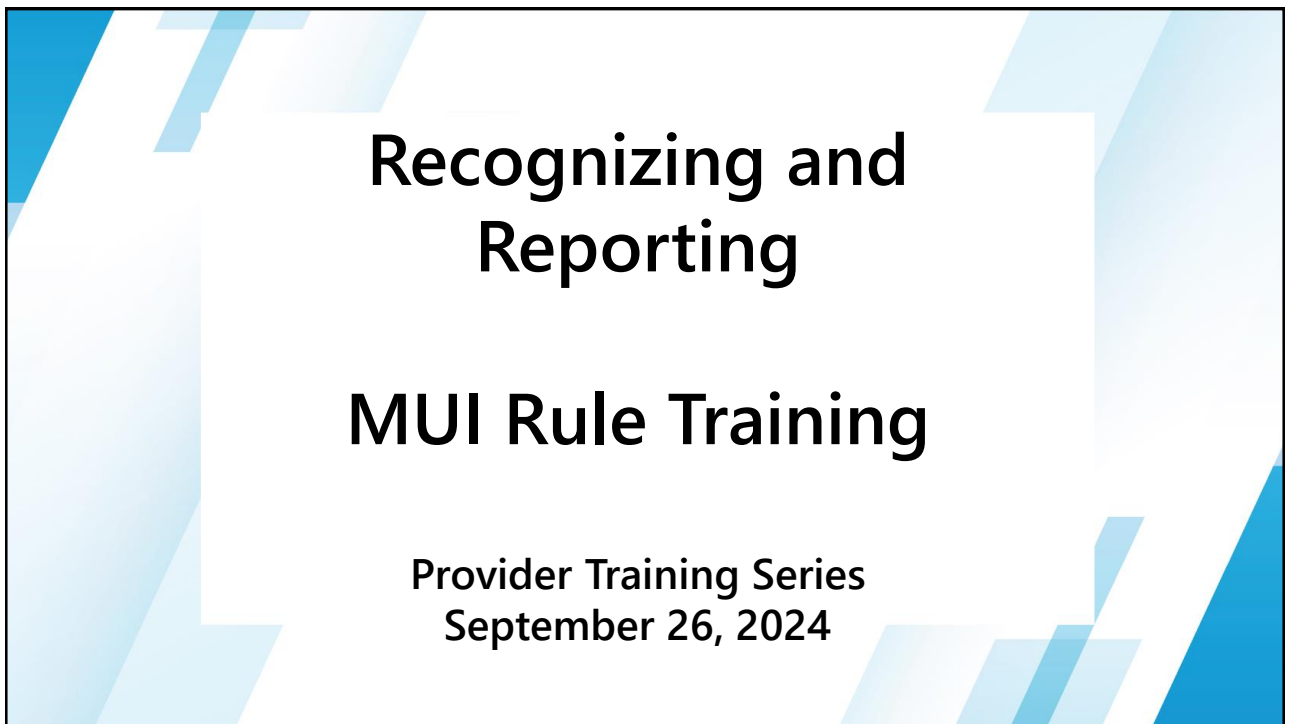




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2

Protecting the health and welfare of individuals supported in Ohio is of the utmost importance. In that regard, Ohio works diligently to build collaborative working relationships with service delivery partners focusing on reporting, investigation and prevention.

The critical incident reporting system in Ohio (MUI System) is a robust, quality improvement process that counts on participation from individuals, families, providers, county boards and other constituents. Working together we can provide services that allow individuals to enhance quality of life outcomes while managing risk and protection from harm. Thank you for the work you do and the lives you change every day.

