

**Government of the District of Columbia
Department of Behavioral Health**



Major & Unusual Incident Categories & Their Descriptions

Staff: Any DBH or other behavioral health provider staff member, including but not limited to full- and part-time employees, contracted employees, volunteers, students, and interns

Consumer: Any individual who receives mental health or substance use disorder (SUD) treatment services or supports from a provider subject to this policy. Note: In the SUD service delivery system, such individuals are referred to as “clients” and at Saint Elizabeths Hospital (SEH) as “individuals in care.”

Major Unusual Incidents (MUIs)	
<i>Category Name</i>	<i>Description</i>
Attempted Unauthorized Leave/Attempted Elopement (Only for SEH incidents)	An individual that attempts to elope from a direct care area, hospital grounds, or while in the community, but returns, or is found unsupervised despite requiring monitoring.
Crime	Any event involving police that is or appears to be a crime under District of Columbia or federal law and involves a consumer, staff, or other individual either as the victim or the perpetrator. Crimes include, but

Major Unusual Incidents (MUIs)

<i>Category Name</i>	<i>Description</i>
	are not limited to, arson, assault, homicide, possession of a deadly weapon, possession or sale of narcotics, theft, or sexual offenses.
Death	Death of a consumer, staff member during his or her tour of duty, or another individual on the provider premises (Check classification for cause of death: suicide, homicide, natural causes, accident, or unknown causes).
Emergency Involuntary Psychotropic Medication	Psychotropic medications administered on an emergency involuntary basis without a consumer's consent, if the consumer's behavior poses an emergency that places them or others at imminent risk of violence or injury.
Environmental (Major)	Any damage to or loss of utilities or the physical environment that impacts the health, safety, or welfare of consumers, which may or may not require evacuation or transfer to another location. This includes any violation of District of Columbia or federal laws regarding building occupancy.
Exploitation	Any misuse or misappropriation of a consumer's assets for one's profit, advantage, or gratification.
Fall (Major)	The unintended and sudden loss of a person's upright or erect position resulting in a person coming to rest on the ground, floor, or other lower level, and which results in an injury, loss of consciousness, altered mental state, continued loss of equilibrium, complaints of head pain or nausea, or requires medical treatment or calling "911."
False Claim	When a person knowingly makes an untrue statement or claim to gain a benefit or reward. Knowingly means actual knowledge, reckless disregard for the truth, or deliberate indifference.
Fire	Fire occurring in any location where consumers are being served or staff is working (other than the staff's home). Fire alarm is pulled (other than in a fire drill) or a Code Red is called.

Major Unusual Incidents (MUIs)

<i>Category Name</i>	<i>Description</i>
Illegal Drugs or Weapons	Illegal drugs or weapons are found on DBH or provider premises.
Inducements	Allegations of a provider offering cash or a cash equivalent to a consumer for enrollment/transfer to their organization as defined in DBH Bulletin #124 – Guidance on Federal Fraud Statutes.
Major Medical Emergency	Unplanned/unanticipated medical event requiring calling “911”, emergency room intervention, or hospitalization.
Major Physical Injury	Bodily harm, pain, or impairment which requires medical or dental treatment beyond first aid.
Missed Medication	Any medication orders that are not followed by a provider according to schedule when the consumer is present.
Missing Consumer	A situation in which a consumer who resides in the community is first identified as missing from the community.
Neglect	Any actual, alleged, or suspected action or failure to act by staff that impairs or creates a substantial risk of impairment to the physical, mental, or emotional condition of a consumer. Includes failure to adequately supervise any consumer, regardless of whether injury results.
Physical Abuse	Any threat or physical contact that: <ul style="list-style-type: none"> a) Is initiated by a staff member towards a consumer and uses more force than is reasonably necessary to ensure the safety of the consumer and others, or is an act or threat of violence, or b) Treats a person with cruelty or violence on a regular or repeated basis (regardless of who is the perpetrator or victim).

Major Unusual Incidents (MUIs)

<i>Category Name</i>	<i>Description</i>
Physical Assault	<p>The act of inflicting or threatening to inflict unwarranted physical force or violence upon an individual, not limited to events which may be determined to be crimes (intimidation can be considered physical assault).</p> <p>Disclaimer: If the perpetrator is a staff member and the victim is a consumer the incident is considered and categorized as Physical Abuse.</p>
Psychiatric Emergency	<p>Any unplanned or unanticipated psychiatric event experienced by a consumer that requires intervention, including but not limited to:</p> <ul style="list-style-type: none"> a) Hospitalization (voluntary or involuntary aka FD-12), b) Involvement of CPEP (Comprehensive Psychiatric Emergency Program) (voluntary or involuntary aka FD-12), c) Restraint, d) Seclusion, e) Administration of emergency involuntary psychotropic medication f) Calling of a CODE 13.
Psychological or Verbal Abuse	<p>Verbal or nonverbal communications or expressions made in the presence of a consumer that subjects the consumer to humiliation, contempt, scorn, harassment, threats of punishment, dehumanization, wrongful manipulation, or social stigma.</p>
Reportable Disease	<p>A disease or condition that must be reported to public health authorities at the time of diagnosis due to mandatory reporting laws, regulations, or policies.</p>
Restraint	<p>Any manual or physical method, mechanical device, material, or equipment that immobilizes or reduces the ability of a consumer to move their arms, legs, body, or head freely.</p>
Seclusion	<p>The involuntary confinement of a consumer in a room or area where the consumer is prevented from leaving or the consumer believes that they cannot leave at will.</p>

