



A NEW APPROACH TO  
HOME HEALTH CARE

# Good Family Support Services Critical Incident Management Policy and Procedure

**Policy Number: GFSS-CIMP-003**

**Effective Date: 4/8/24**

**Revision Date: [If applicable]**

## **Purpose:**

This policy outlines the structured approach Good Family Support Services (GFSS) employs to manage critical incidents within its operations, ensuring alignment with the regulatory standards of the Pennsylvania Department of Health (DOH) and Department of Human Services (DHS). It aims to protect the health, safety, and welfare of all participants while maintaining compliance with state regulations.

## **Scope:**

Applies to all GFSS employees, contractors, volunteers, and anyone acting under the auspices of GFSS who is involved in the delivery of services under programs regulated by the Pennsylvania DOH and DHS.

## **Policy Statement:**

GFSS is dedicated to providing a safe and responsive environment for service recipients. This commitment extends to the effective management of critical incidents, defined as events that pose a risk to the health, safety, or welfare of participants. GFSS adheres to a systematic process for the timely reporting, investigation, and resolution of such incidents, alongside the implementation of preventive measures to mitigate future risks.

## Definitions:

- **Critical Incident:** An event or occurrence that has the potential or actual impact to significantly harm a participant's physical, psychological, or emotional well-being.
- **Participant:** Individuals who receive services regulated by the Pennsylvania DOH and DHS under the programs administered by GFSS.

## Procedures:

### 1. Immediate Action and Incident Identification:

- Employees must immediately address any immediate risks to participant safety and report the incident to their supervisor or directly to the designated Critical Incident Management Coordinator (CIMC).
- The incident should be identified as critical based on predefined criteria, considering the severity and impact on participant welfare.

### 2. Incident Reporting:

- **To State Departments:** As per regulatory requirements, incidents must be reported to the relevant state department (DOH or DHS) within 24 hours. Specific forms and reporting channels provided by the state departments must be used.
- **Internal Reporting:** A detailed internal report, including incident descriptions, actions taken, and initial assessments, must be submitted to the CIMC within a specified timeframe.

### 3. Investigation and Analysis:

- The CIMC will oversee a thorough and impartial investigation into the incident, gathering all relevant facts, interviewing witnesses, and collaborating with state departments as necessary.
- An analysis will be conducted to determine the root causes, contributing factors, and any policy or procedural failures.

### 4. Corrective Actions and Preventive Measures:

- Based on investigation findings, corrective actions will be defined and implemented to address the root causes and prevent recurrence.



- Preventive measures, including policy revisions, staff retraining, or environmental modifications, will be established.

#### 5. Documentation and Record-Keeping:

- Comprehensive documentation of each critical incident, its investigation, resolution, and follow-up actions will be maintained securely and confidentially.
- Records will be made available for state department reviews or audits as required.

#### 6. Training and Competency:

- GFSS will ensure that all relevant staff are trained on this policy and procedure, emphasizing the importance of early incident identification, reporting protocols, and the role of employees in the incident management process.
- Ongoing competency assessments and refresher training sessions will be conducted to uphold a high standard of incident management.

### **Responsibilities:**

- **All GFSS Staff:** Responsible for recognizing, reporting, and responding to critical incidents according to this policy.
- **Supervisors/Managers:** Accountable for ensuring their teams are trained, incidents are escalated appropriately, and preventive measures are enforced.
- **Critical Incident Management Coordinator (CIMC):** Leads the implementation of this policy, manages the incident investigation and resolution process, and ensures regulatory compliance with DOH and DHS standards.

### **Review, Monitoring, and Continuous Improvement:**

- This policy and its associated procedures will undergo annual reviews and as-needed revisions to reflect regulatory updates, operational changes, and improvements identified through incident analysis and stakeholder feedback.

### **Acknowledgment and Agreement:**

- All GFSS employees, contractors, and volunteers must acknowledge they have read, understand, and agree to adhere to this Critical Incident Management Policy and Procedure, committing to its effective implementation.