

Big Bend Community Based Care Policy & Procedure

Series: 800: Quality Assurance & Improvement
Policy Name: Managing Entity Critical Incident Reviews
Policy Number: 813
Origination Date: 01/04/2016 **Revised:** Board Meeting of 12/13/2018
Regulation: CFOP 215-6
Related Policies: BBCBC OP 800-805, Incident Reporting and Client Risk Prevention

Referenced Documents:

800-813 x 1, ME IRAS Tracking Spreadsheet

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to review the death or any other critical incident involving any ME funded consumer receiving services from a contracted provider. This also includes former consumers who are thirty (30) days post-discharge from a residential program/treatment facility.

Procedure

- A.** The Network Coordinator assigned to the circuit where the critical incident has occurred will initiate a review meeting (face-to-face or conference call) consisting of pertinent staff from the provider and the ME IRAS Incident Coordinator.
- B.** The Network Coordinator in consultation with the ME IRAS Coordinator and the ME Operations Manager and/or BBCBC Chief Operations Officer will determine if additional follow-up and/or independent forensic review by a licensed qualified professional is needed and/or a corrective action or performance improvement plan is required of the provider.
- C.** Information gathered regarding the critical incident review will be documented using the ME IRAS tracking spreadsheet.