

**Incident Management Bulletin:  
Recognizing Incidents**


Getting Started

Course # - ID-2021-03

[www.dhs.pa.gov](http://www.dhs.pa.gov)

Music only.

### Welcome



#### Getting Started

Part 1: The Incident Management Process

Part 2: The Initial Reporter's Responsibility to Recognize and Elevate Incidents

Part 3: Primary Categories: Neglect, Passive Neglect, and Self-Neglect

Part 4: Primary Category: Exploitation

Part 5: Primary Categories: Abuse and Sexual Abuse

Part 6: Primary Category: Rights Violation

Part 7: Primary Categories: Serious Illness, Serious Injury, Death, and Suicide


Part 8: Primary Categories: Public Health Emergency and Other Categories


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Hello, my name is Robin Levine with The Columbus Organization. Welcome to this webcast series on *Recognizing Incidents*, part of the Incident Management training series that will unfold over time.


The following eight webcasts build on the information presented in the Office of Developmental Programs (ODP) Introduction and Overview Webinars that are a prerequisite to completing this series.

### Introduction






**Incident Management Bulletin**  
*Introduction Webinar*  
Course #: ID-2021-01  
[www.dhs.pa.gov](http://www.dhs.pa.gov)



U.S. Department of Health and Human Services  
**Office of Inspector General**

Abuse is in part hindered because “policies and procedures did not establish clear definitions and examples of potential abuse or neglect that should be reported.”  
*(MA OIG Report July 2016 A-01-14-00008)*



**Incident Management Bulletin**  
*Overview Webinar*  
Course #: ID-2021-02  
[www.dhs.pa.gov](http://www.dhs.pa.gov)

**Chapter 6100 – Services for Individuals with an Intellectual Disability or Autism**

**DHS Facility-Based Regulations such as Chapters 2380, 2390, 6400 and 6500**


**Laws for mandated reporting and protection of care-dependent persons**


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In the Introduction and Overview webinars, you learned some of the drivers for changes in the Incident Management system. The U.S. Department of Health and Human Services Inspector General found that states’ policies and procedures did not establish clear definitions and examples of potential abuse and neglect.


The *Chapter 6100 Regulations* and Licensing Regulations outline safeguards for health, safety, and rights. A link to the *Chapter 6100 Regulations* is provided as a resource to this training series. In addition, many laws mandate reporting of abuse, neglect, and exploitation for individuals with an Intellectual Disability or Autism.

## Introduction







**Recognize** the occurrence, allegation, and suspicion of incidents.



**Respond** to the individual's immediate needs.




**Elevate** the information to others.



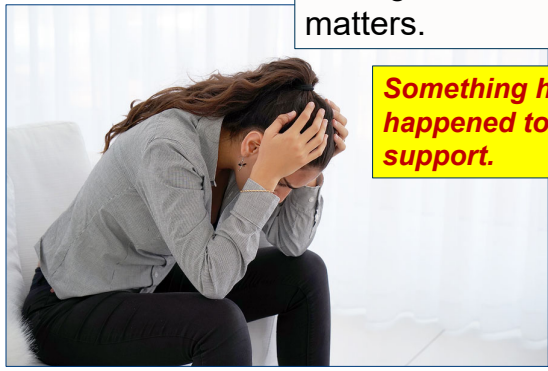
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The webinars provided an overview of the requirements and changes in the *Incident Management Bulletin*. This webcast series is about our responsibility to recognize incidents that have occurred, are alleged or suspected, respond to the individual's immediate needs, and elevate the information to others in the incident management process.

### Introduction



As you learn about the Incident Management Process, focus on what matters.



***Something hurtful or harmful has happened to a person you support.***

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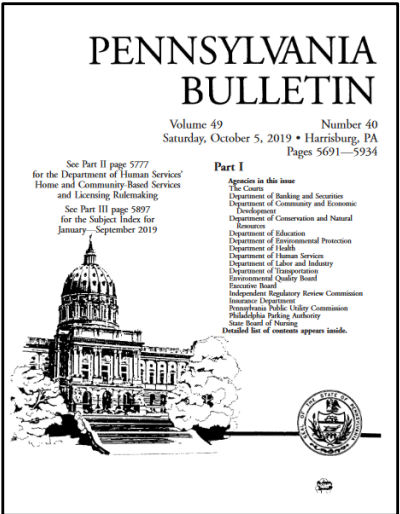
As you learn about Incident Management, stay focused on what matters most. Something bad has happened or may have happened in a person's life. The incidents we'll discuss are hard to think about; we'd avoid them if we could. But it is our responsibility to recognize these events so that we can better help the people we support to be healthy and safe.

Incidents run the range from the risk of missing a medication to life-changing injuries, illnesses, abuse, neglect, and even death. An individual with an Intellectual Disability or Autism did not receive the care and support he or she needs to be healthy and safe, was taken advantage of, or hurt.

By heightening our awareness and being diligent with our recognition skills, we can all work together to ensure swift action to address issues and prevent recurrence to protect individuals' health and safety.

### Introduction

Training meets the General Orientation and Annual Training requirements specific to recognizing and reporting incidents as identified in the **55 PA Code Chapters 6100, 6400, 6500, 2380 and 2390 Regulations.**




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The content of the Incident Management training series is offered by the Office of Developmental Programs to meet the General Orientation and Annual Training requirements specific to recognizing and reporting incidents. The requirements are identified in the 55 PA Code Chapters 6100 (All Services), 6400 (Community Homes), 6500 (Life Sharing), 2380 (Adult Training Facility) and 2390 (Vocational Training) Regulations for individuals with an Intellectual Disability and Autism. See the *Incident Management Bulletin Training Requirements Flow Chart* posted on the MyODP website course page for specific information related to fulfilling General Orientation and Annual Training requirements.

