



C U Y A H O G A C O U N T Y
Board of Developmental Disabilities

TO: CCBDD Staff
Provider Agencies

FROM: Ed Stazyk
Manager, CCBDD MUI Unit

DATE: March 30, 2011

RE: MUI Hotline Reporting Changes

Due to unanticipated changes in the Board's voicemail carrier, the format for filing MUI reports on the MUI Hotline has been revised.

Effective immediately, when calling the MUI Hotline the caller will receive specific instructions and then be given up to 5 minutes to provide the required information about the incident. *The voicemail system will no longer be divided into sections allowing for responses to specific information such as "State the name of the individual", "What steps have been taken to protect the individual's health and safety", etc.*

The following information is required when filing any MUI report and has not changed:

- The name of the individual
- Date, time and location of the incident
- Description of the incident
- Actions taken to ensure the individual's health and safety
- For reports of abuse, neglect, misappropriation, exploitation and peer-to-peer incidents, the date, time, law enforcement agency and name of person spoken to, or the DCFS call number
- The caller's name, employer and telephone number where the caller can be reached immediately

To assist with filing reports, I have attached a form that may be helpful to callers to ensure that all necessary information is included in their Hotline call. This form is provided as assistance and is not required to be submitted to the MUI Unit.



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HOW TO REPORT A MAJOR UNUSUAL INCIDENT (MUI)

CCBDD operates a Major Unusual Incident (MUI) Hotline for reporting all MUIs. The Hotline is a voice mail/pager system available 24 hours a day, seven days a week. CCBDD MUI Unit staff monitor the Hotline 24 hours a day, seven days a week.

The MUI Hotline number is: (440) 333-6841

The MUI Hotline Fax number is: (216) 736-3399

E-Mail Address: MUI@CuyahogaBDD.ORG

REPORTING PROCEDURES

Abuse, Neglect, Exploitation, Prohibited Sexual Relations, Misappropriation, Peer-to-Peer Acts, Suspicious or Accidental Death of a Consumer, and Media Inquiries

- ✓ All reports of or allegations of possible physical, sexual, or verbal abuse, neglect, misappropriation, exploitation, prohibited sexual relations, peer-to-peer acts, accidental or suspicious death, and inquiries from the media about an MUI must be reported to the MUI Hotline immediately but no later than 4 hours after discovery of the incident or allegation. All reports must be made verbally by contacting the MUI Hotline at (440)333-6841.
- ✓ By 3:00 PM the next business day, a written Unusual Incident Report (UIR) of the incident must be submitted to the CCBDD MUI Unit. The UIR can be faxed or e-mailed to the MUI Unit.

All other MUIs

- ✓ All other categories of MUIs should be reported to the MUI Hotline as soon as possible but no later than one day after discovery that the MUI has occurred.
- ✓ A written UIR must be submitted to the CCBDD MUI Unit no later than 3:00 PM next business day after initial discovery of the possible MUI.

WHAT IS A MAJOR UNUSUAL INCIDENT (MUI)?

An MUI is an incident that has a *negative impact on the health and safety of a consumer*. It does not matter if the incident is actually seen, or it is only suspected or alleged. By law, if an employee hears about or suspects that an MUI has occurred it must be reported. Failure to report an MUI may result in criminal or civil liability.

THE FOLLOWING MUIs MUST BE REPORTED WHEREVER OR WHENEVER THEY OCCUR. A REPORT MUST BE FILED WHEN THE INCIDENT IS ALLEGED, SUSPECTED OR WITNESSED:

