

***Addressing Major Unusual Incidents
and Unusual Incidents to ensure health,
welfare, and continuous quality
improvement***

Understanding the MUI/UI Reporting System

A Handbook for the Individuals, Families
and Paid Supports

DODD Hotline Number: **800-617-6733**

Questions: (614) 995-3810

County Board Contact: _____

 Phone: () _____

 Email: _____

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Introduction

This handbook has been developed to assist individuals and families to understand major unusual incidents (MUI's) and the various activities and responsibilities that occur when one is reported. Incidents impacting health and welfare are reported in order to provide immediate assistance to protect the health and welfare of individuals served. The role of the family is not detailed in the MUI Rule, as families are not required in rule to report incidents. The Department, however, recognizes the valuable role families' play and the importance for families to understand why the MUI system exists, how they might be involved from time to time and the role of providers, county boards and the Department in protecting individuals with disabilities. The Ohio system for reporting MUIs is dependent on timely reporting and follow up to incidents and so it is critical that families, individuals, community members and paid supports understand the system.

I. What is an MUI?

An Incident that someone says happened or says someone told them about that could put the person in Harm's way or in danger.

II. Why are MUIs Reported?

MUIs are reported so they can be investigated. The Investigation will help find out why the incident happened and what can be done to keep it from happening again. The goal is to help people be safe.

III. How are MUIs Different from UIs (Unusual Incidents)?

All Incidents have to be investigated but some require Police and other Agencies to be involved. UI's are not as serious as MUIs but need to be investigated to be sure everyone is safe and to try to keep this from happening again.

IV. Who Must Report?

1. All providers who are contracted, certified or licensed to serve persons with DD are *required* to report MUIs to the county board.
2. All county board staff and department staff are also *required* to report MUIs.
3. A basic responsibility for anyone on a Medicaid waiver is to ensure health and welfare so anyone paid to provide Medicaid waiver services *must* report MUIs.

V. When Are MUIs Reported?

MUIs are reported immediately or within 24 hours based on the kind of MUI.

VI. To Whom Are MUIs Reported?

An MUI contact person at County Board
Any County Board Employee

The Ohio Department of DD also has a hotline 1-866-313-6733

County Board MUI Contacts

VII. What is My Role?

To report things that affect my health and safety (abuse, neglect, theft, etc.) to Family, SSA, IA, Friends, Teacher, Counselors and/or Hotline.

To protect myself

To work hard to feel safe and reduce risks in my life

VIII. What is the Role of the Provider?

All Providers have the responsibility of keeping people safe by reporting incidents and taking immediate actions to protect people they serve.

There are rules that the provider has to follow when it comes to reporting to the County Board and Law Enforcement.

IX. What is the Role of the County Board of DD?

The County Board's job is to make sure that the immediate actions happen and people are safe.

They need to be sure that Law Enforcement were notified.

The County Board has to investigate all MUIs.

The County Board has Investigative Agents that work for them. The IA's job is to find out what happened so the team can develop a plan on how to keep this from happening again.

X. What is the Role of the Department?

The Department reads the MUI report that the IA wrote about the Incident.

The Department needs to be sure that the Provider and County Board did everything they can to keep people safe when an MUI is filed.

The Department's job is to help all individuals no matter where they live.

The Department reads all MUIs so we can use that information to help everyone in the DD system.

XI. Why are Family Members Called for Information?

Reporting Incidents helps us know what people are dealing with and allows us to try and find ways to help everyone served in DD system.

XII. MUI REPORTING FLOW CHART - Incident occurs

Provider's Role



Immediate action to protect health and safety is completed by the provider



Notifies legal guardian (same day).
(Parents who are not the legal guardians may only be notified with approval by the son or daughter or the legal guardian.)



Notifies the county board immediately and no later than 4 hours when the allegation is Abuse, Neglect, Misappropriation, Exploitation, Prohibited Sexual, Suspicious or Accidental Death.



Notifies the police/or children's services when there is an alleged crime.

Written Incident Report is filed by provider to the county board by 3:00 p.m. of the next working day

County Board's Role

Ensures or notifies police if possible crime
and/or
Children's Services Board if suspected abuse or neglect and the person is under 21.



Notifies county board SSA (same day).



Notifies the licensed or certified residential provider if the incident happened in the county board program (same day).



Ensures Legal guardian is notified the same day



Submits a report on Department's incident tracking system by 5:00 p.m. the next working day following notification.



Communicates preliminary findings with individual, guardian, provider within 14 working days of an alleged sexual/physical abuse (if case is not conducted by CSB/LE)



Sends a summary letter to legal guardian and residential provider 5 calendar days after the case has been recommended for closure by the county board.

Department of DD's Role



1. Intake reviews all initial reports to ensure immediate actions have occurred, notifications are made and the MUIs have been classified appropriately.



