Incident Response Checklist

The following steps will assist you to respond when a report of a special incident is received. The steps on the left are intended to guide you through the process. The strategies on the right are suggested guidelines for completing each step. The strategies are generic. Not all will be applicable in every situation. Strategies should be coded Y = Yes; N = No; NA = Not Applicable.

<table>
<thead>
<tr>
<th>Response Steps</th>
<th>Strategies</th>
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| **Insure** the safety of the consumer | __ Is the consumer safe now?  
__ Is medical treatment being provided? Needed?  
__ Are further risks evident (fire or safety hazard, lack of adequate food or shelter, broken equipment, etc.)  
__ What interim measures have been taken to protect the consumer? Other consumers? |
| **Notify** legally required entities (as appropriate) | __ CCL  
__ CPS  
__ Police  
__ DHS Licensing  
__ Coroner  
__ APS  
__ Family/Guardian/Conservator  
__ LTC Ombudsman |
| **Check** for completeness of information | __ Have the “who”, “what”, “when”, and “where” questions been answered?  
__ Is the type of incident reported consistent with the information and circumstances reported?  
__ What may have contributed to the incident?  
__ What aspects of the incident need to be further explored? |
| **Inquire** into inconsistencies | __ Are there unanswered questions about this incident?  
__ When there are multiple reporters, are conflicts evident among reporters (e.g., family, consumer, direct service provider) from the various incident descriptions?  
__ What additional information is needed to clarify these conflicts? |
| **Document** details (NOTE: If reportable incident, the SIR must be transmitted to DDS within 48 hours.) | __ Has the SIR been completed?  
__ Has a preventative action plan been developed, if needed? |
| **Explore** causes of the incident | __ Have all “why” questions been answered?  
__ Has the consumer had other incidents?  
__ Should others be involved in analyzing this incident (e.g., nurse, PT, Behavior Analyst)?  
__ Have significant changes in the person’s life been explored?  
__ Have some preventative actions already been implemented?  
__ What is the status of preventative action?  
__ Has long-range planning been conducted to eliminate or minimize risk to this individual or others? |
| **Note** necessary additions or corrections to the SIR | __ Are any updates needed to the SIR? |
| **Track** SIR for follow-up and completion | __ Do you have a tracking system for ensuring follow-up actions are completed on time?  
__ How will effectiveness of preventative actions be determined? When? By Whom? Who will monitor? |