

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
- Financial Exploitation
- Human Rights Violations
- Deaths
- Serious Injuries
- Unplanned Hospitalizations
- Police Involvement
- Serious Medication Errors
- Missing Persons
- Suicide Attempts
- Unauthorized Restraints
- Aversive Interventions
- Communicable Diseases

If you are not sure if something should be reported, call the hotline, and talk to a Quality Assurance staff member.

The 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.

- 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
Division of Quality Management
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YOU MUST REPORT ABUSE & SERIOUS INCIDENTS



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Abuse And Serious Incidents Must Be Reported

You Have a 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 a serious incident shall make a report, within 24 hours or before the end of the next business day, to the Office of Quality Assurance (QA).”



There may be situations where it is difficult to report incidents which involve co-workers, supervisors, friends, or family members. Your **primary responsibility** is to ensure that the **person with a disability, substance use, and/or mental health condition** is safe and protected from harm.

How Do I Report an Incident?

Contact BHDDH’s Office of Quality Assurance (QA) 24-hour Intake Hotline at:

Voice: 401- 462-2629
Relay RI: TTY711 or 1-800-745-5555
Fax: 401-462-0393

Calls can be received outside of normal business hours and on weekends to answer any questions and to provide support or guidance. **Translation Services are available.**



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 the Therap Incident Management System. All BHDDH-licensed service providers enter incidents directly into this confidential tracking system. Incidents are triaged and reviewed daily. Each case is discussed and classified by incident type and the level of follow-up required. A QA unit staff member may contact you for additional information.

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 the 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 and/or the administrative staff from your agency.

Additional information can be found online at: <https://bhddh.ri.gov/about-us/quality-management-unit>