

The Medina County Board of DD believes it is important to help families understand major unusual incidents (MUIs) and the steps which take place when an MUI is reported.

We recognize the need for families to be informed about the MUI system and why, from time to time, family members may be involved in the process.

### What Is An MUI?

An MUI (major unusual incident) is an alleged, suspected or actual incident where there is reason to believe the health and safety of an individual will be adversely affected. The incident may place a person at a reasonable risk of harm. Examples may include, but are not limited to, physical abuse, sexual abuse, verbal abuse, attempted suicide, death, exploitation, misappropriation, medical emergency, missing individual, neglect, unapproved behavior support, unscheduled hospital admission, and/or significant injury

### Why Are MUIs Reported?

The MUI reporting system is set up to collect information and causes of incidents. MUI reports show the trends and issues around an incident and provide important information to help address those issues and to reduce the likelihood of them happening again

### Who Must Report An MUI?

All providers who are contracted, certified or licensed to serve persons with DD, all Medina County Board of DD staff and anyone paid to provide Medicaid waiver services are required, by law, to report MUIs.

### To Whom Are MUIs Reported?

In Medina County, MUIs are reported to the Medina County Board of Developmental Disabilities MUI Manager. The MUI Manager reviews all reports and sends them to the State of Ohio's tracking system.

### How Are MUIs Reported?

During working hours (Monday-Friday, from 8:00 am - 4:00 pm), reports are submitted through an email to [muireport@mcbdd.org](mailto:muireport@mcbdd.org). During all other times (Monday-Friday from 4:00 pm - 8:00 am and weekends), reports are handled through an emergency cell phone at 330-416-0840.

### When Are MUIs Reported?

Incidents involving abuse, neglect, death, exploitation, misappropriation, failure to report and peer-to-peer acts are always reported within four hours of occurring. All other incidents must be reported to the MUI Manager by 2:00 pm the next working day.

If you have any concerns or difficulties in reporting MUIs, you may contact the Ohio Department of DD MUI hotline at 1.866.313.6733