Major Unusual Incidents (MUIs)

<i>Category Name</i>	<i>Description</i>
Security (Facility or Government Property)	<p>Any facility that has faulty locks or security equipment, any lost or stolen government-issued keys or badges, or any other lost or stolen government property.</p> <p>Note: When involving DBH staff, please also refer to DBH’s “Accountability for Government Property” Policy</p>
Security (Protected Health Information - PHI)	Any unauthorized release of a consumer’s protected health information (PHI), which includes breach of an electronic health record or the unsanctioned use of credentials to access an electronic health record.
Severe Adverse Reactions Due to Medication Error	Any medication error that has the potential to result in prolonged hospitalization, significant or permanent disability, or death. Any unplanned or unanticipated medical event that requires calling “911,” emergency room intervention, or hospitalization, which was found to be related to a medication error.
Sexual Abuse	<p>Any sexual activity or attempted sexual activity that:</p> <ul style="list-style-type: none"> a) Is initiated by a staff member on a consumer, or b) Occurs on a regular or repeated basis without consent (regardless of who is the perpetrator or victim).
Sexual Assault	<p>The act of inflicting or threatening to inflict non-consensual sexual activity upon an individual, not limited to events which may be determined to be crimes.</p> <p>Disclaimer: If the perpetrator is a staff and the victim is a consumer the incident is considered and categorized as Sexual Abuse.</p>
Sexual Harassment	Events which involve any sexual or attempted sexual activity between staff (as defined in the District of Columbia’s Sexual Harassment Policy).
Staff Shortage	Any instance in which a provider is unable to meet staffing requirements per applicable District or federal laws, regulations, policies, or contracts.
Suicide Attempt	An act committed by a consumer in an intentional effort to cause his or her own death or put the individual's life at risk of serious injury or death. The actions may or may not have resulted in injury.

Major Unusual Incidents (MUIs)

<i>Category Name</i>	<i>Description</i>
Unauthorized Leave/Elopement	A situation in which a consumer fails to return to or is discovered missing from an expected location and time involving a group home or residential or inpatient setting.
Vehicle Accident Note: When involving DBH employees, please also refer to DBH’s “Government and Personal Vehicle Operators Accountability” Policy	
Vehicle Accident (Consumer is Passenger)	Any vehicle accident that occurs when a consumer is a passenger
Vehicle Accident (Staff is Driver or Passenger)	Any vehicle accident that occurs when staff is a driver or passenger and is on duty
Youth Bullying	Any severe, pervasive, or persistent act or conduct, whether physical, electronic, written, or verbal that constitutes youth bullying as defined in DBH’s Youth Bullying Policy (515.2A)

Unusual Incidents (UIs)

<i>Category</i>	<i>Description</i>
Aggressive Behavior (Only for SEH and CPEP incidents)	A consumer that exhibits intimidating or threatening behaviors, including yelling, spitting, cursing, showing fists, verbal threats, or pointing a finger in a person’s face, WITHOUT any physical contact. Disclaimer: An event that starts as aggressive behavior but culminates in a physical assault should be coded ONLY as the MUI for “Physical Assault.”

Unusual Incidents (UIs)

<i>Category</i>	<i>Description</i>
Contraband	Possession or distribution of any goods prohibited by the provider on their premises. Disclaimer: If the contraband is illegal drugs or weapons, it should be coded as an MUI for “Illegal Drugs or Weapons.”
Criminal Activity with No Police Involvement	Alleged/suspected/actual criminal activity by a consumer, staff, or other individual NOT resulting in police involvement.
Environmental (Minor)	Any loss or damage to utilities or the physical environment that may impact (but has not yet) the health, safety, or welfare of consumers.
Fall (Minor)	The unintended and sudden loss of a person’s upright or erect position resulting in a person coming to rest on the ground, floor, or other lower level, which does NOT result in an injury, loss of consciousness, altered mental state, continued loss of equilibrium, complaints of head pain or nausea, or requires medical treatment or calling “911.”
Medical Emergency	Any unplanned or unanticipated event that requires staff medical intervention or the calling of a Code Blue but does not result in the calling of “911” or transfer to an emergency room or hospital.
Minor Physical Injury	Bodily harm, pain, or impairment which does not require medical or dental treatment beyond first aid.
Police Emergency	Any non-medical emergency requiring police intervention, which is not subject to the MUI category of “Crime.”
Property Damage	Damage of any property because of behavioral issues that the provider is or can be accountable for (e.g., vehicle, other people’s belongings, etc.), that is at the provider’s facility (e.g., furniture, appliances, etc.), or involves the structure of the facility (e.g., walls, doors, etc.).

Unusual Incidents (UIs)

<i>Category</i>	<i>Description</i>
Self-Injurious Behavior	Alleged, suspected, or actual physical injury of a consumer intentionally brought about by the consumer that does not require medical or dental treatment attention beyond first aid, and which does not have as a goal to end one's life (e.g., punching a wall, biting oneself).
<i>Category</i>	<i>Description</i>
Other	Incidents that do not clearly fit under any other MUI or UI category.