

## MAJOR UNUSUAL & UNUSUAL INCIDENTS (MUI/UI)

### INTENT

It is the intent of the Hocking County Board of DD (HCBDD) to provide a process of reporting, monitoring and addressing major unusual and unusual incidents involving individuals served.

### POLICY

This policy establishes the requirements for managing incidents adversely affecting health or safety and implements a continuous quality improvement process in order to prevent or reduce the risk of harm to individuals.

The purpose of this policy is to establish operational guidelines for the appropriate and timely reporting and investigation of allegations defined in the OAC. Additionally, this policy and the proceeding procedure will promote a process to address incidents that are directly related to ensuring the health and safety of individuals served by the HCBDD.

The policy and procedures will:

- Facilitate preventive actions that should be taken to assist in ensuring health and safety of individuals.
- Promote the prompt and accurate reporting of each occurrence of any incident.
- Guard against a future recurrence through education of the staff and those individuals served.
- To ensure the appropriate and immediate investigation of Major Unusual Incidents.

Information related to Major Unusual Incident reports are to remain confidential. Major unusual incident reports, and information within the reports, shall not be shared nor discussed with anyone unauthorized to receive such information. County Board MUI Contacts, Investigative Agents and employees of the MEORC – MUI Office shall ensure reports, and/or information within the reports, are released to the appropriate parties. MUI records are not considered “public record”.

The Superintendent is authorized to establish and revise, as needed the procedures to be utilized in the implementation of this policy.

**Board Approved:** 5/14/07

**Revised:** 1/20/09; 5/17/16



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**David Couch, Superintendent**

**HOCKING COUNTY BOARD OF DEVELOPMENTAL DISABILITIES  
SERVICE AND SUPPORTS DEPARTMENT**

**MUI/UI PROCEDURE**

**PURPOSE**

To provide a step-by-step procedure for unusual incident (UI)/Major Unusual Incident (MUI) processing within the SSA Department in accordance with OAC 5123:2-17-02 and county board policy.

**DEFINITIONS**

- **“Major unusual incident” (MUI)** means the alleged, suspected, or actual occurrence of an incident when there is reason to believe the health and/or welfare of an individual may be adversely affected or an individual may be placed at a likely risk of harm, if such individual is receiving services through the DD service delivery system, or will be receiving such services as a result of the incident.. There are three categories of MUIs that correspond to the three administrative investigation procedures delineated in Appendix A, Appendix B, and Appendix C of the MUI rule. Category A MUIs include accidental or suspicious death, exploitation, failure to report, misappropriation, neglect, peer to peer act, physical abuse, prohibited sexual relations, rights code violation, sexual abuse, and verbal abuse. Category B MUIs include attempted suicide, death other than accidental or suspicious death, medical emergency, missing individual, and significant injury. Category C MUIs include law enforcement involvement, unapproved behavior support, and unscheduled hospitalization.
- **“Unusual incident” (UI)** means 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 an MUI. Unusual incidents (UIs) 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/or welfare, overnight relocation of an individual due to fire, natural disaster, or mechanical failure, or an incident involving two individuals served that is not a Peer to Peer Act MUI and Rights Code Violations or Unapproved Behavior Support without a likely risk to health and/or welfare.
- **“Incident Review Committee”** means a committee of at least two individuals, with at least one being the County MUI Contact or assigned back up. Other members can include a member of the SSA Department and one provider agency.
- **“Incident Review Log”** means a log of all MUI/UIs for the period reviewed as indicated on log. This 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 preventive measures.

**PROCEDURE**

**UI/MUI**

1. The staff member who witnesses or is first notified about an MUI/UI should complete an “Incident Report Form” (incident report).
2. Staff should take immediate actions as necessary to ensure health and safety of the individuals served. These actions shall be documented on the incident report.
3. If the incident is a MUI or potential MUI:

- The staff person shall contact the County Board MUI Contact, or SSA as soon as possible, but no later than 4 hours after becoming aware of incident for a potential MUI.
  - The staff person shall submit the incident report to the SSA Department Attention: County Board MUI Contact.
  - The County Board MUI Contact, Back up Contact or other SSA designee shall review the incident. They shall ensure measures for necessary and appropriate action to ensure health and safety. These actions shall be documented on incident report.
  - If it is determined that the incident is an MUI, then required notifications shall be made and the MUI Contact will report the incident to DODD and MEORC MUI Investigative Department.
4. If the incident is not an MUI or potential MUI:
    - The staff person shall complete the incident report by the end of their shift.
    - The staff person shall submit the incident report to their Supervisor who will submit to the SSA Department.
    - The Supervisor shall review the incident and ensure any necessary and appropriate action to ensure health and safety have been taken and are documented on incident report, including notifications
  5. The same day the incident or discovery of the incident occurs the Provider or County Board Staff shall make necessary and appropriate notifications including the guardian, residential provider, MUI Contact, SSA, children services, or law enforcement as applicable.
  6. There is a mailbox in the SSA Department designated for incoming UI/MUI Reports. The MUI Contact, back up or other SSA designee will review the incident upon receipt and determine follow-up following this procedure.

**Incident Review**

1. The Designated County Board staff shall ensure the report(s) are put into an incident report review log as required by rule.
2. This log will be reviewed by the Incident Review Committee at least monthly to determine if trends or patterns are present.

**Plan of Prevention for UIs**

1. All unusual incidents should identify cause and contributing factors and a plan of prevention.
2. The SSA will work with the provider and/or team or other appropriate sources to ensure completion of the plan of prevention. Also ensuring appropriate follow up is completed including training, ISP revisions, etc.

**Plan of Prevention for MUIs**

1. Once the Investigative Agent has completed his review/investigation, the MUI Contact shall provide a report (verbal or written) to the SSA requesting a plan of prevention for all applicable MUIs.
2. The SSA will work with the provider and/or team or other appropriate sources to ensure completion of the plan of prevention. Also ensuring appropriate follow up is completed including training, ISP revisions, etc.
3. The MUI Contact or backup will submit the Cause and Contributing Factors and Prevention Plan to DODD per the ITS reporting system and closes or makes recommendation for closure of MUI.
4. MUI Contact or backup shall provide final summary and closure notification to individuals, guardians, providers and other team members per rule.

**Effective:** January 4, 2016

  
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 David Couch, Superintendent