**Detroit Wayne
Integrated Health Network**

707 W. Milwaukee St.
Detroit, MI 48202-2943
Phone: (313) 833-2500
www.dwihn.org

FAX: (313) 833-2156
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

CRITICAL/SENTINEL EVENT UPDATES

Contracted Providers are expected to identify and respond appropriately to all sentinel events occurring in the organization or associated with services that the organization provides. The **Clinically Responsible Service Provider** (CRSP) is responsible for ensuring all data is entered related to Critical/Sentinel Events into the MH-WIN system in accordance with DWIHN policy and procedures: "Reporting Critical/Sentinel Events and Death Reporting Policy.

- The CRSP must ensure **that all required supporting documentation is included** in each event in accordance within the published timeframes (critical event/incident reports, sentinel events, plan of action, root cause analysis).

- **The CRSP must ensure that all staff entering data into the Critical/Sentinel Events module are qualified to review the event** (i.e. licensed clinicians: behavioral health/medical), and monitor the implementation of corrective actions necessary to prevent the reoccurrence of the identified problem.

- The **CRSP will ensure that a Peer Review Committee is reviewing and documenting Sentinel Event reviews for the annual review process.**.

- The Root Cause Analysis (RCA) **must meet the following** in order to be an acceptable Plan of Action: Clearly show the cause-and-effect relationship.
    - Use **specific and accurate** descriptors for what occurred, rather than negative and vague words.
    - Human errors must have a preceding cause.
    - Violations of procedure are not root causes, but must have a preceding cause.
    - Failure to act is only causal when there is a preexisting duty to act.
    - Ensure the Standard of Care for services is met.

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o   RCA must be **thorough, credible, and acceptable**; if the response is unacceptable and will allow an additional 5 business days beyond the original submission period for the organization to resubmit its response. If the response is still unacceptable, further action will be recommended, and the organization's contract may be impacted.

- **Critical Incidents – Required reporting to ICOs**

Critical Incidents Requiring Investigation In MI Health Link	
Exploitation	Sexual abuse
Illegal activity in the home with potential to cause a serious or major negative event	Theft
Neglect	Worker consuming drugs or alcohol on the job
Physical Abuse	Suspicious or unexpected death
Use of Restraints	Medication errors
Provider no shows	

- **Report of Death (DWIHN Version)** section is to be completed in MH-WIN **within 10 business days of the report of Death and Critical Event entry**.
- **Access to Critical/Sentinel Event data is now available. Each CRSP** is asked to submit the names of your Data Team by 1/29/2021 to cmackey@dwihn.org. To Access Data use the following steps:

Critical / Sentinel Event Data

Generate and Excel file containing detailed Critical / Sentinel Event Data for a selected date range. - myPage

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Sentinel Event Data

Specify the report criteria:

From Date		
Thru Date		
Contractor			lookup	clear

Once the file has been generated, you can access it by clicking on the message icon (📧) at the top of the screen.

Generate Report

Enter the dates (From – Thru) that you want to review.   You will not have to enter Contractor information because you can only pull information for your organization.

Mental Health Wellness INFORMATION NETWORK

Detroit Wayne Integrated Health Network
Mental Health Wellness Information Network

DWIHN

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Sentinel Event Data

Your Excel data will populate in the emessage.   You can open and download it and then filter it based on what your needs.