. staff employed in positions other than direct services positions are trained on the requirements of this rule no later than ninety days from date of hire. Thereafter, staff shall receive annual training on the requirements of this rule including a review of health and welfare alerts issued by the department since the previous year's training.
2. Independent providers shall be trained on the requirements of this rule prior to application for initial certification in accordance with rule 5123:2-2-01 of the Administrative Code and shall receive annual training on the requirements of this rule including a review of health and welfare alerts issued by the department since the previous year's training.



Riverside
Developmental
Disabilities

Miami County's Local Board of
Developmental Disabilities

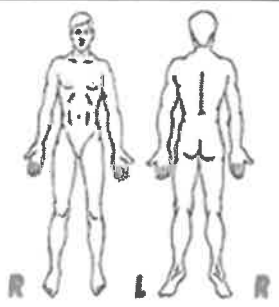
Riverside Developmental Disabilities Incident Report

To Report an MUI call (937) 440-3001

Submit an Incident Report by 3:00 p.m. the next business day via:

Email: IR@riversidedd.org or Fax: (937) 332-3496

or Paper Copy to: Attn IA at 1625 Troy-Sidney Road, Troy, Ohio 45373

Individual's Name:		Individual's Date of Birth:		Individual's SSA:	
Individual's Address:					
Date Incident Occurred:			Time of Incident:		
			<input type="checkbox"/> AM <input type="checkbox"/> PM		
Location of Incident (home in bathroom, at the mall, lunchroom at work, etc.):					
Category of the Incident (Please circle one):					
Accident or suspicious death Attempted Suicide Death (other than acc or sus) Elopement Exploitation Failure to report Fall Law enforcement		Medical emergency Medication error Misappropriation Missing individual Neglect Peer to peer-Exploitation Peer to peer-Physical abuse Peer to peer-Sexual abuse		Peer to peer-Theft Peer to peer-Verbal abuse Physical abuse Physical aggression Power struggle Prohibited sexual relations Property destruction Rights code violation	
				Self-injury Significant injury Sexual abuse Stealing Unapproved behavior support Unscheduled hospitalization Verbal abuse Verbal aggression Other:	
Description of the Incident (Who, What, Where, When):					
Was There an Injury? (If so, describe type and be specific, take pictures if possible) Or Adverse Reaction? (For Medication Errors)			Location of Injury: <input type="checkbox"/> Head or Face <input type="checkbox"/> Mouth/Teeth <input type="checkbox"/> Back/Buttocks <input type="checkbox"/> Feet/Legs <input type="checkbox"/> Genitals <input type="checkbox"/> Neck or Chest <input type="checkbox"/> Abdomen <input type="checkbox"/> Hands/Arms		
					

Your Immediate Actions to Ensure Health & Welfare of the Individual:

Causes and Contributing Factors (or what was the individual doing at the time of the incident):

Preventative Measures to Prevent the Incident from Reoccurring:

Name of Alleged Person Responsible for Incident (PPI): What is the PPI's Relationship to Individual?

List Any Witnesses to the Incident:

Who Did You Notify?	Name	Date	Time
For MUIs: The following notifications must be made on the same day as the MUI was discovered.			
Guardian or Chosen Rep (notify first, if possible)			
SSA			
Provider			
SSA On-Call or IA (if MUI immediately or within 4 hours)			
Staff or Family Responsible for Individual's Care			
If any of the above are the PPI or the Alleged Person Responsible for Incident, do not notify			
Other Notifications to be made (If Applicable):			
Law Enforcement (name and agency)			
Children's Services			
Agency Nurse			
Behavior Support Specialist			
Other			

Name of Person Completing Incident Report:	Signature:	Title:	Date:

Further Medical or Administrative Follow-Up:

Completed by and Date:

UNUSUAL INCIDENT REPORT LOG

Provider/Facility:				Monthly/Year:		County:				
Name	UI #	Date & Time	Injury	Home Name and Address	Location	Description of the Incident (Explain the risk of Harm)	Immediate Actions Taken to Ensure Health and Welfare	Causes and Contributing Factors	Prevention Plan	UI/MUI

Reviewed by: _____ Title: _____ Date: _____

Trends and Pattern Identified? YES NO
Trends and Pattern Addressed? YES NO If yes, please complete section below.

