



Wisconsin Department of Health Services

IRIS Critical Incident Reporting (CIR) SharePoint Instructions

ATTACHMENTS

The first column will show a paperclip icon when attachments are available. Attach any documents collected during the review of the appeal. To open the attachment, open the issue and click on the hyperlink at the bottom of the issue form.

ISSUE ID

On the view screen, the "Issue ID" column will display a number. This is known as the background check appeal request number and is automatically generated. This is unique to each background check appeal request and can be used in correspondence to identify the background check appeal in question.

STATUS

"Status" indicates the appeal's stage in the review process. Only the Department of Health Services (DHS) may change the status to "closed."

Option	Description
Active	Select this option when the IRIS Consultant Agency (ICA) is collecting information regarding the incident. The report is considered reported to DHS, when the status is "Active."
DHS – Review	Select this option when the incident is ready for DHS to complete the review.
DHS – Follow Up	Select this option when DHS requests additional information or action from the ICA.
Closed	DHS selects this option after determining no further action or information is required. DHS has determined all criteria for closure are met – i.e. the report is complete and the participant's immediate and ongoing health and safety have been ensured.

INCIDENT PRIORITY

"Incident Priority" indicates whether the ICA and DHS consider the incident high profile. This indicator will default to "normal." The purpose of denoting incidents as "high profile" is so that DHS can notify the Administrator, Secretary, and/or Communications Department that this incident has occurred.

Option	Description
Normal (Default)	This option should remain the selection for all cases that do not meet the definition of high profile.
High Profile	Types of incidents that could be included in this area include, but are not limited to, certain types of unanticipated death, abuse, neglect, etc.

PARTICIPANT'S NAME

Enter the participant's name into this text box in the format (Last Name, First Name).

MASTER CLIENT INDEX (MCI)

Enter the participant's MCI number into this text box.

COUNTY

Select the participant's county of residence from the dropdown box options.

TARGET GROUP

Select the participant's target group from the dropdown box options.

DATE OF INCIDENT

Enter the date the incident occurred.

DATE INCIDENT REPORTED

Enter the date the participant reported the original incident to the IRIS Consultant or IRIS Consultant Agency (ICA).

INCIDENT SETTING

Select from the dropdown the option that represents where the incident occurred.

TYPE OF INCIDENT

"Type of Incident" indicates what type of incident was reported. Only one selection can be made. If multiple types of incidents occurred as part of one event, select the incident type that is primary, or is considered the most serious. The majority of these definitions came from 'Incident Reporting – Medicaid Waiver Programs – Instructions' ([F-22541-i](#)).

Option	Description
Abuse – Financial/ Misappropriation	Financial/misappropriation abuse means any misappropriation of the person's funds or property. Misappropriation includes taking the participant's money or property, or using these for the benefit of others and not for the participant. For example, buying cable TV service for a waiver participant who does not watch TV with the intent to be used by staff is misappropriation. Misappropriation also includes charging individuals for all or part of the cost of providing waiver-covered services, and taking equipment purchased for the waiver participant with Medicaid waiver funds from the participant without permission. Misappropriation may also be a crime and the provider or waiver agency should report the situation to the appropriate law enforcement agency.
Abuse – Mental/ Emotional	Mental/emotional abuse means threats of harm, name-calling, blaming, ignoring, threatening to withhold personal property, denying client rights, or the use of tonal inflection that intimidates, humiliates, threatens, frightens, or otherwise harasses the individual.
Abuse – Physical	Physical abuse means hitting, slapping, pinching, or grabbing a person. This selection is not used when the participant is the perpetrator.
Abuse – Sexual	Sexual abuse means inappropriate physical contact, exposure to unwanted sexually explicit material or verbal harassment of a sexual nature. This selection should not be used when the participant is the perpetrator.
Abuse – Verbal	Verbal abuse means verbal behavior that intimidates, humiliates, threatens, frightens, or otherwise harasses the individual.
Death – Accidental	Death-accidental means an unanticipated death that is the consequence of a specific negative and unintentional event such as a medical error, motor vehicle accident, airway obstruction by a foreign object or food, or the ingestion of a toxic substance. An accidental death is not abuse or neglect.
Death – Anticipated	Death-anticipated means a death that was medically predicted to occur within six months if only routine and comfort interventions were provided. Anticipated deaths do not include the death of a person with a life-long disability that has been reasonably stable.
Death – Suicide	Death-related to suicide means the participant took action to intentionally end his or her life.
Death – Unanticipated	Death-unanticipated means a death that was not predicted or anticipated within six months, or caused by an accident. An unanticipated death may be the result of abuse, neglect, an emergency medical condition, high-risk medical procedure, or sudden decline of a pre-existing medical condition. Deaths due to ruptured bowel, cardiac arrest, pneumonia, sepsis, seizure, or stroke are examples of unanticipated deaths. If the death was related to abuse or neglect, this must be documented in the CIR.
Fire	Fire means a fire in the home or facility in which the participant lives or the place the participant was receiving services such as a day service program if the fire resulted in a