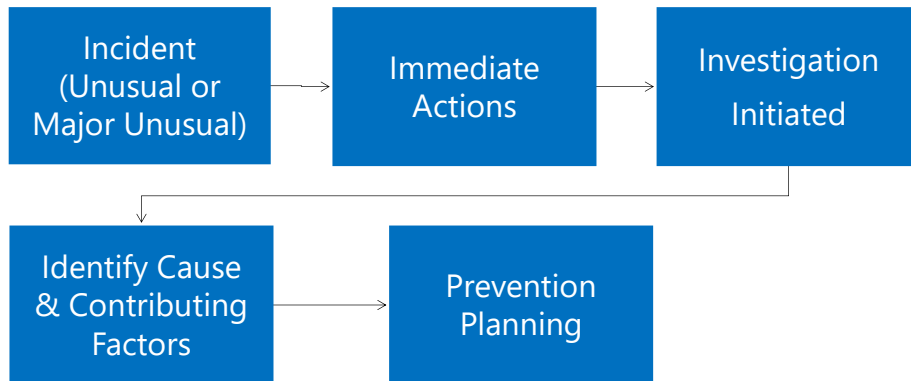
3

Happy Direct Support Professional Appreciation Month



4

Quality Health and Welfare Process



5

What is an Unusual Incidents (UI)?

"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.

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What is an Unusual Incidents (UI)?

- 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

7

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 (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.

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What is a Major Unusual Incident (MUI)?

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

- There are 19 categories.
- These are administrative investigations.

MUI Categories by protocols

Appendix A: Accidental or Suspicious Death, Exploitation, Failure To Report, Misappropriation, Neglect, Physical Abuse, Prohibited Sexual Relations, Rights Code, Sexual Abuse and Verbal Abuse

Appendix B: Attempted Suicide, Death other than an accidental or suspicious, Medical Emergency, Missing Individual, Peer to Peer Act, and Significant Injury.

Appendix C: Law Enforcement, Unanticipated Hospitalizations, and Unapproved Behavioral Supports.

Immediate Actions Come First

Check for Injuries and document	Call 911	Initiate First Aid and CPR	Contact the Doctor, Psychiatrist, Neurologist, Wound Clinic	Secure Money, Meds and Property
Make sure the person has food, meds, etc.	Contact Police and CSB	Fix Adaptive Equipment	Call Poison Control	Request an assessment (Nursing, Swallowing, Med, PT, OT, Speech)
Request emergency approval for protective/restrictive measures through HRC, if warranted	Emergency Removal of person	Retrain staff	Repair locks and alarms	Removal of staff for allegations of physical and sexual abuse

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Purpose of MUI investigations

1. Focus on outcomes
2. Identify root cause and other contributing factors to aid in the development of a prevention plan.
3. Prevention plan that addresses:
 - How can we decrease the chances of this incident occurring again?
 - How can we prevent injury for all involved?
 - Improve outcomes for individuals served



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Reporting Requirements for MUIs

Contact the county board immediately or within 4 Hour for these types of MUIs

Accidental/Suspicious Death	Exploitation	Misappropriation	Neglect	Media Inquires about a MUI
Peer to Peer Act	Physical Abuse	Prohibited Sexual Relations	Sexual Abuse	Verbal Abuse

For these and all other MUI types, you must complete an incident report and submit it to the county board by 3 p.m. on the first working day following the day the provider becomes aware of a potential or determined major unusual incident.



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Incident Reporting

- After the person(s) are safe, notifications are made...complete your incident report.
- This is one of the most important documents in incident prevention.
- Take your time, be detailed and clear about what happened before, during the incident.
- 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



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Role of the DSP and Providers in MUIs

- Listen, observe and advocate. You know the people you support best!
- Always address medical concerns timely.
- Report.
- Immediate Actions, including removal of employee for alleged sexual and physical abuse.
- Cooperating with investigation. Provide needed information for the investigation in a timely manner.
- Work with the Team on prevention plan.
- Address risks in ISP.
- Annual Review of MUIs.