Action taken to address identified Patterns and Trends:

O.A.C. 5123-2-17-02 (M)(8) Each agency provider and independent provider shall maintain a log of all unusual incidents. The log shall include, but is not limited to, the name of the individual, a brief description of the unusual incident, any injuries, time, date, location, and preventive measures.

How to Report an MUI

(Major Unusual Incident)



Riverside
Developmental
Disabilities

*Miami County's Local Board of
Developmental Disabilities*

Riverside Developmental Disabilities (Miami County Board of Developmental Disabilities) operates a Major Unusual Incident (MUI) Hotline for reporting of all MUIs. The hotline is available for anyone to call **24 hours a day, 7 days a week, 365 days a year.**

MUI Hotline: (937) 440-3001

***If after hours, tell the Helplink staff you need to speak with the SSA On-Call**

When calling, provide: your name and the agency you work for, a phone number where you can be reached, the individual's name you are reporting an incident for, a brief description of the incident, and what you have done to ensure the individual's health and welfare.

Incident or allegation of: **Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse or Verbal Abuse**, the provider must:

- Call the MUI Hotline **immediately, but no later than 4 hours** after discovery of the incident
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**
- If staff is removed from the schedule, notify them of an investigation, but not what it is about.

Incident or allegation of: **Exploitation, Failure to Report, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse or Verbal Abuse** that may constitute a criminal act, the provider must:

- **Immediately report to law enforcement by calling 911**
- For a child under the age of 21, call Miami County Children's Services: 937-335-4103.
- Call the MUI Hotline **immediately, but no later than 4 hours** after notifying law enforcement
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**

Incident or allegation of: **Prohibited Sexual Relations, Rights Violations, Failure to Report, Attempted Suicide, Non-Accidental/Non-Suspicious Death, Medical Emergency, Missing, Significant Injury, Law Enforcement, Unapproved Behavior Support and Unscheduled Hospitalization**

- Report to the MUI Hotline **on the same day the MUI occurs, or the discovery of the MUI, but no later than 3:00 p.m. the next business day**
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**

All initial reports must be made verbally by calling the MUI Hotline

(An Incident Report, Email or Fax is not official notification of the MUI)

Submit Incident Reports to:

Email: IR@riversidedd.org Fax: 937-332-3496

Paper copy to: 1625 Troy-Sidney Road in Troy, please mark: Attention IA

Questions? Please call Becky Snell, QI Director, at 937-440-3027.

AGENCY PROVIDERS-TIPS TO REMEMBER WHEN
CONDUCTING SEMI-ANNUAL AND ANNUAL ANALYSIS OF MUIS

Only include MUIs that occurred during time that your agency staff was responsible for/serving individual, discovered an MUI or if you provide around the clock care of the individual as listed in O.A.C. 5123:2-17-02 (D) (1)-(3).

Best Practice: ICF's analysis should include all incidents (regardless of where they occurred) due to Medicaid requirements for health and safety.

- Example: If Johnny comes home from work and states that a peer hit him and that is where the black eye came from— that would only be included in your analysis if your agency provided the work service OR your agency provides around the clock service to the individual.

Make sure you include:

- Date of the review: Names/titles of the person/persons who conducted the review.
- Time span of the review: The Semi-Annual Analysis should be completed for the time period of January-June 30 while the Annual should contain information from Jan-December 31.
- List of services included in your agency's review (Residential, Vocational program, etc.)
- Comparison data for previous 3 years: (i.e. 2010, 2011, and 2012). You should always be comparing the data from year to year to identify trends/patterns comparatively.
- Explanation of data.
- Data for review by major unusual incident category type; Total number of consumers being served in each program (residential, vocational, etc.)
- Specific individuals involved in established trends and patterns (i.e., five major unusual incidents of any kind within six months, ten major unusual incidents of any kind within a year, or other pattern identified by the individual's team);
- Previously identified trends and patterns; and
- Action plans and preventive measures to address noted trends and patterns

