



INCIDENT REPORTING

A Critical Incident is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent or minimize any negative impact on the health and welfare of one or more MassHealth Members. Critical Incidents may include but not limited to:

- o Serious physical injury, including self-inflicted injury and injuries where the cause or origin is unknown and where the members require medical treatment beyond basic first.
- o Any serious communicable disease that is required to be reported to health authorities pursuant to state and/or local ordinances.
- o Natural disaster such as fire, serious flooding, or incidents causing displacement.
- o Exposure to hazardous material (including blood-borne pathogens).
- o Medication error (requiring medical intervention).
- o Mistreatment or allegation of mistreatment of a member, including abuse, neglect, emotional harm, sexual or financial exploitation, or any other mistreatment whether perpetrated by staff or member to member.
- o Person missing from scheduled care.
- o Significant property damage to the provider's premises.
- o Suspected or alleged criminal activity occurring while the provider is providing care.
- o Death of a member from non-natural causes, including suicide, homicide, or any other unexpected cause for death.

Non-Critical Incident is a minor injury is one in which no treatment or minimal (first aid) treatment is required. A minor incident is any injuries or unusual incidents not defined as a Critical Incident above.

If the details of a call indicate the need for medical attention, the caregiver will be instructed to call "911" for ambulance service, to call the members physician, or to transport the member to the nearest emergency department.

If an incident/accident is reported by a caregiver, they will be instructed to complete an AFC minor incident report or critical incident report, located in the home notebook. The caregiver (and/or the providers Program Director/Supervisor designee) who observes or discovers a reportable incident must record the incident as soon as possible. This needs to be sent to TOP AID HEALTHCARE as soon as possible.

During business hours
Monday-Friday: 9am-5pm
Please contact your Case Manager, registered Nurse, or Program Director immediately.
After hours, weekends and holidays, call
508-848-8555
Please leave a voice mail and an AFC staff will return your call.

Incident Reporting

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