Investigations

- IAs are trained and certified, in accordance with the requirements listed in ORC §5126.221 and have expertise and knowledge regarding the service system and working with individuals with disabilities.
- IAs conduct interviews, photograph the scene of the incident, review documentation, and identify causes and contributing factors relevant to the allegation.
- Investigation protocols for each type of MUI is outlined in Appendix A-C

[5123-17-02](#)



Listen to Cassandra Benning-Lewis, Senior DSP, Toward Independence, OADSP DSP council member discuss the importance of reporting

<https://www.youtube.com/watch?v= BBjXBgAl9I>



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MUI Cases Examples

- A person goes to use their Ohio Directions Card/EBT Card, and it says that there are no funds available. The person should have \$78.15 in their account.
- A 13-year boy goes to school and says his stepfather punched him in the face over the weekend.
- An individual had a seizure disorder and is placed in a warm bath and is left alone while DSP goes out to take a call. The person's plan says they should be supervised while in the tub.
- A woman reported that her transportation driver come to her home uninvited. He came inside and kissed her and started touching her inappropriately.




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<h2>Physical Abuse</h2> <p>Physical force can reasonably be expected to result in harm. Examples: Hitting, slapping, pushing, dragging or throwing an object when the allegation indicates that it could reasonably result in harm.</p> <p>Cause/Contributing Factors:</p> <ul style="list-style-type: none"> • Control • Unrealistic expectations and retaliation • Care giver burn out and exhaustion • Scheduled excessive hours • Lack of coping skills • Ineffective training to deal with aggression 	2023 MUI Data		
	PPI Breakdown		
	Total Allegations	1,444	
	Total Substantiated	474	
	Percent Substantiated	33%	
	Description	Sub #	Sub %
	Family	104	22%
	Guardian	11	2%
	Other	165	35%
	Payee	0	0%
Paid Supports	125	26%	
Unknown	69	15%	
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<h2>Sexual Abuse</h2> <ul style="list-style-type: none"> • Unlawful sexual contact • Unlawful sexual conduct • Public indecency, voyeurism, importuning, etc. <p>Contact involves touching of an erogenous zone of another, including without limitation the thigh, genitals, buttock, pubic region, or, if the person is a female, a breast, for the purpose of sexually arousing or gratifying either person. Conduct includes oral sex or penetration including digital or with objects.</p> <p>Causes and Contributing Factors:</p> <ul style="list-style-type: none"> • Power • PPI was a victim of sexual abuse <p>Sexual Abuse MUIs increased</p> 	2023 MUI Data		
	PPI Breakdown		
	Total Allegations	353	
	Total Substantiated	78	
	Percent Substantiated	22%	
	Description	Sub #	Sub %
	Family	17	22%
	Guardian	0	0%
	Other	43	55%
	Payee	0	0%
Paid Supports	4	5%	
Unknown	14	18%	
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Verbal Abuse

The use of words, gestures, or other communicative means to threaten, coerce, intimidate, harass or humiliate an individual.
 Examples: Using social media to post humiliating pictures of someone you serve, threatening to harm a person if they tell on you for sleeping, telling the individual that you will have their roommate beat them up if they don't stop screaming.

Cause/Contributing Factors:

- Control; unrealistic expectations
- Staff are in challenging situation with little support
- Staff don't recognize their own trauma history

2023 MUI Data		
PPI Breakdown		
Total Allegations	1,163	
Total Substantiated	563	
Percent Substantiated	48%	
Description	Sub #	Sub %
Family	56	10%
Guardian	7	1%
Other	192	34%
Payee	0	0%
Paid Supports	219	39%
Unknown	89	16%




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Knowing the Signs of Abuse

- Ongoing unexplained health problems like stomach aches and headaches
- Withdrawal from previously enjoyable activities, places, or persons, suddenly avoiding places or people
- Changes in sleep patterns such as nightmares, trouble sleeping, sudden bedwetting, and other sleep problems
- Dressing in layers of clothing
- Changes in appetite, loss of appetite, weight gain or loss
- Bruising
- Bleeding, soreness, redness, irritation, itching, and unusual discharges
- Torn or stained underwear or linens
- Sexually transmitted diseases
- New sexual knowledge or sexual behavior
- Sudden difficulty walking or sitting
- Suddenly frightened or certain people or situations



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What can you do?

