



Medina County

board of developmental disabilities



We are the community resource responsible for connecting, coordinating and funding vital services for individuals with developmental disabilities.

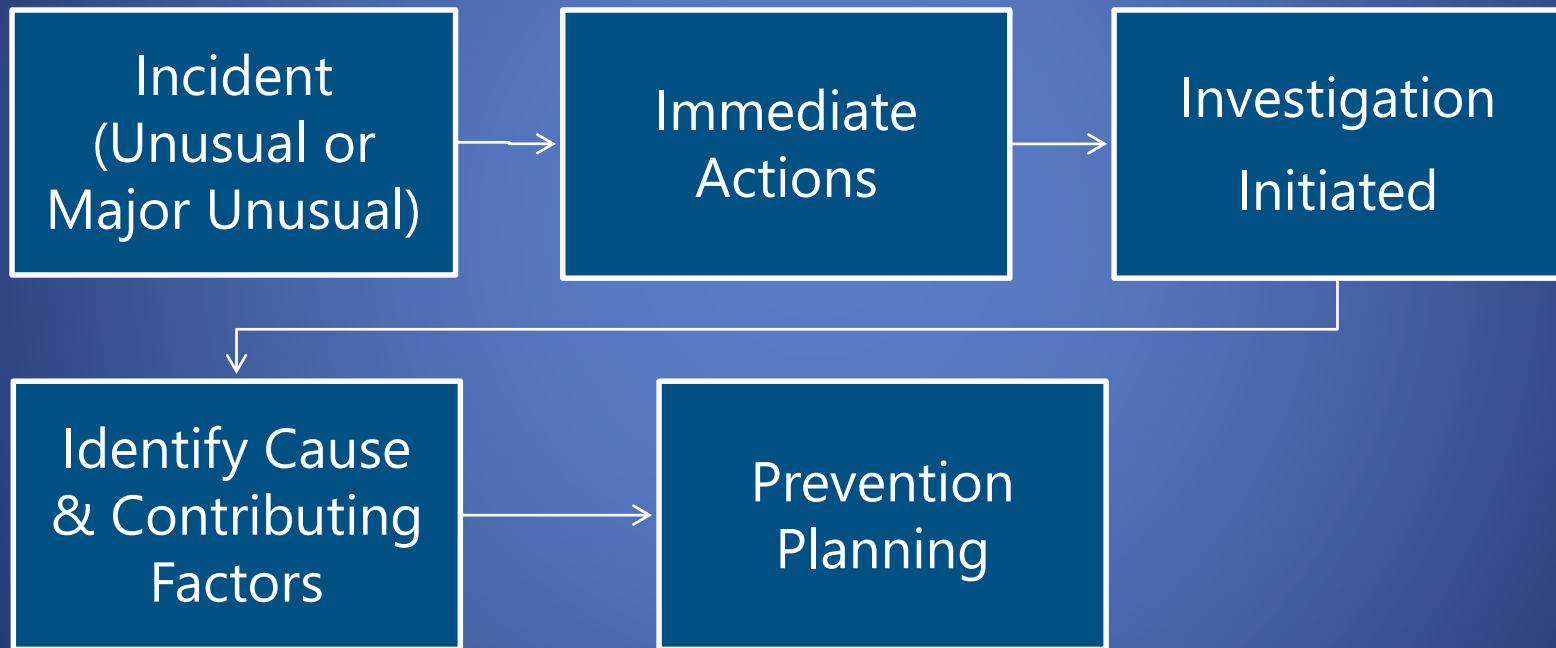
We help with everything from early intervention and education opportunities for children to employment and community inclusive living for adults.



MUI Training

Presenters: Collaboration of MCBDD, The Society, and DODD

Quality Improvement Process



Unusual Incidents

"Unusual incident" means an event or occurrence involving an individual that is not consistent with routine operations, policies and procedures, or the individual's care or service plan, but is not a major unusual incident. Unusual Incident includes but is not limited to;

- Dental injuries;
- Falls;
- Injury that is not a significant injury;
- Medication errors without a likely risk to health and welfare;
- Overnight relocation due to fire;

Unusual Incidents continued...