	response by a fire department.
Law Enforcement – Arrest/Incarceration	Arrest/Incarceration means physical detention by law authorities of a participant for disruptive behaviors, possible or actual legal action, or parole revocation
Law Enforcement – Commission of a Crime	Commission of a Crime means law enforcement is engaged in an investigation of possible criminal activity where a participant is the alleged perpetrator of a crime such as sexual abuse or assault.
Law Enforcement – Victim of a Crime	Victim of a Crime means law enforcement is engaged in an investigation of possible criminal activity where a participant is the victim of a crime such as sexual abuse or assault
Misuse of Restraint/Restrictive Measures	Misuse of restrain/restrictive measures means the Unreasonable confinement or restraint of an adult by service providers or others including the intentional and unreasonable confinement of an individual in a locked room, involuntary separation of an individual from his or her living area, or the provision of unnecessary or excessive medication to an individual. This does not include the use of these methods or devices in entities regulated by DHS if the methods or devices are employed in conformance with state and federal standards governing confinement and restraint.
Neglect – Medical/ Fail to Seek Medical Attention	Medical/fail to seek medical attention means the failure to provide medication as ordered, prompt and adequate physical care, seeking appropriate medical treatment, or reporting change in a participant’s condition in a timely manner.
Neglect – Medication Error	Medication error means errors in medical or medication management by waiver providers that result in a significant adverse reaction requiring medical attention in an emergency room, urgent care center, or hospital.
Neglect – Nutritional	Nutritional means failure to provide adequate and appropriate food, water or other dietary services to meet the nutritional needs of the person.
Neglect – Poor Care / Fail to Follow Plan	Failure to follow plan/poor care means failure to provide support services to an individual according to the care plan, policies and procedures or in such a limited manner that the person’s safety or health is compromised. This includes restricting the use of a mobility device or intentionally failing to provide necessary assistance for activities of daily living.
Neglect – Self-Neglect	Self-neglect is an act, omission or course of conduct on the part of the participant that, because of the failure to provide adequate food, shelter, clothing, medical care or dental care, creates a significant danger to the physical or mental health of oneself.
Neglect – Unanticipated Absence of Provider	Unanticipated absence of provider means that the provider/participant-hired employee did not report as scheduled to provide services to the participant resulting in inadequate supervision, shelter, clothing, medical care, dental care and/or created a significant danger to the physical or mental health of oneself.
Neglect – Unsafe/ Unsanitary Conditions	Unsafe/unsanitary conditions means a failure to maintain a building, furniture and associated spaces in a clean, well-ventilated, and safe condition.
Overdose of Drugs or Alcohol	Overdose of drugs or alcohol means the accidental overdose of non-prescription medications, misuse of prescription medications, use of illicit controlled substances, or the misuse of alcohol in which the participant did not have the intent to commit suicide via drugs/alcohol.
Significant Damage to Property	Significant damage to property includes the participant’s property, property of service providers, participant’s residence, participant’s place of employment, or where the participant receives service or other place the participant frequents if the property damage was caused by, or is suspected to have been caused, by the participant and/or if the damage poses or posed a threat to the participant’s health, safety or welfare. [Includes significant damage that is sustained as a result of acts of nature.]
Suicide Attempt	Suicide Attempt means the act of attempting to take one’s own life voluntarily and intentionally.
Unanticipated Absence of Participant.	Unanticipated absence of participant means an unanticipated absence of a participant whose assessment and individualized service plan indicates the need for, and provision of, ongoing supervision. Absences may include wandering or intentionally leaving the place the person is supposed to be, thereby placing the participant at risk of harm.
Unexpected Emergency Hospitalization	Unexpected emergency hospitalization means unscheduled medical treatment needed for the sudden and unexpected onset of a medical condition that, if immediate medical attention is not received, could result in death or serious injury to the person. Please note the term “unexpected.” Examples of emergency hospitalization include admission for heart attack,

