

Provider UI Quick Reference

What to include when writing a Unusual Incident (UI) report

Ohio Administrative Code Rule 5123-17-02

Use this guide as a reminder, training tool, and reference when documenting Unusual Incidents (UIs).



THE GOAL OF A GOOD UI REPORT

A complete UI report should tell the full story of the incident:

WHAT
happened?

WHY
did it happen?

WHAT
was done?

HOW
will we prevent it from
happening again?

Your documentation should be factual, objective, timely, and detailed enough that someone not present can understand what happened and what actions were taken.

1 INDIVIDUAL INFORMATION

Include:

- Individual's full name
- Individual's address

2 INCIDENT DETAILS

Clearly document:

- Date of incident
- Time of incident
- Exact location
- Detailed description of what occurred

Answer:

- Who was involved?
- What happened?
- When did it happen?
- Where did it happen?

Tell what happened in the order it occurred.

3 INJURIES & MEDICAL CARE

Document:

- Whether an injury occurred
- Type and location of injury
- First aid provided
- Medical treatment provided or obtained
- Medical evaluation
- Any recommended medical follow-up

4 IMMEDIATE ACTIONS TAKEN

Document what was done immediately to protect the health and welfare of the individual and any other person who may be at risk.

Include:

- Immediate safety measures
- Actions taken by staff
- Medical attention
- Changes made to the environment or situation
- Any other protective actions

5 CAUSES & CONTRIBUTING FACTORS

Do not stop at describing what happened.

The UI documentation must identify the cause(s) and contributing factor(s), when applicable.

Cause: What directly led to the incident?

Contributing Factors: What circumstances, conditions, or factors may have increased the likelihood of the incident?

If the cause or contributing factors are unknown, document that and explain what was reviewed or considered.

6 PREVENTATIVE MEASURES / PREVENTION PLAN

Document what will be done to reduce the risk of this incident happening again by identifying the causes and contributing factors.

Consider:

- What needs to change?
- Who is responsible for making the change?
- Are additional supports (medical and/or behavioral, supervision levels) needed?
- Does staff need additional training?
- Does the environment need to be modified?
- Does the individual's support strategy need to change?
- Does the ISP need to be reviewed or updated?
- How will the provider know it is working?

A strong prevention Plan is:

- Specific - clearly states what will be done
- Actionable - identifies steps to be taken
- Relevant - addresses the cause or contributing factor
- Monitored - includes follow-up to determine where the plan is working

Avoid vague states such as:

Staff will monitor.

Staff will be more careful.

This will not happen again.

Instead, document specific actions:

Staff will review ___ training on - ___ by ___.

Staff will provide support level of supervision during ____.

The individual's support plan will be reviewed to address ____.

The provider will monitor for the next ___ days/weeks and document the outcome.

7 PERSONS INVOLVED & WITNESSES

Document:

- Name of the primary person involved
 - Relationship to the individual
 - Names of witnesses
 - Names of people with personal knowledge of the incident
 - Statements from witnesses or people with personal knowledge
- Statements should reflect the person's own words and observations.

8 NOTIFICATIONS

Document required notifications:

- Name of person notified
- Title or relationship
- Date and time notified
- Method of notification, when applicable
- Any attempts made to notify

9 FOLLOW-UP

Document:

- Medical follow-up
- Additional monitoring
- Changes in supports
- Preventative measures implementation
- Any additional action needed
- Whether the ISP needs to be reviewed or updated

10 COMPLETION OF REPORT

The person completing the UI report must include:

- Name of the person completing the report
- Signature of the person completing the report
- Date of completion, when required by the reporting process

WHERE TO SEND UI REPORT

Providers must send the completed UI report to:

ui@muskingumdd.org

REMEMBER:

A UI report should not simply document the incident - it should help identify opportunities to prevent future incidents and improve the health, safety, welfare, and quality of life of the individual.