

 WRAPAROUND MILWAUKEE Policy & Procedure	Date Issued: 9/1/98	Reviewed: 4/20/10 By: CP Last Revision: 9/1/10	Section: ADMINISTRATION	Policy No: 014	Pages: 1 of 1 (1 Attachment)
☒ Wraparound ☒ Wraparound-REACH ☒ FISS ☒ Project O-Yeah	Effective Date: 1/1/11	Subject: CRITICAL INCIDENT REPORTING			

I. POLICY

It is the policy of Wraparound Milwaukee that all Critical Incidents must be reported immediately to Wraparound Milwaukee to ensure that all necessary actions are taken to ensure the health, safety and welfare of all Wraparound Milwaukee youth, families and team members.

II. PROCEDURE

- A. "Critical Incidents" are defined as any events or situations that jeopardize the health or safety of youth and family members enrolled in Wraparound Milwaukee or of staff employed by or associated with Wraparound Milwaukee. These situations include, but are not limited to, the following:
 1. Death.
 2. Physical injury.
 3. Fire Setting.
 4. Commission of a serious offense to or by the enrollee or employee.
 5. Youth attempts suicide or is actively suicidal.
 6. Any event that could result in media exposure.
 7. Physical or sexual assault on or by enrollee or employee (includes attempted or alleged).
 8. Other - An incident of a critical nature that may not be identified above (i.e., death threat made to an enrollee or employee, etc.).
- B.
 1. Critical Incidents must be reported to Wraparound Milwaukee within 24 hours and documented on the CRITICAL INCIDENT REPORT under the Client Forms Tab in Synthesis (*see Sample attached*).
 2. Provider Agencies should immediately report Critical Incidents to the parent/guardian, Care Coordinator or Care Coordinator Agency Supervisor and Wraparound Milwaukee Management.
 3. The Care Coordinator must immediately facilitate a Child & Family Team meeting to address any immediate health or safety needs.
 4. The Care Coordinator should immediately inform by phone their Supervisor and Wraparound Milwaukee Management of any dangerous or potentially volatile situations.
 5. The Care Coordinator may immediately access [any available](#) Wraparound Milwaukee Management Team member to seek support or consultation on any Critical Incident situation as needed.
 6. After hours (after 4:30 p.m. Monday through Friday), weekends and holidays, notification should be made to the Mobile Urgent Treatment Team (MUTT) at (414) 257-7621. The Care Coordinator should alert MUTT at any time that it appears MUTT involvement may be needed as a result of a Critical Incident [or in the case that the Care Coordinator or Team needs help or consultation](#). The Care Coordinator is still required to document the Incident in Synthesis.
 7. **A Child & Family Team meeting must be held within 48 hours of the Critical Incident**, to revise or update the Crisis Plan to address areas of concern.
- C. Wraparound Milwaukee will review the Critical Incident Report and notify the Care Coordinator Supervisor in Synthesis within 24 hours of any action taken or action needed to be taken, which will be indicated on the bottom portion of the CRITICAL INCIDENT REPORT form.
- D. **This policy does not exempt the Care Coordinator in any way from following all reporting requirements of their own Agency related to critical incidents.**

Reviewed & Approved by: _____



Bruce Kamradt, Director

Wraparound Milwaukee
CRITICAL INCIDENT REPORT

Child's Name:	Client, Sample	Entered by:	Monica Allen
DOB:	1/1/91	Approved by:	
Gender:	Female	Wrap Mgr Assigned:	Cheryl Peterson
Report Date:	1/1/08	Wrap Mgr. Approval:	cpeterson
		Approval Date:	5/7/08

Date of Incident 12/12/07
Time of Incident 2:00:00 PM
Type of Incident Physical Injury
(code)

Type of Incident description

Youth broke her arm while...

Location description

Acme Group Home, 1818 S. 8th Street, Milwaukee, WI

Describe what happened

Give the details about what happened.

What actions were taken

As before – let us know what steps were taken already.

Notifications Made and When

As before – tell us who you notified and when.

Supervisory Response/Actions Taken

NEW: This is where the supervisor will tell us what they've done and/or recommended.

Date Wraparound Notified

1/3/08

Wraparound Review/Action Required of Care Coordinator

This is where Cheryl or other manager would write down comments.

They will do one of two things:

- 1) Choose to ask for more follow-up from the agency. If this is chosen, the manager will tell you what they are for (i.e., team meeting to be scheduled, POC to be reviewed, etc.);
Then they will check the "Yes" box below (meaning Yes, follow up is required);
They will indicate what date the follow-up is required;
and press the "Reject" button to send a login message to the supervisor. This will also "re-open" the Critical Incident for the supervisor so that follow-up information can be added.
We've created a reminder report of the Critical Incidents that still need follow up by your agency. This will become one of the Monday morning reminder reports we generate.

OR

- 2) The manager can decide no further action is needed. They will check the "No" box below, and write in the Date Completed. That will "close out" this Critical Incident.

Agy Follow-Up Needed?	Yes	No
If yes, due date:	2/15/08	

Agency follow-up information

This is where the supervisor will tell us what follow-up was taken based on the manager's recommendations.

Date Completed: 2/14/08 (Date Completed will be filled in by Wraparound to "close out" the Critical Incident)