Status **Pending** PolicyStat ID **21612401**

Origination	N/A
Last Approved	N/A
Effective	Upon Approval
Last Revised	N/A
Next Review	1 year after approval

Owner	Matthew Yascolt: Director of Substance Use Disorder
Policy Area	Substance Use Disorders
Applicability	Detroit Wayne Integrated Health Network

COPY

SUD Incident Escalation Protocol and Criteria

PROCEDURE PURPOSE

The purpose of this protocol is to establish a clear standardized framework for identifying, reporting, and escalating contractual non-compliance, health and safety concerns, public relations risks, and financial irregularities across the agency and its contracted service providers. This protocol ensures that critical operational, clinical, and contractual issues are escalated to executive leadership without delay, while concurrently routing suspected Fraud, Waste, and Abuse to the designated compliance team for immediate investigation and risk mitigation.

EXPECTED OUTCOME

Implementation of this protocol is expected to yield the following operational outcomes, zero-delay executive awareness, immediate harm mitigation, protected regulatory and contractual compliance, and reputational risk containment.

PROCEDURE

An outline of the specific triggers, timelines, and the required leadership notification path is outlined in the escalation core matrix below. The escalation protocol does not supplant the existing procedures for

reporting fraud, waste, and abuse or recipient rights concerns, or any other matters of the compliance department, or recipient rights department.

Escalation Tier	Triggers and Criteria	Required Notification Path	Timeline
Tier 1: Immediate Executive Action	• MDHHS Contract Breach / Termination Risk • Abuse, Neglect, or Exploitation Complaints • Imminent Negative Media / Press Coverage (Agency or Service Provider) • Substantial or Systemic Programmatic Failures	Simultaneous Notification: Department Director, Vice President, Chief of Staff, Deputy CEO	Immediate (Within 1-2 hours of identification)
Tier 2: Senior Leadership Intervention	• Provider Contract Breach / Intent to Terminate • Severe Quality of Care Concerns • Suspected Fraud, Waste, and Abuse • MDHHS Compliance Sanctions / Corrective Actions	Sequential Notification: Department Director → VP → Deputy CEO	Within 24 hours
Tier 3: Departmental	• Minor Provider	Department Director and Administrator and Program	Within 24 hours or via routine

COPY

Management	Non-Compliance / Initial CAPs • Routine Data Discrepancies • Minor MDHHS Contract Inquiries	Managers	reporting

Detailed Escalation Criteria and Triggers:

Contractual Concerns (MDHHS and Service Providers)

- MDHHS Contract Risks: Any substantial evidence that may lead to non-compliance, damage, sanction or withholding of funds from MDHHS.
- Service Provider Risks:

Health, Safety, and Quality of Care

- Abuse and Neglect:
- Quality Concerns: Substantial clinical or program-related deficiencies that put at-risk member care, member safety, or member rights

Public Relations and Media Exposure

- Any event, critical incident, lawsuit, or high-profile complaint involving the agency or a provider partner that has attracted – or has the clear potential to attract – media coverage.

COPY

MONITORING STEPS

Who monitors this procedure:	SUD Director
Department:	SUD Department
Frequency of monitoring:	As needed
Reporting provided to:	ELT

Approval Signatures

Step Description	Approver	Date
VP of Clinical	Erik Hutchison: Vice President of Clinical Operations	Pending
Unit Review and Approval	Matthew Yascolt: Director of Substance Use Disorder	10/2026

Applicability

Detroit Wayne Integrated Health Network

Standards

No standards are associated with this document

COPY