- Get the individual help right away (medical, emotional, financial).
- Help the person feel safe, set judgements aside.
- Remember to NOT imply blame on the victim.
- Ask questions like “were you able to?” Instead of “why didn’t you?” when talking to the individual.
- Emotionally support the victim.
- Remember to refer the individual for counseling and victim’s assistance as appropriate.
- Provide Trauma Informed Care (TIC)
- Take care of yourself!

Check your self-care battery



Where do you think most abuse, neglect and power struggles generally occur?

Neglect

- A duty
- Failing to provide an individual with medical care, personal care, or other support that consequently results in serious injury or places an individual or another person at risk of serious injury.
- Serious injury means an injury that results in treatment by a physician, physician assistant, or nurse practitioner.

Transportation Related Incidents

There were 146 substantiated transportation neglects in 2023.

These incidents occurred due to;

- Impaired driving (prescription, non-prescription and alcohol).
- Not securing the wheelchair correctly or person in wheelchair.
- Dropping people off without proper supports in place.

Transportation Related Incidents

These incidents resulted in no injuries to most severe cases, a person suffered broken bone, surgery and hospitalization.

- An individual with a history of eloping is left alone in a vehicle.
- Staff impaired while working/driving individual.
- Individual is not properly secured in wheelchair.
- Wheelchair is not properly secured and tips over in transport.
- Individual is dropped off lift.

Transportation Related Prevention

- New and existing staff need to demonstrate they can safely secure a person in a wheelchair in the van and operate the lift.
- Individual's plans address if staff need to be present when dropped off.
- Supervisor's do drop in monitoring.
- Agencies have a policy about the use of electronic devices during transport and review it with their staff.
- Procedures that outline checking the entire bus/van/car before exiting to ensure there are no other people left.
- Routine maintenance on vehicles to ensure working properly.

Misappropriation

- With intent
- Deprive, defraud, or otherwise obtain real or personal property
- As prohibited in Ohio Revised Code 2199 and 2913

Examples: Using someone’s credit card, taking a person’s iPad, “borrowing” someone’s money and paying it back on Friday, withdrawing cash from their personal funds without their knowledge/permission, stealing medication(s).

Cause and Contributing Factors:

- PPI has a gambling or drug problem
- Multiple people have access to property or funds
- Easy access to individual’s financial information



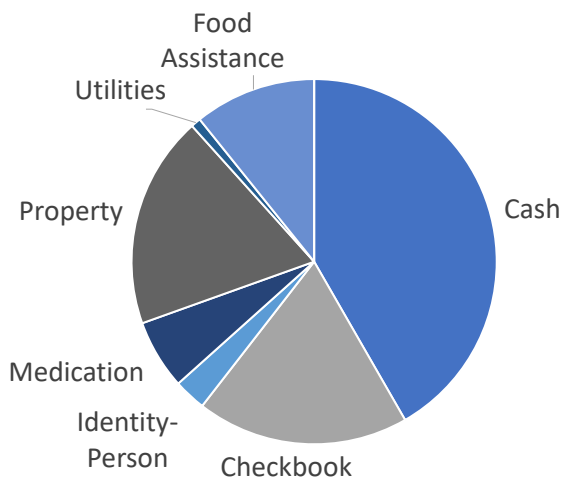
2023 MUI Data		
PPI Breakdown		
Total Allegations	1,567	
Total Substantiated	909	
Percent Substantiated	58%	
Description	Sub #	Sub %
Family	83	9%
Guardian	5	1%
Other	124	14%
Payee	7	1%
Paid Supports	196	22%
Unknown	494	54%

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Type of Misappropriation by Percentage

In 2023 54% of all substantiated misappropriation cases, the PPI could not be determined and is listed as unknown.



