

## **DOCUMENTATION REQUIRED FOR THE MOST COMMON INCIDENTS REPORTED BY PERSONAL SUPPORT SERVICE AGENCIES**

The following is a list of the most common types of incidents/allegations that are reported by personal support service agencies. When reporting the following incidents/allegations please provide the following information along with your incident report. Please note that the information/documentation requested for each type of incident is not all-inclusive and you may be asked to provide additional information during the investigation.

**Accidents with or without injury:** Provide the location of staff at the time of the accident. Provide a description of how the staff responded to the accident. Provide a copy of the needs of assessment and Plan of Care. If the accident occurred during a transfer, provide a copy of the equipment training that the caregiver received. Provide documentation of any injuries and the medical attention that was received. Provide a copy of any related policies and disciplinary actions.

**Deaths:** Deaths that occur when the agency is not providing services or scheduled to provide services are not reportable unless there is suspicion of abuse or neglect of the assigned caregiver(s) that is believed to have contributed to the death. Provide a list of medical illnesses. Provide the name, social security number, and date of birth of the staff on duty at the time of the death or at the time the death was discovered. Provide a copy of the autopsy report (if accessible) and official documentation of the cause of death. Provide a copy of the DNR, if applicable. Provide a copy of the medical emergency policy.

**Missed Visits:** Please clarify if the missed visit is a result of a caregiver no show/no call. Provide information on how the agency learned of the missed visit. Provide a copy of the back-up staffing policy and the alternate plan for staffing service recipient. Provide detailed documentation of how the back-up staffing plan was implemented upon knowledge of the missed visit or upon notification from a caregiver that an upcoming scheduled shift will be missed. If there were any disciplinary actions as a result of this missed visit, provide a copy.

**Thefts:** Provide the name, social security number, and date of birth of all staff that were involved or implicated. Provide a copy of the criminal background checks that also include the abuse and sex registries conducted at the time of hire. Provide the most current address, telephone number, and email address of the alleged perpetrator. If there were any disciplinary actions as a result of this incident, provide a copy. Provide a copy of the policy related to the receipt and disbursement of money on behalf of the client. Provide copies of any written accounts of any money transactions on behalf of the service recipients and any related receipts, bank statements, etc. Provide copies of any written witness statements. Provide information if there are any other agencies that also provide services for the service recipient. Provide information on whether the service recipient lives alone or others outside of the agency's caregivers have access to the home or items. If the agency is reporting an allegation related to theft of medication and the agency has performed a urine drug screen, provide the results and any documentation the caregiver has provided related to their prescribed medications.