

What Must I Report

Incidents involving developmentally disabled adults and disabled individuals between the ages of 18 and 59 who are victims of abuse, neglect, mistreatment and exploitation.

- Physical Abuse
- Sexual Abuse
- Sexual Exploitation
- Verbal/Psychological Abuse
- Neglect
- Mistreatment
- Financial Exploitation
- Human Rights Violations
- Death
- Serious Injury
- Unplanned Hospitalization
- Police Involvement
- Serious Medication Error
- Missing Person
- Suicide Attempt
- Unauthorized Restraints
- Aversive Interventions
- Communicable Diseases

OFFICE OF QUALITY IMPROVEMENT

Mission Statement

Build a collaborative community of support with participants, providers and families to ensure person centered approaches to providing support, ensuring health and safety, fostering independence, dignity, respect, productivity, integration and self determination. To work as a team, collaborating and consulting with providers to ensure that individuals served can live with dignity and respect in the community.

The mission of the office of Quality Improvement is reflected in the Rhode Island Statute 40.1-26-10 and in statute 40.1-27-2. The purpose of the Office of Quality Improvement shall be to:

- 1) Assure the quality of services provided by agencies or individuals to participants.
- 2) Provide for the protection and promotion of the legal and civil rights of participants.
- 3) Investigate and evaluate, or cause to be investigated and evaluated, reports made pursuant to 40.1-27.2



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Abuse And Serious Incidents Must Be Reported



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Duty To Report

RI General Laws 40.1-27-2 and BHDDH Licensing Rules and Regulations state:

“Any person who has knowledge of or reasonable cause to believe that a person has been a victim of abuse, neglect, mistreatment, a human rights violation or serious incident shall make, within 24 hours or by the end of the next business day, a report to the Office of Quality Improvement (QI), Division of Developmental Disabilities (DDD).”

There may be situations where it is difficult to report incidents that involve co-workers, supervisors, friends or family members. Your **primary responsibility**, however, is to the **person with a disability** and to assure that he/she is safe and protected from further harm.



How Do I Report an Incident

You can contact the **Office of Quality Improvement (QI) twenty-four (24) hour Hotline** at:

Voice 401- 462-2629

Relay RI TTY711 or 1-800-745 5555

Fax 401-462-1273

A QI staff member or administrator is available after normal business hours and on weekends to answer any questions or to provide support or guidance.

If you are not sure if something should be reported, call and talk to a QI staff member about the incident in question.



Important Telephone Numbers

QI Hotline	462-2629
Eligibility Unit	462-3421
Attorney General	274-4400

What Happens After I Report an Incident

Incident information is entered into our Quality Improvement (QI) data tracking system. A QI Unit staff member may contact you for additional information. All BHDDH-licensed service providers enter all incidents directly into this confidential tracking system. Incidents are triaged and reviewed at unit meetings, which are held daily. Each case is discussed and classified by incident type and the level of follow-up required.

If there is a suspicion of **mistreatment, abuse, neglect, financial exploitation, etc.** a decision may be made by the agency, QI and/or the Department of BHDDH to initiate a formal investigation.

Only authorized investigators from BHDDH licensed provider agencies, the Office of Quality Improvement, the Office of Attorney General or the police may conduct formal investigations.

Your responsibility is to respect the privacy of the person who is involved in the incident and to discuss information about the incident only with an assigned investigator or administrative staff from your agency.

Confidential Incident Reports are emailed to the Chair of the Human Rights Committee (HRCO) of the Provider Agency, and the Office of the Attorney General.