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2023 MUI Patterns and Trends

Unapproved Behavioral Support decreased 17% from 1,431 in 2022 to 1,188 in 2023.

Exploitation increased 59% from 220 in 2022 to 349 in 2023. Exploitation cases, involving social media, comprised 29% of all exploitations.

Misappropriation increased by 43% from the previous year, resulting from a growing trend in the number of reported food assistance thefts for Ohioans with developmental disabilities, and people across the nation.



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Significant Injury MUIs

Significant injury means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.



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Fall Related Injuries and Deaths

Year	Falls Reported as Significant Injuries	Total Significant Injuries Reported	% Fall Related Injuries	Fall Related Deaths
2013	764	1755	44%	9
2014	771	1691	46%	5
2015	734	1619	45%	8
2016	730	1553	47%	6
2017	691	1505	46%	9
2018	721	1474	49%	11
2019	887	1803	49%	15
2020	737	1418	50%	11
2021	774	1556	50%	10
2022	544	1510	36%	3
2023	765	1532	50%	6

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Addressing Fall Trends and Prevention

- OT/PT Assessments
- Medication Review
- Training on Individual Service Plan Supports
- Vision Check
- Environmental Checks
- Strength Training
- Footwear and clothing checks
- Adaptive Equipment



MAKE YOUR HOME SAFER



GET YOUR VISION AND HEARING CHECKED



REVIEW YOUR MEDICATIONS WITH YOUR DOCTOR



STAY ACTIVE AND EXERCISE

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Medical Emergency MUIs

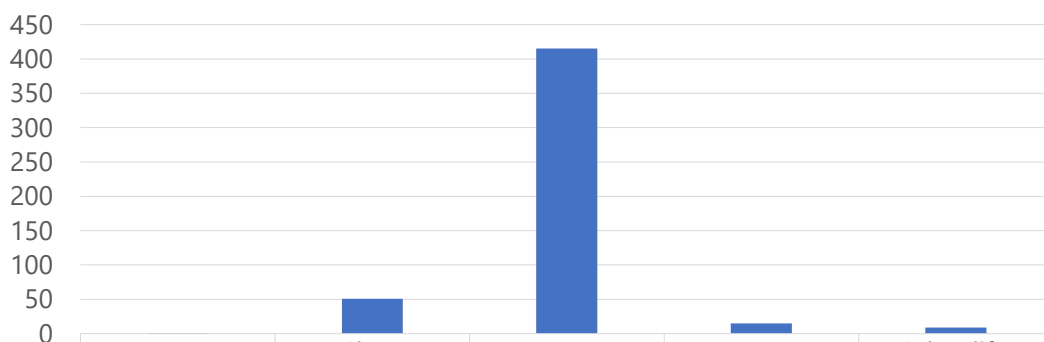
- Medical emergency means an incident where emergency medical intervention is required to save an individual's life. Techniques include; Automated External Defibrillator (AED), chest compressions/CPR, choking relief, Epinephrine Auto Injector.
- Choking relief was the highest life-saving measure performed of the medical emergencies.
- There were 491 Medical Emergencies filed in 2023.