- **ABUSE:**
 - Physical abuse: The use of force that could (but doesn't have to) result in physical harm to the consumer
 - Sexual abuse: Unlawful sexual conduct or contact with a consumer, and unlawful acts such as public indecency or voyeurism directed toward a consumer, or soliciting sexual activity with a consumer who is a minor
 - Verbal abuse: The purposeful use of words or gestures to threaten, force, intimidate, harass or humiliate a consumer
- **PROHIBITED SEXUAL RELATIONS:** An MR/DD employee or employee's supervisor engaging in consensual sexual conduct or contact with a consumer who is not the employee's spouse
- **EXPLOITATION:** The unlawful or improper act of using a consumer or a consumer's resources for monetary or personal benefit, profit, or gain
- **FAILURE TO REPORT:** Failure of a person who is required to report an incident of abuse, neglect or misappropriation involving a consumer whose health and safety can reasonably be expected to be substantially at risk
- **MISAPPROPRIATION:** Taking something of value from a consumer without his or her permission or knowledge, or against his or her will
- **NEGLECT:** Failing, when there is a duty to do so, to provide a consumer with treatment, care, goods, supervision or services and the failure results in a reasonable risk of harm
- **PEER-TO-PEERS ACTS:** Acts committed by one consumer against another including physical abuse with intent to harm; verbal abuse with intent to intimidate, harass or humiliate; any sexual abuse (defined above); any exploitation (defined above); or intentional misappropriation of property of at least \$10 in value or significant sentimental value
- **DEATH:** All deaths are reportable MUIs regardless of the cause

THE FOLLOWING MUIs MUST BE REPORTED ONLY WHEN THE CONSUMER IS UNDER THE CARE OF OR RECEIVING SERVICES FROM AN MR/DD PROVIDER AT THE TIME THE INCIDENT OCCURS:

- **MISSING INDIVIDUAL:** An incident in which a consumer can't be located for a period of time longer than specified in the ISP *and* after actions in the ISP are taken *and* after a search of the immediate area; or the consumer can't be located and circumstances indicate immediate jeopardy; or the consumer can't be located and law enforcement has been called to assist in the search
- **LAW ENFORCEMENT INVOLVEMENT:** An incident resulting in a consumer's arrest, being formally charged, or jailed
- **ATTEMPTED SUICIDE:** Any physical suicide attempt that results in emergency room treatment, in-patient observation, or hospital admission
- **MEDICAL EMERGENCY:** An incident requiring the use of emergency medical intervention to save the individual's life such as the *Heimlich maneuver, CPR*, etc.
- **UNSCHEDULED HOSPITAL ADMISSION:** Any unscheduled admission unless it is due to a condition specified in an ISP or nursing care plan which indicates the specific symptoms and criteria that require hospitalization
- **KNOWN INJURY:** An injury from a known cause that requires immobilization, casting, 5 or more sutures or the equivalent, 2nd or 3rd degree burns, dental injuries, or that prohibits the consumer from participating in routine tasks for more than 2 consecutive days
- **UNKNOWN INJURY:** An injury of unknown cause that requires treatment that only a physician, physician's assistant or nurse practitioner can provide
- **UNAPPROVED BEHAVIOR SUPPORT:** The use of any aversive strategy or intervention without approval by the human rights committee or behavior support committee or without informed consent.
- **RIGHTS CODE VIOLATION:** Any violation of the rights of a consumer which are enumerated in the Ohio Revised Code. The violation must create a reasonable risk of harm to the consumer's health and safety.

All other steps in filing MUIs are unchanged:

- The MUI Hotline number remains (440) 333-6841.
- After an initial message the caller will be directed to:
 - press “1” if reporting abuse, neglect, misappropriation, exploitation, suspicious accidental death, peer-to-peer incidents and calls from the media regarding an MUI;
 - press “2” if reporting natural death, suicide attempt, medical emergency, injury, hospitalization, law enforcement involvement, unapproved behavior support, missing individual, or a rights code violations
- MUI Unit staff will be immediately paged for all reports in which the caller has pressed “1”
- A UIR report needs to be sent to the MUI Unit by 3:00 PM the next business day by either fax (216-736-3339) or e-mail (MUI@CuyahogaBDD.org)

Thank you for your continued cooperation and please feel free to call me at (216) 736-2671 should you have any questions.



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MUI Hotline Reporting Required Information

1) Name of the Individual: _____

2) Date of Incident: _____ Time: _____

3) Location of Incident: _____

4) Description of Incident: _____

5) Actions Taken to Ensure Individual's Immediate Health and Safety: _____

6) Persons Notified of the Incident: _____

7) For reports of abuse, neglect, misappropriation/exploitation and peer-to-peer only:

Name of Law Enforcement Agency Notified: _____

Name or Badge Number of LE Agency staff contacted: _____

DCFS Call ID Number (if individual is under the age of 21): _____

Date and time notification was made: _____

8) Name of Caller and employer: _____

9) Telephone number where caller can be reached immediately: _____