Tips:

- Include causes and contributing factors as to why trends are occurring (i.e. Johnny's mother passed away contributing to a temporary increase in aggression at home which resulted in unapproved behavior supports being utilized.
- Include causes and contributing factors as to why these trends are occurring (i.e. a decrease in misappropriation was noted due to the addition of personal lockers being provided to consumers in 2012.
- Review previously identified trends and patterns from the previous year (both program specific and individual specific) and discuss the effectiveness of the action plans that were initiated.



MUI Semi-Annual/Annual Report

Submit via Email: IR@riversidedd.org or Fax: (937) 332-3496
or Paper Copy to: Attn IA at 1625 Troy-Sidney Road, Troy, Ohio 45373

Provider Name: _____

Please Select:

MUI Semi Annual Review (January 1 through June 30) for the year:
MUI Annual Review (January 1 through December 31) for the year:
Total Number of MUIs in this report period:
Total Number of MUIs for the same period: Last year _____ 2 Years Ago _____ 3 years ago _____

Number of MUIs by Category Type:

MUI Category	Current Year	Previous Year	2 Years Ago	3 Years Ago
Acc/suspicious death				
Attempted suicide				
Death-natural				
Exploitation				
Failure to Report				
Law Enforcement				
Medical Emergency				
Misappropriation				
Missing Individual				
Neglect				
Peer-to-Peer Act				
Physical Abuse				
Prohib Sexual Relat				
Rights Code Violation				
Sexual Abuse				
Significant Injury				
Unapp Behav Supp				
Unsched Hospital				
Verbal Abuse				

Explain the reasons for any significant differences from year to year and any MUI categories with a high number of incidents (use additional pages as necessary):

MUI Semi-Annual/Annual Report, Continued:

Trends and Patterns – Current Year:

Identify and explain any trends, and any trends by residence, region, or program:
Description of action plans and preventive measures to address these trends/patterns:
Previous year's trends or trends by residence, region, or program:
Were the action plans and preventive measures effective?

Individual Trends and Patterns: *Individuals with 5 or more MUIs in 6 months or 10 or more MUIs in 12 months*

Name:
MUI types:
Action plans and preventive measures taken to address this trend/pattern:
Date the action plans and preventive measures were added to the ISP:
Date review was completed:
Name of person completing this review:

(Use additional pages to add additional individuals if needed.)

