

PRE-TEST AND POST-TEST: INCIDENT MANAGEMENT SYSTEM/PROCESS

Name:

Pre-Test

Post Test

Please circle the correct response: True or False

1. If an incident occurs at 3:00 a.m., I am not required to report the incident in the IMS (it is non-service time). **False**
2. If an incident occurs between 8:00 a.m. and noon when the worker is in the home, I do not report the incident (service time). **False**
3. If a participant goes to their physician's office or the ER because she fell and injured herself, it is a simple incident. **False**
4. It is not necessary to do a 14-day follow-up in the IMS because a simple incident automatically locks when the incident is submitted. **True**
5. An incident modification request cannot be made on a simple incident. **False**
6. A death must be reported in the IMS as a critical incident within one business day of learning of it. **True**
7. The director or designee is responsible for monitoring incident noncompliance for 14-day follow up for their agency. **True**
8. If I learn about an incident on Friday, I must report it Saturday before midnight. **False**
9. There are two steps to an incident follow-up: Enter the information in the follow-up box and click on the complete button. **True**
10. An agency is required by policy to trend incidents and can plan for improvement in their agency Quality Management Plan. **True**

Please circle the correct incident type: Simple, Critical, Abuse, Neglect or Exploitation.

1. Last night the participant got up to go to the bathroom, fell and her daughter helped her off the floor. She received no injuries or medical care. **Simple**
2. For 5 days in a row, participant refused to open the door for the worker, won't answer the phone or sign paperwork and sent an email to the agency "don't send one more homemaker to my house or I'll take care of it". For 5 days, services have been disrupted and he will not allow anyone from the agency into the home. **Critical**
3. Participant reported that her husband screamed at her, threatened to place her in a nursing home and hit her in the face with his cell phone over the weekend. She refused to go to the ER and did not call the police. She stated, "I am afraid he'll get me later."
Abuse
4. Personal Attendant (PA) arrived on Monday morning to find bed-bound participant with sheets and clothes wet with urine. Participant reported to the worker that she did not have anything to eat on Sunday and her daughter had been gone since Saturday afternoon. **Neglect**
5. Direct Care Worker (DCW) called the RN reporting that the member was found on the porch when she arrived for work this morning, having laid there since early morning. EMS came to the home to transport her to the hospital with suspected broken hip. **Critical**
6. Direct Care Worker found a bag of loose "pills" on the dresser and the member began screaming at her. DCW reported that the member threatened her with a gun he pulled from under his pillow. He told her that he did not want to hear anymore about the "missing pills" and told her to "get out". Direct Care Worker ran out of the house while he was still screaming at her.
Critical

7. Call from Mrs. Green stating that her “old, grumpy cat” was lying on the bed. The cat scratched the whole side of her forearm when she reached over the cat to get a pillow. The cat then bit her on the finger and scratched her other arm. Mrs. Green said she was waiting on her grandson to take her to the doctor to “take a look at it”. **Critical**
8. Mr. Kellogg told the PA that he dropped his coffee cup on his head when he was getting it out of the cabinet. He had a small knot on his forehead and a scratch. He exhibited no other symptoms related to the injury. His niece cleaned the area with alcohol. **Simple**
9. George called Mary Sue, the scheduler, to report that he received a phone call from the bank. His account showed suspicious activity with charges for Victoria’s Secret, Marty and Son Tires, Jillian’s Jewelry, Suddenlink and Verizon. **Exploitation**
AND List the reports that must be made following this incident report: APS and police.
10. Betty’s DCW reported that she died. DCW went to the home and found Betty on floor, nonresponsive. DCW called 911. **Critical**
11. Harry was diagnosed in January with pancreatic cancer. He passed away in his sleep. Hospice was in the home. **Critical**
12. PA arrived at John’s house at 10 am. Door was ajar, and windows were broken. She found John lying at the entrance, bleeding profusely from the head. His empty wallet was lying beside him. PA called 911 and EMS reported that it appeared that he had a blow to the head. They took him to the hospital. **Critical**

Please document the correct response below.

1. Mary fell on Monday. Her daughter called the office on Wednesday. What day of the week do you have to report the incident in the IMS? **Thursday.**
2. Harry’s wheelchair rolled off the curb and he toppled to the ground on Friday. When is his incident due in the IMS? **Monday.**
3. If you reported an incident on May 10, 2019 in the IMS, what day is the follow-up due? **May 24**
4. What is the difference between a calendar day and a business day? **A calendar day includes weekends and holidays. A business day does not include weekends and holidays.**
5. After the agency prints the incident, what are the next steps? **The director reviews, signs, dates and places the incident in an administrative file at the agency, available for monitoring review.**
6. Jimmy’s cousin lives in his home. The first PA assigned to the case refused to go back to the home. The second PA reported recently that she has been “sexually harassed by the cousin”. PA is afraid to go back into the home because the cousin has now threatened her. PA was pulled and ADW services were discontinued temporarily. What is the incident type and what do you do? **It is a critical incident. Behavior contract (responsibility contract) with the participant.**
7. If the incident occurred on Saturday, May 4 and the agency learns about the incident on May 5, the incident is due in the IMS by May 6th or May 7th? **May 6th.**
8. Ruth reported that her DCW had stolen her new laptop on May 1, 2019. Then, her camera and a credit card were missing this morning, May 8, 2019. She lives alone. When is the incident due? **May 2.**