2. Conducts investigations where it is a conflict for county boards to do so.

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3. Review cases prior to closure to assure appropriate cause/contributing factor identification and prevention plan development.

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4. Notifies the Ohio Department of Medicaid via on-line incident reporting system.



XIII. Definitions - Major Unusual Incidents include:

Accidental or suspicious death. "Accidental or suspicious death" means the death of an individual resulting from an accident or suspicious circumstances.

Physical abuse means the use of physical force that can reasonably be expected to result in physical harm to an individual. Such physical force may include, but is not limited to, hitting, slapping, pushing, or throwing objects at an individual.

Sexual abuse means unlawful sexual conduct or sexual contact as those terms are defined in section 2907.01 of the Revised Code and the commission of any act prohibited by Chapter 2907. of the Revised Code (e.g., public indecency, importuning, and voyeurism) when the sexual conduct, sexual contact, or act involves an individual.

Verbal Abuse means the use of words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual.

Attempted Suicide means a physical attempt by an individual that results in emergency room treatment, in-patient observation, or hospital admission.

Death other than accidental or suspicious death means the death of an individual by natural cause without suspicious circumstances.

Exploitation means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

Failure to Report means that a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicated abuse (including misappropriation) or neglect of that individual, and such person does not immediately report such information to a law enforcement agency, a county board, or, in the case of an individual living in a developmental center, either to law enforcement or the department. Pursuant to division (C) (1) of section 5123.61 of the Revised Code, such report shall be made to the department and the county board when the incident involves an act or omission of any employee of a county board.

Law Enforcement means any incident that results in the individual being charged, incarcerated, or arrested.

Medical emergency means an incident where emergency medical intervention is required to save an individual's life (e.g., choking relief techniques such as back blows or cardiopulmonary resuscitation, use of an automated external defibrillator, or use of an epinephrine auto injector).

Misappropriation means depriving, defrauding, or otherwise obtaining the real or personal property of an individual by any means prohibited by the Ohio Revised Code, including Chapter 2911. and 2913. of the Revised Code.

Missing individual. means an incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others. An incident when an individual's whereabouts are unknown for longer than the period of time specified in the individual service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.

Neglect means when there is a duty to do so, failing to provide an individual with medical care, personal care, or other support that consequently results in serious injury or places an individual or another person at risk of serious injury. Serious injury means an injury that results in treatment by a physician, physician assistant, or nurse practitioner.

Peer-to-peer act means any of the following incidents involving two individuals:

(a) Exploitation which means the unlawful or improper act of using another individual or another individual's resources for monetary or personal benefit, profit, or gain.

(b) Theft which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.

(c) Physical act which means a physical altercation that results in exam or treatment by a physician, a physician assistant, or nurse practitioner; or involves strangulation, a bloody nose, a bloody lip, a black eye, a concussion, or biting which causes breaking of the skin, or results in an individual being arrested, incarcerated, or the subject of criminal charges.

(d) Sexual act which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.

(e) Verbal act which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.

Prohibited Sexual Relations means an DD employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse, and for whom the DD employee was employed or under contract to provide care at the time of the incident and includes persons in the employee's supervisory chain of command.

Rights code violation. "Rights code violation" means any violation of the rights enumerated in section 5123.62 of the Revised Code that creates a likely risk of harm to the health or welfare of an individual.

Significant injury. "Significant injury" means an injury to an individual of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.

Unapproved behavioral support. "Unapproved behavioral support" means the use of a prohibited measure as defined in rule 5123:2-2-06 of the Administrative Code or the use of a restrictive measure implemented without approval of the human rights committee or without informed consent of the individual or the individual's guardian in accordance with rule 5123:2-2-06 of the Administrative Code, when use of the prohibited measure or restrictive measure results in risk to the individual's health or welfare. When use of the prohibited measure or restrictive measure does not result in risk to the individual's health or welfare, the incident shall be investigated as an unusual incident.

Unanticipated hospitalization. "Unanticipated hospitalization" means any hospital admission or hospital stay over twenty-four hours that is not pre-scheduled or planned. A hospital admission associated with a planned treatment or pre-existing condition that is specified in the individual service plan indicating the specific symptoms and criteria that require hospitalization need not be reported.

To Report an MUI, please call Your County Board MUI Contact Person. For a listing of County Board contacts, please see link below, located on the Department's website.

[County Board MUI Contacts](#)

or contact the Ohio Department of DD through Abuse/Neglect Hotline at (800) 617-6733 or through the on line reporting system

For other helpful tools and information, please visit the Department's website at

<http://dodd.ohio.gov/>

Office of MUI/Abuser Registry Unit
1800 Sullivant Avenue
Columbus, Ohio 43222
614-995-3810

The Mission of the Ohio Department of DD is the continuous improvement of the quality of life for Ohio citizens with developmental disabilities and their families.