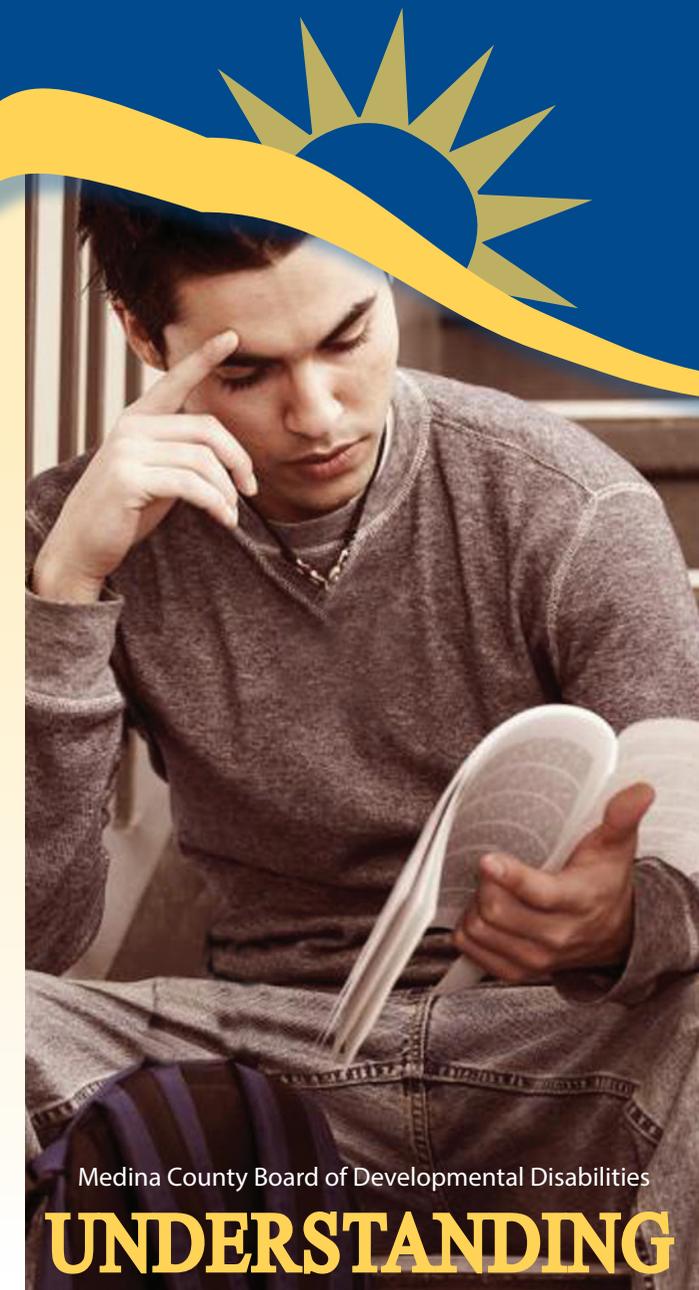
## OUR MISSION

To provide quality programs, services and supports that assist individuals with developmental disabilities to live, learn, work and socialize in their communities.



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[www.mcbdd.org](http://www.mcbdd.org)

For more information, please call the  
MCBDD Service and Support  
Administration Offices at  
330-764-8988



Medina County Board of Developmental Disabilities

# UNDERSTANDING

## major unusual incident (MUI) reports



# EVERYONE HAS A ROLE

When a Major Unusual Incident (MUI) occurs, each agency has a role it must play to ensure the health and safety of individuals with developmental disabilities.

## A PROVIDER MUST:

- 1) Take immediate action to protect individuals from further harm.
- 2) Notify the police immediately when there is an alleged crime. Notify the Children's Services Board if the victim is under 21.
- 3) Report incidents to the Medina County Board of DD. Abuse, neglect, exploitation, misappropriation, or suspicious death must be reported no more than 4 hours after they occur. All other MUI reports must be reported by 2:00 pm the next working day.
- 4) Notify legal guardians the same day the incident occurs. Parents who are not legal guardians may only be notified with approval of their son, daughter or legal guardian.
- 5) Notify the licensed or certified residential provider the same day an incident happens.
- 6) Put preventative measures in place to reduce the likelihood of similar incidents happening again.

## THE MEDINA COUNTY BOARD OF DD MUST:

- 1) Ensure immediate action has been taken to protect a person when an MUI occurs.
- 2) Report and investigate MUIs.
- 3) Ensure police have been notified when there is an alleged crime and ensure the Children's Services Board has been notified if the victim is under 21.
- 4) Ensure the legal guardian is notified the same day.
- 5) Notify the MUI Unit when the county board is the provider at the time of the incident.
- 6) Submit reports in the Ohio Department of DD's Incident Tracking System by 3:00 pm the next working day.
- 7) Send a summary letter to the legal guardian and residential provider five calendar days after a case has been recommended for closure.

## THE OHIO DEPARTMENT OF DD MUST:

- 1) Review all MUI reports to ensure immediate action, timely reporting, good investigations, notifications and implementation of prevention plans were made.
- 2) Conduct investigations when there is a conflict of interest for the Medina County Board of DD.
- 3) Notify Disability Rights Ohio and the Ohio Department of Job and Family Services through the online incident reporting system.
- 4) Provide oversight and technical assistance.



## WHAT FAMILIES NEED TO KNOW

The MUI system was established to provide protections for all individuals in the DD system. MUI reporting and investigations help everyone, including family members, get a better picture of what is happening in an individual's life. The goal is to identify why an incident occurs, to prevent it from happening again and to make improvements to benefit everyone.

The Medina County Board of DD contracts with Investigative Agents certified by the Ohio Department of DD. Their only roles are to investigate MUIs through interviews and the collection of information. Being asked questions can sometimes feel intimidating, however, Ohio law requires MUIs to be investigated. The process is not to affix blame but to obtain information and facts concerning the incident.

The information gathered through these investigations allows us to see trends that can be addressed, thereby leading to improvements. Some of the more common trends that are able to be identified include additional access needed to health care, better diagnosis, assessments of symptoms, identification of new problems, etc. The help of families is very important to this information gathering process. When we work together we are able to plan for the prevention of further incidents and ensure the health and safety of individuals with disabilities.