

Critical Incident Reporting

The Magellan of Wyoming CME is required by contract to receive, compile, and submit a report on critical incidents quarterly to WDH. In Magellan of Wyoming's quest for members to receive high quality wraparound services, we routinely review Critical Incident occurrences to identify opportunities for service improvement. Magellan will initiate a quality of care review for known incidents in which an individual, who is a Magellan member at the time of the incident, is involved in:

- Suspected abuse, including intimidation
- Suspected sexual abuse
- Suspected neglect
- Suspected self-neglect
- Suspected self-abuse
- Suspected abandonment
- Suspected exploitation
- Police involvement
- Injuries caused by restraints
- Injury to the participant
- Crime committed by a participant
- Elopement
- Medication errors, or
- Use of restraints
- Suicide threat/attempt
- Homicide threat/attempt
- Self-harm, requiring medical intervention
- Death

It is the provider's responsibility to email an incident report to Magellan's Quality Improvement and Clinical Departments at WYQuality@magellanhealth.com and WYClinical@magellanhealth.com. In the case of suspected abuse, neglect, abandonment or exploitation, **immediate action is required**. Contact local law enforcement or the Local Office of the Department of Family Services (DFS) to make a mandatory verbal report and also send a copy of this report to the Wyoming Department of Health and Division of Healthcare Financing, via email to Lisa.Brockman@wyo.gov, within 24 hours. A Magellan suggested Critical Incident Report Form can be found at www.magellanofwyoming.com (welcome⇒providers⇒forms). An incident report to Magellan must include:

- Date of Reporting
- Date of Incident
- Provider/Facility Name
- Provider MIS #
- Person Reporting/Credentials
- Member Name
- Medicaid/Member Number
- Type of Incident
- Description of Event (including trigger, de-escalation attempts)
- Actions Taken (including post incident medical interventions)
- Notifications (date/time/method)