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2023 Medical Emergency Data



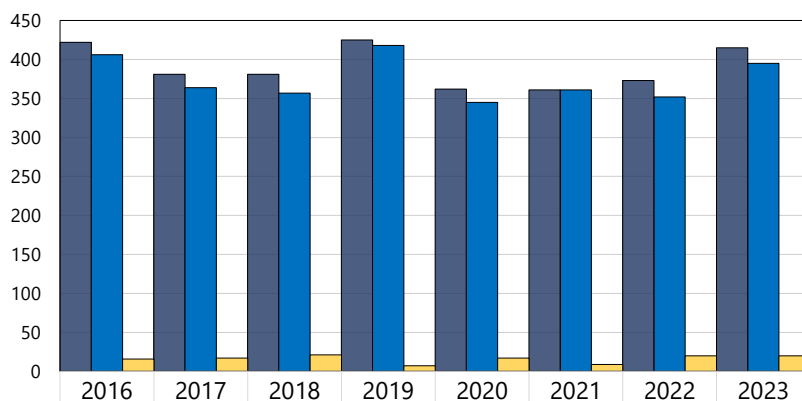
Emergencies



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Choking Incidents 2016-2023



	2016	2017	2018	2019	2020	2021	2022	2023
■ # of Choking Medical Emergencies	422	381	381	425	362	361	373	415
■ Successful Life Saving Intervention	406	364	357	418	345	361	352	395
■ # of Choking Deaths	16	17	21	7	17	9	20	20



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Prevention is the key

- Assessment and Evaluations**
 - What were results and recommendations
- Team Discussion**
 - What does the team recommend based on recommendation (diet, supervision, tracking)
- Person Centered Plan**
 - Are current discussions and risk clearly addressed
 - Dietary guidelines should be included if needed
- Training**
 - Who provides training? Who is responsible for actions and reasonable time frames. It needs to be specific with pictures and demonstrations
- Communication**
 - How are changes communicated across all settings and documented



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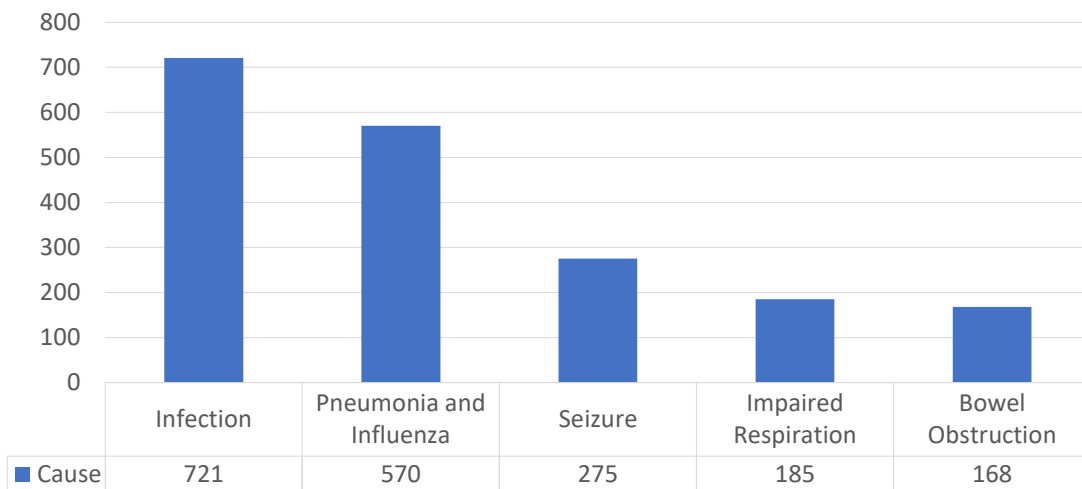
Unanticipated Hospitalizations

- Unanticipated hospitalization" means any hospital admission or hospital stay exceeding 24 hours that is not pre-scheduled or planned.
- A hospital admission associated with a planned treatment or pre-existing condition that is specified in the Individual Service Plan indicating the specific symptoms and criteria which requires hospitalization is not an MUI.
- Hospitalizations made up 85% of hospitalizations and Psychiatric Hospitalizations compromise 15%.



