

Beacon Health Options Adverse Incident Criteria Job Aid

The following guideline is useful when hearing about a potential adverse incident within your organization. This job aid provides additional details regarding the type of events and should assist you in determining if an event meets criteria.

When in doubt please contact Beacon's Ombudsperson at 781-496-7440 or via secure email at ombuds@beaconhealthoptions.com for further discussion and clarifications.

1. Medico-legal Deaths: Any death required to be reported to the Medical Examiner or in which the Medical Examiner takes jurisdiction (i.e. Unexplained or Violent Death)
2. Unanticipated death occurring in any setting (e.g., suicide, homicide, unexpected death by medical cause), that is potentially related to behavioral health condition or treatment (e.g. medication toxicity, cardiac arrest due to psychotropic, lethal drug interactions). Deaths by natural causes and/or expected as a result of a disease process are excluded.
3. Any abduction or absence without authorization (AWA) involving a member who is under the age of 18 and/or any abduction or AWA of a member of any age who was admitted or committed pursuant to State laws and who is at high risk of harm to self or others. This excludes running away behaviors as part of acting out when staff have followed all protocols and the individual is returned to the facility within the same day without indication of harm to self or others. (e.g., member remains in the line of sight of staff and is returned to the service area).
4. Any serious injury resulting in urgent / emergent interventions such as a hospitalization for medical treatment. A serious injury is any injury that requires the individual to be transported to an acute care hospital for medical treatment and is subsequently medically admitted. Planned transfers to a medical unit are excluded as a reportable adverse incident.
5. Significant sexual behavior with other patients or staff, whether consensual or not, while in a behavioral health treatment setting. The circumstances and severity of the actual act needs to be taken into account in determining the severity rating. All incidents that results in police or legal involvement are considered significant.
6. Serious adverse reaction to treatment including medication errors requiring urgent or emergent medical treatment in response (e.g. neuroleptic malignant syndrome, tardive dyskinesia, other serious drug reaction).
7. Medication error that requires medical attention beyond general first aid procedures.
8. Physical assault or alleged physical assault by a staff person against a member.

9. Violent/Assaultive behavior with physical harm to self or others (e.g., attempted murder, physical assault) and requiring urgent or emergent medical intervention
10. Unscheduled event that results in the evacuation of a program or facility whereby regular operations will not be in effect by the end of the business day and may result in the need for finding alternative placement options for members.
11. Suicide attempt at a behavioral health facility resulting in serious injury requiring medical admission.
12. Injuries (e.g. accidents) in a behavioral health treatment setting that require urgent or emergent treatment
13. Property damage, including that which occurs secondary to the setting of a fire, due to the intentional actions of a Beacon member while in a behavioral health treatment setting
14. Human Rights Violations (e.g. neglect, exploitation)
15. Other occurrences representing actual or potential serious harm to a member not listed above (e.g. staff misconduct, unexpected closure of a facility).