	stroke, severe shortness of breath; assessment following a significant trauma event; significant loss of blood; burns or frostbite over a large portion of the body.
Unexpected Serious Illness/Injury/Accident	Illness/Injury/Accident means unexpected urgent care visits; hospital emergency room visits or hospital admissions for any reason, to treat injuries or medical conditions that were not previously known, and could not be anticipated. The use of these services may be the result of substandard care, inadequate supervision by staff, or errors made by staff supervising or serving the waiver participant. Excludes admissions for known conditions that could be predicted or are covered in the person’s individualized service plan, and urgent care clinic visits for acute physical health issues.
Unexpected Significant Behavior not addressed in Behavior Support Plan (BSP).	Unexpected significant behavior not addressed in Behavior Support Plan (BSP) means that the participant has a behavior that puts him or her at the risk of hurting himself or others. This type of behavior is either new or of such low frequency that it is not anticipated by caregivers. Therefore, it would also not be included on the participant’s behavior support plan.
Unplanned Use of Isolation/Exclusion	Unplanned use of isolation/exclusion means the emergency use of a restraint, isolation, or seclusion without prior DHS approval because of an unexpected behavior.

DESCRIPTION OF INCIDENT
Enter a description of the incident. Fully document when the incident occurred, who was involved in the incident, what happened, how the incident occurred, and where the incident occurred.

OUTCOME OF THE INCIDENT (IMMEDIATE HEALTH AND WELFARE)
Enter a description of the steps taken to ensure the participant’s immediate health and welfare.

DATE OF DEATH
For incidents in which the participant died, document the date of death as captured in box 19 on ‘Incident Report – Medicaid Waiver Programs ([F-22541](#)).

CAUSE OF DEATH
For incidents in which the participant died, document the cause of death as captured in box 20 on [F-22541](#).

FOLLOW-UP (ONGOING HEALTH AND WELFARE)
Enter a description of the steps taken to ensure the participant’s ongoing health and welfare.

CONTRIBUTING FACTORS TO INCIDENT
Select “Fall,” “Mental Health,” “Pneumonia,” or “UTI,” if any of these diagnoses were a factor in the incident. The ICA can check multiple boxes when appropriate.

DID THIS CIR RESULT IN:
Select “ER Visit,” “Hospitalization,” or “Rehab Services,” if any of these Medicaid Card Services were used in ensuring the participant’s immediate or ongoing health and welfare as a result of the incident. The ICA can check multiple boxes when appropriate.

IRIS CONSULTANT
Enter the IRIS Consultant’s name into this text box in the format (Last Name, First Name).

IRIS CONSULTANT SUPERVISOR
Enter the IRIS Consultant Supervisor’s name into this text box in the format (Last Name, First Name).

DATE INCIDENT LOGGED INTO SHAREPOINT
Enter the date that the ICA logged the original incident into the Critical Incident Reporting SharePoint site.

DHS REVIEW – DHS USE ONLY

Select the radio button, “Yes,” or “No” to indicate whether DHS has completed the initial review.

DHS REQUESTS FOLLOW-UP – DHS USE ONLY

Select the radio button, “Yes,” or “No” to indicate whether DHS requests follow up information from the ICA.

DATE FOLLOW UP REQUESTED – DHS USE ONLY

DHS enters the date that it requested additional information from the ICA. If multiple DHS reviews and requests for additional information/action are required, the date in this box will be changed each time follow up action/information is requested.

FOLLOW UP REQUESTED DUE DATE – DHS USE ONLY

DHS enters the date the additional information is due. Standard practice, excluding issues of potential risk to the participant, is ten business days from the date it was determined that additional information/action was required of the ICA. The ICA is required to provide follow up actions/information by this date. If multiple DHS reviews and requests for additional information/action are required, the date in this box is changed each time follow up action/information is requested.

DHS REQUESTED FOLLOW UP

DHS enters the specific request for additional information or action by the ICA. The ICA enters a summary of the action taken or additional information as requested by DHS. This request for, and provision of, additional action or information continues until DHS determines that the incident meets the criteria for closure.

DHS APPROVAL – DHS USE ONLY

DHS enters whether DHS requested additional information or action by the ICA prior to closure.

Option	Description
Approved without follow-up required.	DHS selects this option when DHS closes the incident upon the first review without any requests for additional information or action from the ICA.
Approved with follow up	DHS selects this option when DHS closes the incident after one or more requests for additional information or action from the ICA.

DATE CLOSED – DHS USE ONLY

DHS is responsible for closing all incident reports. DHS enters the date the incident is closed in this text box. DHS changes the status to “closed.”

DATE SUBMITTED FOR DHS REVIEW

Enter the date the ICA changes the status of the incident to DHS Review.