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2023 Top Causes Medical Hospitalizations



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Attempted Suicide

- Physical attempt that:
- Result in ER treatment *or*
- Inpatient observation *or*
- Hospital admission

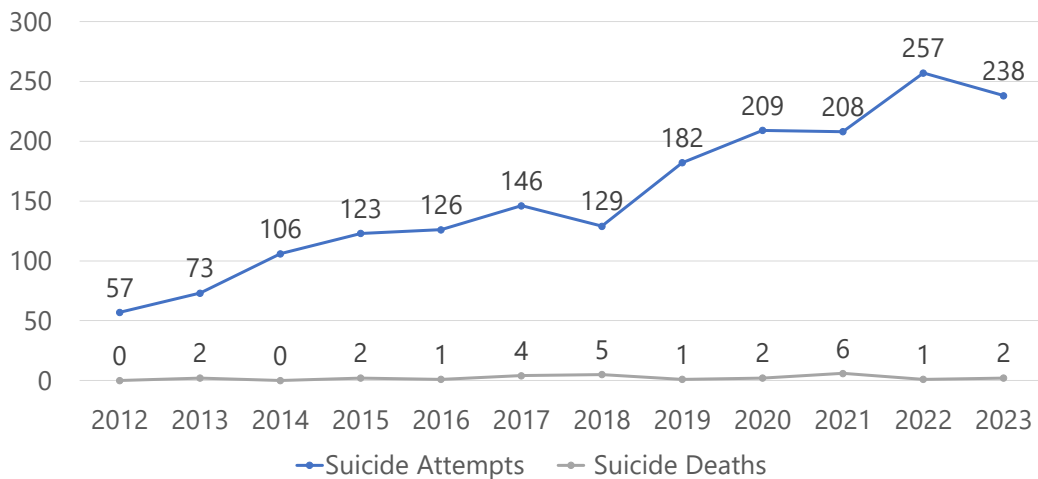
Prevention plans address depression/mental wellness and attempts through counseling, psychiatry, group activities, using social media to connect to family and friends, telepsychiatry, medication, safety plans, exercise, meditation, expressive outlets and environmental changes.



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Suicide Rates 2012-2023



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Suicide Trends

- In the United States, suicide is a leading cause of death with 45,979 deaths in 2020.
- In 2020, suicide was the second leading cause of death for people ages 10-14 and 25-34 years (United States Data).
- Males die by suicide at more than four times the rate of females (22 per 100,000 and 5.5 per 100,00 respectively) (United States Data).
- In 2020, 1,644 Ohioans died by suicide (13.8 per 100,000 From 2016 to 2020, the suicide rate of those ages 15-24 years more than doubled (Franklin County Data).

Mental Health and Wellness

- The mental wellness of the people that you support is so important and so is yours!
- Always take every threat and attempt seriously.
- Get help for yourself or others.



Who do I report to?

- A MUI contact person has been identified at each County Board of DD to receive reports of possible MUIs.
- Incidents may be reported to that person or any County Board of DD employee.
- For listing of County Boards <https://dodd.ohio.gov/wps/portal/gov/dodd/your-family/all-family-resources/4-find-your-county-board>
- The Ohio Department of DD also has a hotline 1-800-617-6733 (option 1), which may be used if there are concerns or difficulties in reporting to the County Board.
- DODD's Online Reporting System at <https://ocf.prodapps.dodd.ohio.gov/>



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MUI Registry Unit Contacts

1-800-617-6733 (Option 1) Hotline

MUI Main Number 614-995-3820

MUI Email Address: mui.unit@dodd.ohio.gov

OITMS Support: OhioITMS@dodd.ohio.gov

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Health and Welfare Toolkit

<https://dodd.ohio.gov/health-and-welfare/toolkit>

AT-A-GLANCE Agency Providers Tips

<https://dodd.ohio.gov/health-and-welfare/toolkit/at-a-glance>

AT-A-GLANCE Independent Providers Tips

<https://dodd.ohio.gov/health-and-welfare/toolkit/at-a-glance-ip>

MUI Interpretive Guidelines

<https://dodd.ohio.gov/health-and-welfare/toolkit/mui+interpretive+guidelines>

MUI FAQ Guidance

<https://dodd.ohio.gov/health-and-welfare/toolkit/mui+faq+guidance>



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QUESTIONS?

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