

## 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, including:

- 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

## BHDDH's OFFICE OF QUALITY ASSURANCE

The Office of Quality Assurance works to 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. Working as a team while collaborating and consulting with providers helps to ensure that individuals served can live with dignity and respect in the community.

The Office is governed by Rhode Island Statute 40.1-26-10 and also in statute 40.1-27-2, which states that the purpose of the Office of Quality Assurance shall be to:

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



**Office of Quality Assurance**  
**Doug Duford, Administrator**

**14 Harrington Road, Cranston, RI 02920**  
**(401) 462-2629**

## Abuse and Serious Incidents Must be Reported



### Office of Quality Assurance



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**Cranston, RI 02920**  
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**[www.bhddh.ri.gov](http://www.bhddh.ri.gov)**

# Abuse And Serious Incidents Must Be Reported

## 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 Assurance (QA), 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 Assurance (QA) 24-hour Hotline** at:

Voice: 401- 462-2629  
Relay RI: TTY711 or 1-800-745 5555  
Fax: 401-462-1273

A QA 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

QA 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 Assurance (QA) data tracking system. A 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 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, QA and/or the Department of BHDDH to initiate a formal investigation.

Only authorized investigators from BHDDH licensed provider agencies, the Office of Quality Assurance, 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.