



Topic: Incident Reporting

The Department of Human Services (DHS) continues to implement and update efforts to safeguard the health, safety and well-being of individuals receiving services during the current health emergency. In furtherance of these efforts, the reporting requirements for incident reporting, including those pertaining to COVID-19-related events involving individuals and/or programs has been adjusted.

Agencies providing services to individuals through the Divisions of Developmental Disabilities (DDD) and providers contracted with DMHAS or licensed by DOH to provide mental health or substance use disorder services through DMHAS are only required to report individual/employee positive COVID testing results to their respective Division.

PLEASE NOTE: Effective immediately, the *Universal Testing: Streamlined Reporting of COVID-19 Results, and all accompanying forms, is rescinded*. All positive COVID-19 test results for individuals/employees should be reported to the designated reporting authority using the traditional incident report form, available on the [Incident Reporting](#) webpage.

Effective immediately, the following will be reported as **Medical (communicable disease)**:

- An individual receiving DHS services is **confirmed positive** for Coronavirus Disease 2019 (COVID-19).
- An agency employee is newly confirmed positive for COVID-19 and was in direct contact with an individual receiving services from DHS in the past 14 days.
- In the event of any reportable event listed above, agencies are required to ensure the following:
 - If a staff member or resident tests positive for COVID-19, all residents living in that setting and staff assigned to it in the last 14 days shall be tested for COVID-19 within 7 days of the agency becoming aware of the positive test result.
 - Testing is not required if the staff or resident has had a positive test result in the past 90 days. Testing is required if positive result was more than 90 days in the past.
 - If a resident, the guardian of a resident, or an employee refuses testing this should be noted in the incident report follow up as well as a remediation strategy as to how other residents/staff will be kept safe.
- All identified guardians are appropriately notified, in keeping with DHS policies for ensuring notification and confidentiality.

Additionally, for all individuals or staff who tested positive for Coronavirus Disease (COVID-19), the following information must be included in the incident report:

Actions taken to prevent further spread of Coronavirus, including, but not limited to-

- Cleaning/disinfecting protocols,
- Specific plans for quarantine of the individual or staff,
- Change in visitor policy including suspension of indoor visits for 28 days and outdoor visits for 14 days,
- Monitoring/supervision of individuals,
- Medical follow up provided/planned,
- Temporary relocation, use of respite bed,
- Training of staff and individuals – (PPE, COVID-19), and
- Notification to guardian and others who may have visited the home or come in contact with the infected person in the preceding 14 days.

Effective immediately, DMHAS must report the following as an Operational event:

- A Continuity of Operations Plan (COOP) has been activated as a preemptive measure or because of a suspected/confirmed case of COVID-19.

Additionally, DHS is temporarily modifying the required reporting timeframes for incidents that are reportable to DHS. The following incident reporting criteria are in effect until further notice:

1. The following must be reported within the same business day of the occurrence:
 - a. Medical - Communicable disease - especially in the event of a confirmed COVID-19 diagnosis. Follow up information should be provided as soon as new information is obtained.
 - b. Unplanned Hospitalizations-Medical- related to COVID- 19 should be reported as soon as practicable; discharge date and diagnosis should be submitted as soon as possible.
 - c. All allegations/incidents involving Abuse and Neglect.
 - d. Operational incidents- related to COVID-19 involving program closure, emergency relocation, shelter in place, or COOP (DMHAS).
2. All other incidents currently required to be reported should be reported as soon as practical.
3. All guardians must be notified for all involved individuals when an incident impacts the health, safety or well-being of those individuals.