- Natural Disaster
- Mechanical Failure
- Incident involving two individuals served that is not a Peer-to-Peer act that is not a major unusual incident;
- Rights code violations
- Unapproved behavioral support without a likely risk to health and welfare.
- Emergency room or urgent care treatment
- Program implementation incidents

Immediate Actions

Always document what actions were taken following the incident:

Checked for Injuries	Called 911	Initiated First Aid	Contacted the Doctor	Secured the money
Made sure individual had food	Picked up needed meds	Notify Law Enforcement for criminal acts	County Board/IA	Separated the individuals
Removed the PPI when appropriate	Nursing Assessment	Taken to E.R.	Called Poison Control	Provided additional staffing

Role of the Provider in UI Process

Independent Provider:

- Immediate Actions.
- Write an incident report.
- Notifications-guardian and send incident report to SSA (designee) the first working day following the day the incident was discovered. Other providers when necessary.
- Identify causes and contributing factors.
- Collaborate on the development of prevention plan and implement.
- Complete UI log monthly and review for patterns and trends-corrective actions for trends.
- Send UI logs to county board upon request (random sampling).
- Work with team to ensure that risks associated with UIs are addressed in the plan.

Agency Provider:

- Immediate Actions.
- Write an incident report.
- Notifications-guardian and others per plan. Notify other providers when necessary.
- Identify causes and contributing factors.
- Investigate all incidents listed in rule (send CB upon request).
- Collaborate on the development of prevention plan and implement.
- Complete UI log monthly and review for patterns and trends-corrective actions for trends.
- Send UI logs to county board upon request (random sampling).
- Work with team to ensure that risks associated with UIs are addressed in the plan.

What is an MUI?

DEFINITION:

The alleged, suspected or actual occurrence of an incident when there is reason to believe the health or welfare of an individual may be adversely affected or an individual may be placed at a reasonable risk of harm.

MUI means the alleged, suspected, or actual occurrence of an incident when there is reason to believe the incident has occurred.

Appendix A	Appendix B	Appendix C
Accidental or Suspicious Death	Attempted Suicide	Law Enforcement
Exploitation	Death other than an accidental/ suspicious	Unanticipated Hospitalizations
Failure To Report	Medical Emergency	Unapproved Behavioral Supports
Misappropriation	Missing Individual	
Neglect	Peer to Peer Act	
Physical Abuse	Significant Injury	
Prohibited Sexual Relations		
Sexual Abuse		
Verbal Abuse		
Rights Code		

MUI Process

We all have a role:

Provider

County Board Staff

Investigative Agent

DODD

MUI Reporting Responsibilities

Take immediate actions to protect all at risk individuals which shall include:

- a. Immediate or ongoing medical attention as appropriate;
- b. Removal of an employee from direct contact with any individual when the employee is alleged to have been involved in physical abuse or sexual abuse until such time as the provider has reasonably determined that such removal is no longer necessary;
- c. Other necessary measures to protect the health and welfare of at-risk individuals.

The Department shall resolve any disagreements.

Reporting Responsibilities

Immediate to 4 Hour Reports:

- Accidental or suspicious death;
- Exploitation;
- Misappropriation;
- Neglect;
- Peer-to-peer act;
- Physical abuse;
- Prohibited Sexual Response
- Sexual abuse
- Verbal abuse
- Inquiry from the media about a MUI

Submit written Incident Report by 3:00 p.m. the Next Working Day

- Notify Law Enforcement of Criminal Act
- Notify Children's Services for abuse and neglect under the age of 21

Other MUI Responsibilities

- Advocate for individual's wants and needs
- Cooperate with all administrative investigations
- Collaborate on the development of prevention plan and implement.
- Work with team to ensure that risks associated with MUIs are addressed in the plan.
- Complete Annual MUI Report and send to county board.

MUI Process

Provider Role:

Incident occurs that meets the definition of an MUI

Provider assures that immediate action occurs to protect health and safety

Provider reports the MUI to the Investigative Agent or the On-Call SSA and then submits written report

MUI Process

County Board: Investigative Agent (IA)

IA receives MUI report

IA submits report on the DODD Incident Tracking System (ITS) by 5pm the next working day following notification

IA conducts investigation, determines conclusion and sends summary letter to individual/guardian 5 days after case has been recommended for closure

MUI Process

County Board: SSA (Service Coordinator)

SSA reviews cause & contributing factors with the team

Team develops a prevention plan—submits this to the IA prior to the conclusion being determined

Follows up on prevention plan in 30 days

MUI Process

DODD

Reviews all initial reports to ensure proper classification of MUI category

Reviews cases prior to closure to assure appropriate cause/contributing factors identified

Reviews all substantiated cases for referral to abuser register

Case Reviews

Top 3 items
DODD looks
at during case
reviews

Timelines

Cause and
Contributing
Factors

Prevention Plans

Timelines (Reporting, Filing and Notifications)

Cause and Contributing Factors

- Has the investigation captured the root causes to the incident- not just the obvious ones?
- Most incidents involve more than one cause/contributing factor.

Prevention plan

- Does the prevention plan address ALL the cause and contributing factors identified?
- Has the Prevention Plan been implemented? Prevention plans have to be completed before the case can be closed on ITS such as staff have been trained-not staff will be trained.

