

HOW TO REPORT A MAJOR UNUSUAL INCIDENT (MUI)

CCBDD operates a Major Unusual Incident (MUI) Intake Reporting Line for reporting all MUIs. This line is a voice mail available 24 hours a day, seven days a week.

The MUI Intake Reporting Line Phone number is: (440) 333-6841

The MUI Intake Reporting Line Fax number is: (216) 736-3399



The **NEW** E-Mail Address for submitting all UIRs *in conjunction* with a placed MUI Reporting call is: UIR@cuyahogabdd.org

REPORTING PROCEDURES

Physical Abuse, Sexual Abuse, Verbal Abuse, Neglect, Exploitation, Misappropriation, Peer-to-Peer Act, Accidental, Failure to Report or Suspicious Death and Media Inquiries about an MUI

- Must be reported to the MUI Intake Reporting Line immediately but no later than 4 hours after discovery of the incident or allegation. All reports must be made verbally by contacting the MUI Intake Reporting Line.
- By 3:00 PM the next business day, a written Incident Report must be submitted to the CCBDD MUI Unit. The Incident Report can be faxed or e-mailed to the MUI Unit (see above information listed).
- Reports of physical, sexual, and verbal abuse, neglect, misappropriation, exploitation, failure to report, and peer-to-peer acts that are **possible criminal acts** must also be reported to law enforcement or the child abuse Intake Reporting Line (DCFS) in addition to a report to the MUI Intake Reporting Line:
 - If the victim is 21 years of age or older, law enforcement that has jurisdiction where the incident occurred must be notified
 - If the victim is under the age of 21, the Child Abuse Intake Reporting Line, 216-696-KIDS, must be notified.

All other MUIs

- All other categories of MUIs should be reported to the MUI Intake Reporting Line as soon as possible but no later than 3:00 PM on the next business day after discovery of the MUI. All reports must be made verbally by contacting the MUI Intake Reporting Line.
- A written incident report must be submitted to the CCBDD MUI Unit no later than 3:00 PM next business day after initial discovery of the MUI.

WHAT IS A MAJOR UNUSUAL INCIDENT (MUI)?

An MUI is an incident that has a **negative impact on the health and welfare of a consumer**. It does not matter if the incident is actually seen, or it is only suspected or alleged. By law, if an employee hears about or suspects that an MUI has occurred it must be reported. Failure to report an MUI may result in criminal or civil liability.

THE FOLLOWING MUIs MUST BE REPORTED WHEREVER OR WHENEVER THEY OCCUR. A REPORT MUST BE FILED WHEN THE INCIDENT IS ALLEGED, SUSPECTED OR WITNESSED:

• **ABUSE:**

Physical abuse: The use of force that could (but doesn't have to) result in physical harm to the consumer

Sexual abuse: Unlawful sexual conduct or contact with a consumer, and unlawful acts such as public indecency or voyeurism directed toward a consumer, or soliciting sexual activity with a consumer who is a minor

Verbal abuse: The purposeful use of words, gestures, or other communicative means to threaten, coerce, intimidate, harass or humiliate a consumer

- **PROHIBITED SEXUAL RELATIONS:** DD employee or employee's supervisor engaging in consensual sexual conduct or contact with a consumer who is not the employee's spouse
- **ATTEMPTED SUICIDE:** A **physical attempt** by a consumer that results in emergency room treatment, in-patient observation, or hospital admission
- **EXPLOITATION:** The unlawful or improper act of using a consumer or a consumer's resources for monetary or personal benefit, profit, or gain
- **FAILURE TO REPORT:** Failure of a person who is required to report an incident of abuse, neglect or misappropriation involving a consumer whose health and safety can reasonably be expected to be substantially at risk
- **LAW ENFORCEMENT:** Any incident that results in a consumer being arrested, charged with a crime or incarcerated
- **MISAPPROPRIATION:** Taking something of value from a consumer without his or her permission or knowledge, or against his or her will
- **MISSING INDIVIDUAL:** An incident in which a consumer's whereabouts, after immediate measures are taken, are unknown **and the consumer is believed to be at or pose an imminent risk**
- **NEGLECT:** Failing, when there is a duty to do so, to provide a consumer with treatment, care, goods, supervision or services and the failure results in a reasonable risk of harm
- **PEER-TO-PEER ACTS:** Acts committed by one consumer against another including a **physical** act that is targeted at another consumer and is not random and that results in injuries that require treatment by a physician, physician assistant or nurse practitioner **or**, even if not targeted, any head/neck injuries or attempted choking; exploitation as described above; **sexual** act as described above without consent; **verbal act**, including gestures or other communicative means, to intimidate, harass or humiliate; or intentional misappropriation of money or property of at least \$20 in value or significant sentimental value.
- **ALL DEATHS**

THE FOLLOWING MUIs MUST BE REPORTED WHEN 1) THE INCIDENT OCCURS WHILE THE CONSUMER IS UNDER THE CARE OF OR RECEIVING SERVICES FROM A DD PROVIDER OR 2) IF THE CONSUMER LIVES IN AN ICFIID OR RECEIVES 24 HOUR WAIVER SERVICES :

- **MEDICAL EMERGENCY:** An incident requiring the use of emergency medical intervention to save the individual's life such as choking relief techniques, CPR, etc.
- **UNSCHEDULED HOSPITAL ADMISSION:** Any unscheduled admission unless it is due to a condition specified in an ISP or nursing care plan which indicates the specific symptoms and criteria that require hospitalization (**NOT ER VISITS only!**)
- **SIGNIFICANT INJURY:** An injury of known or unknown cause, not considered abuse, which results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, **5** or more sutures
- **UNAPPROVED BEHAVIOR SUPPORT:** The use of any aversive strategy or intervention without approval by the human rights committee or behavior support committee or without informed consent that results in a likely risk to the individual's health and welfare.
- **RIGHTS CODE VIOLATION:** Any violation of the rights of a consumer which are enumerated in the Ohio Revised Code. The violation must create a reasonable risk to the consumer's health and welfare.