"AT A GLANCE"
Agency Provider Responsibilities with MUIs

From Rule	Requirement
(D)(4) Reporting Requirements	Take all reasonable measures necessary to protect the health and safety of any at-risk individuals. The provider and county board shall discuss any disagreements regarding reasonable measures in order to resolve them. If the provider and county board are unable to agree on reasonable measures to ensure the health and safety of at-risk individuals, the department shall make the determination.
(D)(6)	Immediately, but no later than 4 hours after discovery of the incident, notify the county board through means identified by the county board for the incidents or allegations as listed in (D)(6)(a)-(f) of the rule.
(D)(7)	For all major unusual incidents, all providers shall submit a written incident report to the county board contact or designee no later than three p.m. the next working day following initial knowledge of a potential or determined major unusual incident. The report shall be submitted in a format prescribed by the department. CLARIFICATION: If the county board receives notification of an MUI through their on call system and they know that this meets the definition for a potential MUI then that is their discovery date. If additional information is needed the county board should contact the provider if there is health and welfare concerns or they can gather that information and determine if the incident is an MUI when they receive the UI by 3pm the following day. The county board should never wait past 3pm the following working day. If the provider has not sent in an incident report, the county board should file with the information received from the hotline call.
(E)(2) Alleged Criminal Acts	Immediately report to law enforcement any allegation of exploitation, failure to report, misappropriation, neglect, peer-to-peer act, physical abuse, sexual abuse, or verbal abuse, which may constitute a <i>criminal act</i> .
(F) Abused or Neglected Children	Immediately report to law enforcement any allegation of exploitation, failure to report, misappropriation, neglect, peer-to-peer act, physical abuse, sexual abuse, or verbal abuse, which may constitute a <i>criminal act</i> .
(G)(1) Notification Requirements	Make notifications to the individuals as identified in (G)(1)(a)-(d) of the rule, as applicable, when the incident or discovery of the incident occurs when such provider has responsibility for the individual. The notification shall be made on the same day the incident or discovery of the incident occurs and include immediate actions taken. See (G) (2)-(6) for additional information on this process.
(H)(1) General Investigation Requirements	Investigations shall be conducted by investigative agents certified under rule 5123:2-5-07 of the Administrative Code.
(H)(5)	Except when LE/CSB is conducting the investigation, the IA shall conduct all interviews for MUIs unless the investigator determines the need for assistance with interviewing an individual. The IA may utilize interviews conducted by an ICF/DD or conduct his/her own interviews.
(H)(6)	An intermediate care facility shall conduct an investigation that complies with applicable federal regulations, including 42 C.F.R. 483.420 (October 1, 2012), for any unusual incident or major unusual incident involving a resident of the intermediate care facility, regardless of where the unusual incident or major unusual incident occurs. The intermediate care facility shall provide a copy of its full report of an administrative investigation of a major unusual incident to the county board. The investigative agent may utilize information from the intermediate care facility's administrative investigation to meet the requirements of this rule or conduct a separate administrative investigation. The county board shall provide a copy of its full report of the administrative investigation to the intermediate care facility. The department shall resolve any conflicts that arise.
(H)(7)	When an agency provider, excluding an intermediate care facility, conducts an internal review of an incident for which a major unusual incident has been filed, the agency provider shall submit the results of its internal review of the incident, including statements and documents, to the county board within fourteen calendar days of the agency provider becoming aware of the incident.
(H)(8)	All DD employees shall cooperate with administrative investigations conducted by entities authorized to conduct investigations and respond to requests for information within the timeframe requested. The timeframes identified shall be reasonable.

(K)(1) Review, Prevention & Closure of MUIs	Implement a written procedure for the internal review of all MUIs and shall be responsible for taking all reasonable steps necessary to prevent the reoccurrence of MUIs.
(K)(2)	The individual's team, including the agency provider, shall collaborate on the development of preventative measures to address the causes and contributing factors to the incident.
(L)(1) Analysis of MUI Trends & Patterns	Analyze MUIs to identify trends and patterns semi-annually (for time period of Jan-June 30) and annually (Jan-Dec 31) for with the annual review being comprehensive for the year.
(L)(3)	Send its analysis and follow-up actions to the county board for all programs operated in the county by August 31 for the semi-annual review and by February 28 for the annual review.
(M) UI Requirements	Develop and implement a policy and procedure as identified in (M)(2)(a)-(d) of the rule.
(M)(3)	Ensure all staff are trained and knowledgeable regarding the policy and procedure.
(M)(6)	Review all UIs as necessary, but no less than monthly, to ensure appropriate preventative measures have been implemented and trends and patterns identified and
(M)(8)	Maintain a log of all UIs. The log shall include, but not be limited to, the name of the individual, a brief description of the incident, any injuries, time, date, location and
(M)(9)	Ensure trends and patterns of UIs are included and addressed in each individual's service plan.
(O)(2) Access to Records	Provide to the department, upon request, copies of personnel records that are not confidential. See (O) (1)-(7) for additional information on this process.
(P)(1) Training	Ensure staff are trained on the requirements of the rule regarding the identification and reporting of MUIs and UIs prior to unsupervised contact with any individual and in all cases. Thereafter, all employees shall receive training during each calendar year which shall include a review of health and safety alerts released since the previous calendar year's training.
(P)(2)	Ensure all staff responsible for administrative compliance with this rule receives training on all applicable requirements of this rule at the time of employment or no later than 90 calendar days from the time of employment and each calendar year thereafter. The training shall include the review of health and safety alerts released since the