



Michigan Critical Incident Reporting Training

2026

Objectives

- Identify Critical Incidents
- Understand when and how to report Critical Incidents to the appropriate external agency

What is a Critical Incident?

- MDHHS defines a “Critical Incident” as any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a member.

Critical Incident Types

- Exploitation
- Illegal Activity In The Home
- Neglect
- Physical Abuse
- Use of Restraints, Seclusions or Restrictive Interventions
- Provider No Show
- Sexual Abuse
- Theft
- Verbal Abuse
- Worker Consuming Drugs or Alcohol on the Job
- Suspicious or Unexpected Death, including Suicide
- Suicide Attempt
- Medication Errors

Who Can Report an Incident?

- Enrollees
- Family members/guardians/friends
- Service provider agencies/vendors
- Care Coordinators
- State Officials
- Concerned third parties

Definitions

EXPLOITATION

An action by an employee, volunteer, or agent of a provider that involves the misappropriation or misuse of an enrollee's property or funds for the benefit of an individual or individuals other than the enrollee.

- What to look for:
 - Enrollee who was once able to afford bills reports not being able to
 - Enrollee reports that their child/family took their debit card without permission and refuses/has not returned it
 - Caregiver timecards not matching up with assigned hours
 - Enrollee stating their agency caregiver took their vehicle to the store during hours in which the caregiver should be working in the beneficiary's home

ILLEGAL ACTIVITY IN THE HOME

- Any illegal activity in the home that puts the enrollee or the providers coming into the home at risk.
- What to look for:
 - Enrollee reports that a family member in the home is making or selling illegal substances

Definitions

NEGLECT

Acts of commission or omission by an employee, volunteer, or agent of a provider that result from noncompliance with a standard of care or treatment required by law or rules, policies, guidelines, written directives, procedures, or Individual Care and Supports Plans that cause or contribute to non-serious physical harm or emotional harm, death, or sexual abuse of, serious physical harm to an enrollee, or the intentional, knowing or reckless acts of omission or deprivation of essential needs (including medication management).

- What to look for:
 - The enrollee reports they are not being fed by caregiver
 - The enrollee's needed medication is being withheld from them
 - The enrollee has a new pressure ulcer and reports caregiver refuses to turn

PHYSICAL ABUSE

The use of unreasonable force on an enrollee with or without apparent harm.

- What to look for:
 - Unexplained bruises or broken bones
 - Shows fear (flinches) or states being afraid of caregiver/family member

Definitions

USE OF RESTRAINTS, SECLUSIONS OR RESTRICTIVE INTERVENTIONS

Includes unreasonable confinement (physical or chemical restraints, seclusion, and restrictive interventions).

- What to look for:
 - An enrollee who is normally alert and oriented is very confused and lethargic during a visit. The caregiver reports giving the enrollee extra anxiety medications because they “didn’t want to deal with them”. (chemical restraint)
 - The enrollee reports their son locks them in their room all day. (seclusion)
 - The enrollee lives in an adult foster care home. During a visit, the care coordinator notes a gate blocking part of the residence hallway preventing access to parts of the home. (physical restraint and HCBS Final Rule violation)

PROVIDER NO SHOW

Instances when a provider is scheduled to be at an enrollee’s home but does not come and back-up service plan is either not put into effect or fails to get an individual to the enrollee’s home in a timely manner.

This becomes a critical incident when the enrollee is bed bound or in critical need and is dependent on others.

- What to look for:
 - New wounds or pressure ulcers
 - Worsening ulcers
 - Weight loss
 - Decline in personal hygiene or soiled undergarments

Definitions

SEXUAL ABUSE

Criminal sexual conduct as defined by sections 520b to 520e of 1931 PA 318, MCL 750.520b to MCL 750.520e involving an employee, volunteer, or agent of a provider and an enrollee.

- a. Any sexual contact or sexual penetration involving an employee, volunteer, or agent of a department operated hospital or center, a facility licensed by the department under section 137 of the act or an adult foster care facility and an enrollee.
- b. Any sexual contact or sexual penetration involving an employee, volunteer, or agent of a provider and an enrollee for whom the employee, volunteer, or agent provides direct services

"Sexual contact" means the intentional touching of the enrollee's or employee's intimate parts or the touching of the clothing covering the immediate area of the enrollee's or employee's intimate parts, if that intentional touching can reasonably be construed as being for the purpose of sexual arousal or ratification, done for a sexual purpose, or in a sexual manner for any of the following:

- Revenge
- To inflict humiliation
- Out of anger
- What to look for:
 - Doctor/hospital visit for a sexually transmitted infection
 - Caregiver notes an unusual rash on genitals
 - Enrollee reports they had a pelvic injury

THEFT

A person intentionally and fraudulently takes personal property of another without permission

- What to look for:
 - Enrollee reports missing medicines or items
 - Enrollee reports a break in at their home
 - Enrollee reports their son took jewelry without asking to a pawn shop

Definitions

VERBAL ABUSE

Intimidation or cruel punishment that causes or is likely to cause mental anguish or emotional harm.

- What to look for:
 - Insulting and name calling
 - Making threats towards the enrollee
 - Yelling/Screaming
 - Intimidating or harassing the enrollee

WORKER CONSUMING DRUGS OR ALCOHOL ON THE JOB

Use of any drugs or alcohol that would affect the abilities of the worker to do his or her job.

Definitions

SUSPICIOUS OR UNEXPECTED DEATH

That which does not occur as a natural outcome to a chronic condition or old age – including suicide.

SUICIDE ATTEMPTS

Non-fatal, self-injurious behavior with the intent to take one's own life.

MEDICATION ERRORS

Wrong medication, wrong dosage, double dosage, or missed dosage which resulted in death or loss of limb or function or the risk thereof.

Reporting Requirements

Incident Type	Adult Protective Services (APS)	MDHHS*	Local Law Enforcement
Exploitation	X	X	
Illegal Activity In The Home		X	X
Neglect	X	X	
Physical Abuse	X	X	
Use of Restraints, Seclusions or Restrictive Interventions	X	X	
Provider No Show		X	
Sexual Abuse	X	X	
Theft	X		<i>If the beneficiary chooses</i>
Verbal Abuse	X	X	
Worker Consuming Drugs or Alcohol on the Job		X	
Suspicious or Unexpected Death, including Suicide		X	X
Suicide Attempt		X	
Medication Errors		X	

*The MDHHS Critical Incident (CI) database is used by Meridian only as soon as a CI is reported to Meridian.

Agency Contacts for Reporting

- Adult Protective Services (APS) Centralized Intake:
 - 855-444-3911
 - Reports can be made 24 hours a day 7 days a week
- Licensing and Regulatory Affairs (LARA):
 - Report to LARA if an incident occurred in a Nursing Facility, Adult Foster Care or Home for the Aged
 - > 1-800-882-6066
 - > <https://www.michigan.gov/lara>
- 911 or local law enforcement (life threatening or possible crime)

Questions?

Questions regarding Critical Incidents can be directed to:

- The Michigan Patient Safety Inbox:
PatientSafety@mimeridian.com

or

- Megan Baxter, CPHQ: megan.e.baxter@mimeridian.com
with “Michigan Critical Incident” in the subject line.