

**Home-related – Triggered**

Home Name: \_\_\_\_\_ Inspection Number: \_\_\_\_\_ (*hard copy use only*)  
 Date: \_\_\_\_\_  
 Inspector ID: \_\_\_\_\_

**Definition / Description**

<b>Critical Incident:</b>	An occurrence that results in harm or risk of harm, to the safety, security, welfare and/or health of a resident, a staff member, and /or to the safety and security of the long-term care home.
<b>Critical Incident Response:</b>	The action taken by the inspector when information received from anyone indicates that a critical incident may have occurred in the long-term care home. The inspector may make inquiries, conduct an inspection or take no action depending on whether the inspector believes there is any harm or risk of harm to a resident.
<b>Critical Incident types:</b>	<p>The licensee is required to <b>immediately</b> report the following critical incidents to the Director:</p> <ul style="list-style-type: none"> <li>• An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding.</li> <li>• An unexpected or sudden death, including a death resulting from an accident or suicide.</li> <li>• A resident who is missing for three hours or more.</li> <li>• Any missing resident who returns to the home with an injury or adverse change in condition, regardless of the length of time the resident was missing.</li> <li>• An outbreak of a reportable disease or communicable disease as defined in the <i>Health Protection and Promotion Act</i>.</li> <li>• Contamination of the drinking water supply. LTCHA r. 107 (1)</li> </ul> <p>The licensee is required to report the following critical incidents to the Director within <b>one business day</b>:</p> <ul style="list-style-type: none"> <li>• A resident missing for less than three hours and who returns with no injury or adverse change in condition.</li> <li>• An environmental hazard, including breakdown or failure of the security system or major equipment, or system affecting the provision of care or safety, security or well-being of residents for greater than six hours.</li> <li>• A missing or unaccounted for controlled substance.</li> <li>• An injury for which the person is taken to hospital.</li> <li>• A medication incident or adverse drug reaction for which a resident is taken to hospital LTCHA r. 107 (3)</li> </ul>

**Use**

This IP is a home-related triggered task, used to review the home's critical incident reporting process during the annual inspection of the LTC home.

The inspector may also select and complete this IP when a concern(s) related to a critical incident is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligations related to reports of critical incidents (CI).

**Note:** There is a transitional regulation related to this IP. The inspector will identify any non-compliance related to the transitional regulations through Ad Hoc Notes r.107 (6) 1.– 4.

**Procedure**

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains three (3) parts:

- Part A: Licensee informs the Director **immediately** following CI occurrence in the home
- Part B: Licensee informs the Director **no later than one business day** of CI occurrence in the home
- Part C: Written report to Director **within 10 days** of CI, or sooner if required by the Director.

During the Annual Inspection:

1. Assigned inspector(s) will open and complete the triggered task, using one (1) IP only.
2. The inspector must answer the applicable questions in all three (3) Parts.
3. The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

**Record Review**

Review the following LTC home records, as appropriate:

- To determine compliance with ministry reporting requirements for critical incidents as outlined in the LTCHA.
- Critical incident report records related to the specific incident of concern reported to the Director, and actions taken by the licensee.

			Information Gathering	
			<b>Record Review</b>	
Notes				

Staff Interviews			
Interview management staff and staff who provide direct care on various shifts where appropriate: <ul style="list-style-type: none"> <li>Interview front line staff to determine their understanding and practice related to the home's reporting procedures where knowledge of an occurrence resulted in harm or risk of harm to the safety, security, welfare and/or health of a resident, a staff member, and/or to the safety and security of the LTC home.</li> </ul>			
		Information Gathering	
		<b>Staff Interviews</b>	
Notes			

**Part A: Licensee informs the Director immediately following CI occurrence in the home**

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee informed the Director <b><i>immediately</i></b> , in as much detail as is possible in the circumstances, of each of the following incidents in the home: <ol style="list-style-type: none"> <li>An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding.</li> <li>An unexpected or sudden death, including a death resulting from an accident or suicide.</li> <li>A resident who is missing for three hours or more.</li> <li>Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing.</li> <li>An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act.</li> <li>Contamination of the drinking water supply?</li> </ol>	<b>r. 107 (1) 1-6</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Where a licensee is required to make a report immediately following an incident, and it is after normal business hours, has the home made the report using the Ministry's method for after hours emergency contact?	<b>r. 107 (2)</b>
Notes					

**Part B: Licensee informs Director no later than one business day of CI occurrence in home**

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee informed the Director <b><i>no later than one business day</i></b> after the occurrence of the incident of: <ol style="list-style-type: none"> <li>1. A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.</li> <li>2. An environmental hazard, including a breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or the safety, security or well-being of residents for a period greater than six hours.</li> <li>3. A missing or unaccounted for controlled substance.</li> <li>4. An injury in respect of which a person is taken to hospital.</li> <li>5. A medication incident or adverse drug reaction in respect of which a resident is taken to hospital?</li> </ol>	r. 107 (3) 1-5
Notes					

**Part C: Licensee's written report to Director within 10 days of CI, or sooner if Director requires**

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Did the licensee make a report in writing to the Director of any of the incidents described in r. 107 (1) and r. 107 (3), <b><i>within 10 days</i></b> of becoming aware of the incident, that includes: <ol style="list-style-type: none"> <li>1. A description of the incident, including the type of incident, the area or location of the incident, the date and time of the incident and the events leading up to the incident?</li> </ol>	r. 107 (4) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the written report include a description of the individuals involved in the incident, including: <ol style="list-style-type: none"> <li>i. names of any residents involved in the incident,</li> <li>ii. names of any staff members or other persons who were present at or discovered the incident, and</li> <li>iii. names of staff members who responded or are responding to the incident?</li> </ol>	r. 107 (4) 2. I, ii, and iii
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the written report include actions taken in response to the incident, including: <ol style="list-style-type: none"> <li>i. what care was given or action taken as a result of the incident, and by whom,</li> <li>ii. whether a physician or registered nurse in the extended class was contacted,</li> <li>iii. what other authorities were contacted about the incident, if any,</li> <li>iv. for incidents involving a resident, whether a family member, person of importance or a substitute decision-maker of the resident was contacted and the name of such person or persons, and</li> <li>v. the outcome or current status of the individual or individuals who were involved in the incident?</li> </ol>	<b>r. 107 (4) 3. i-v</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the written report include analysis and follow-up action, including: <ol style="list-style-type: none"> <li>i. the immediate actions that have been taken to prevent recurrence, and</li> <li>ii. the long-term actions planned to correct the situation and prevent recurrence?</li> </ol> <p><i>(If answer is NO, the inspector will complete (3) additional Critical Incident Response IP's. Select the additional resident samples from the home's CIS report for the previous 6 months.)</i></p>	<b>r. 107 (4) 4. i and ii</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the written report include: <ul style="list-style-type: none"> <li>• the name and title of the person who made the initial report to the Director,</li> <li>• the date of the report, and</li> <li>• whether an inspector has been contacted, and, if so, the date of the contact and the name of the inspector??</li> </ul>	<b>r. 107 (4) 5</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If there is a serious injury or serious illness of the resident, has the licensee promptly notified the resident's substitute decision-maker or any other person designated by the resident or SDM, in accordance with any instructions provided by the person(s) who are to be notified?	<b>r. 107 (5)</b>
<b>Notes</b>					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to Critical Incident Response, for example:

- Admission Process
- Falls
- Infection, Prevention and Control
- Medication
- Minimizing of Restraining
- Personal Support Services
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Safe and Secure Home
- Training and Orientation