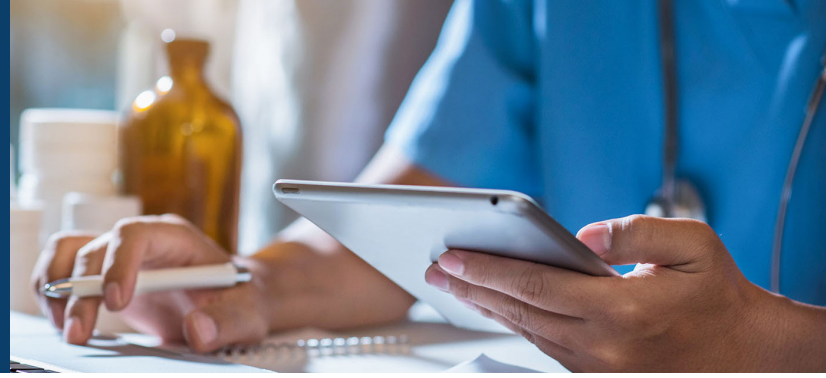


Critical Incident Reporting



What is a Critical Incident?

A critical incident is defined 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. There are different classifications, based on category and type.

Why Should Providers Report a Critical Incident?

- ensure patient/member quality of care and safety
- avoid repeatable errors
- address areas of concern
- comply with regulatory reporting requirements

As mandated reporters, critical incidents must be reported to Optima Health within **24 hours** of knowledge using one of the methods listed below. A [reporting form](#) is available on the provider website.

How to Report

- **Email:** Optima_Critical_Incidents@optimahealth.com
- **Fax:** 1-833-229-8932
- **Phone:** 757-252-8400

Critical Incident Categories:



Quality of Care: Any incident that calls into question the competence or professional conduct of a healthcare provider while providing medical services and has adversely affected, or could adversely affect, the health or welfare of a member. These are incidents of a less critical nature than those defined as sentinel events.



Sentinel Event: A patient safety event involving a sentinel death (not primarily related to the natural course of the patient's illness or underlying condition for which the member was being treated or monitored by a medical professional at the time of the incident) or serious physical or psychological injury, or the risk thereof.



Other Critical Incidents: An event or situation that creates a significant risk to the physical or mental health, safety, or well-being of a member not resulting from a quality-of-care issue and less severe than a sentinel event.

Critical Incident Types:

- abuse
- attempted suicide
- deviations from standards of care
- exploitation, financial, or other
- medical error
- medication discrepancy
- missing person
- neglect
- sentinel death
- serious injury
- theft
- other