MUI Process

Most Important Thing to Remember:

We are in this together!

Learning to get better!

Identifying training gaps!

MUI Process

Examples

Tale of Two Karen's

Peer to Peer-Significant Injury-Law Enforcement

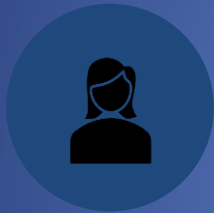
Hollywood

Systems Neglect

He seems off today.....

Unanticipated Hospitalization

What should you expect?



Your role in the incident process.



What if I am a Primary Person Involved?



Do I have to cooperate?



What does substantiation mean?

Statewide MUI Trends

- Significant decreases in most MUI categories March-May 2020
- While Alleged Neglect incidents are on a declining over time, there was a 46% decrease in incidents during May 2020 compared to last year.
- There was a 14% decrease in total Unanticipated Hospitalizations in May 2020 compared to May 2019.
- There was a 67% decrease in the number of choking deaths from 2018-2019
- Statewide there have been over 440 people hospitalized and tested for COVID-19. 29% of those people tested positive.

Medina County MUI Trends

- Medina experienced roughly a 30% decrease in number of MUI categories for semi annual (Jan-June) 2020 from 2019.
- Unanticipated Hospitalizations accounted for 1 in every 4 MUIs in your county.
- Medina reported only 1 person hospitalized and tested for COVID-19 and that person was negative.
- The majority of Significant Injuries MUIs were due to falls followed by seizures.
- All the Unapproved Behavioral Support MUIs involved physical restraint.

Resources-Interpretative Guidelines

<p><u>VERBAL ABUSE</u></p> <p>TYPE/DEFINITION</p> <p>Using words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual.</p>	<p>PROBES</p> <ol style="list-style-type: none">1. What was the intent of the words or gestures along with individual's reaction?2. What specific words were used?3. Were the words threatening, coercive, intimidating, harassing or humiliating to the individual?4. Threatening words or pictures that are sent through communication means should be filed as a MUI.5. There may be times when texting or sending messages through electronic means will rise to the level of menacing and Law Enforcement needs to be notified. <p>EXAMPLES</p> <ol style="list-style-type: none">1. The individual alleges that their father threatened to punch him if he did not do the dishes.2. DSP threatens to give the individual's dog away if he tells on him/her for slapping another individual.3. DSP tells the individual, "If you don't go to bed right now, I'll kick your butt". The individual is agitated and is being verbally redirected by DSP. Individual starts spitting at DSP. Male DSP is heard telling the individual if he spits at him one more time he will get knocked out. DSP states that he doesn't get paid enough to put up with this.
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Resources

- Frequently Asked Questions
- At a Glance Provider Tips
- DODD Health and Welfare Alerts
- Free On Line Training Modules
- The Foundations for Success Learning Series

The screenshot shows a website interface with a dark blue header containing four navigation links: "SUPPORTING PROVIDERS", "SUPPORTING COUNTY BOARDS", "DODD FORMS & RULES", and "WHAT IS DODD? ABOUT US". Below the header are four content cards arranged in a 2x2 grid. Each card features a photograph at the top, a title, a short text description, and a "HEALTH & WELFARE" tag with a "SHARE" button.

- AT-A-GLANCE Agency Providers Tips**: Features a photo of two women in white uniforms. Text: "These are tips for agency providers to remember when conducting annual analysis of MUIs." Tag: HEALTH & WELFARE. Button: SHARE.
- AT-A-GLANCE Independent Provider**: Features a photo of a smiling man. Text: "These are tips for independent providers to remember when conducting annual analysis of MUIs." Tag: HEALTH & WELFARE. Button: SHARE.
- Choking Prevention**: Features a photo of a woman looking down at a glass. Text: "Choking is a common breathing".
- Conducting Quality UI Investigations**: Features a photo of a man and a child in winter gear. Text: "Conducting Quality UI Investigations".

Questions?

Medina County IA Contact Info

To report MUI during
Business Hours:

330-725-7751 Option 4

Nikolas Pokrzywa
npokrzywa@mcbdd.org

Jacob Habrat
jhabrat@mcbdd.org

Email MUI Reports To:
muireport@mcbdd.org

SSA After Hours On Call
330-416-0840

MUI Contacts:

Kathy Bline, Regional Manager
614.369.4089
Kathleen.Bline@dodd.ohio.gov

Abuse and Neglect
Hotline 866-313-6733

DODD MUI Office
614-995-3810

Connie McLaughlin, Regional
Manager Supervisor
614.752.0092
Connie.McLaughlin@dodd.ohio.gov

THANK YOU



Medina County

board of developmental disabilities



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