The content of the training series is a companion, not a substitute, for reading the Incident Management Bulletin to ensure your full understanding and ability to implement the required practices. In general, organizational leadership will need to read the entire Bulletin and then develop and implement the written agency policies and procedures to ensure their staff are able to carry out their roles and responsibilities.

**Incident Management Bulletin Training**

**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

## Recognizing Incidents

- ☒ Getting Started
- ☐ Part 1: The Incident Management Process
- ☐ Part 2: The Initial Reporter's Responsibility to Recognize and Elevate Incidents
- ☐ Part 3: Primary Categories: Neglect, Passive Neglect, and Self-Neglect
- ☐ Part 4: Primary Category: Exploitation
- ☐ Part 5: Primary Categories: Abuse and Sexual Abuse
- ☐ Part 6: Primary Category: Rights Violation
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The Recognizing Incidents webcasts are intended to be viewed in order. Each webcast is approximately 20 – 40 minutes in length. It is recommended to limit the amount of time between viewing each part of the series as the Post-test will cover the content of all nine webcasts.

### Check Points

#### Check Point – Self-Neglect

One day, as you are headed to Harold's apartment, you are stopped by one of his friends in the building. This friend is upset and tells you that Harold owes him for several packs of cigarettes he has bought for Harold, but Harold is refusing to pay him back. You of course realize that the plan to quit smoking is not working as well as everyone thought.

What secondary category of Self-Neglect could this be recognized under?



☒ A) Environmental      ☐ D) Other  
☐ B) Medical              ☐ E) None of the above  
☐ C) Personal Care/ Nutrition

[Submit](#) [Clear](#)

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#### Check Point - Exploitation

Could Mikayla's cousin be exploiting her?



**Consent?**      **Coercion?**

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Throughout the webcast series, I will be periodically providing Check Points to help reinforce your understanding of the information that was covered.



### Certificates of Achievement





**CERTIFICATE of ACHIEVEMENT**

This is to certify that

**Your Name Here**

has completed the course

*Course Name*

Pennsylvania Department of Public Welfare  
Office of Developmental Programs

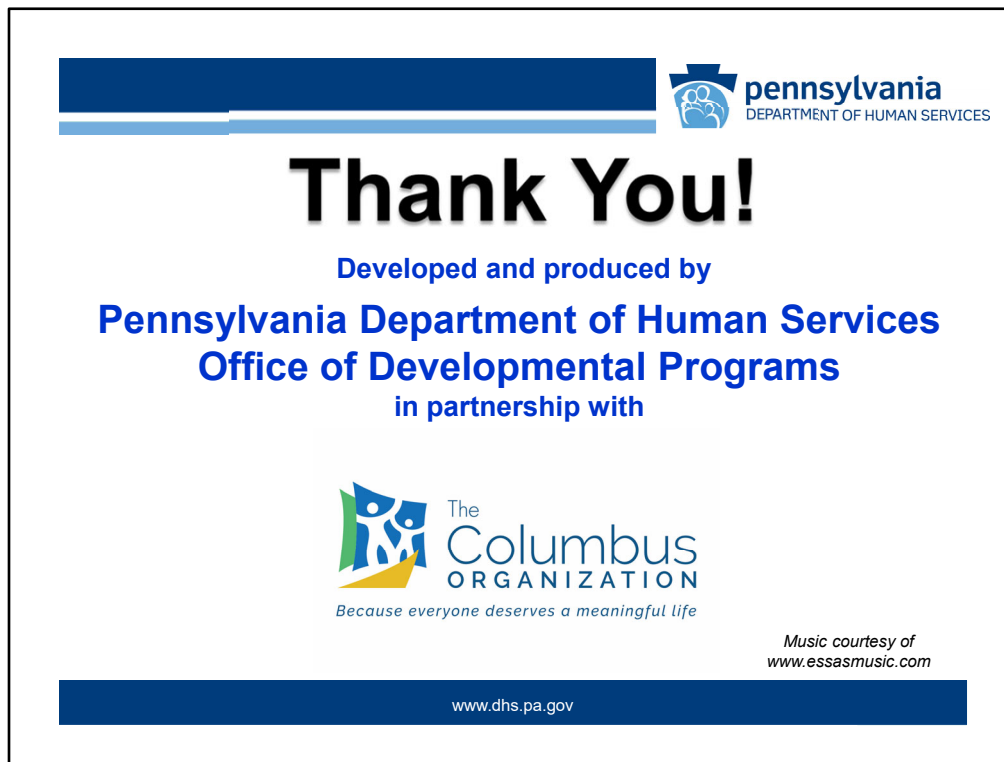
- Complete all listed course requirements based on your role.
- Open, save or print your certificate to receive credit for course completion.

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Certificates of Achievement will be available to all professional staff including Direct Care Provider Agency and Supports Coordination Organizations staff, after completing all course requirements.

Please view and then save or print your certificate to receive credit for this course.

You're ready now to start viewing the other eight webcasts in this series.



This webcast has been developed and produced by the Pennsylvania Department of Human Services, Office of Developmental Programs in partnership with The Columbus Organization.