

For CalAIM Providers: Reporting Serious Injury / Death

Purpose:

To give CalAIM providers specific instructions on notifying Partnership when handling a serious injury or death of a member at their site location.

Process:

- In the event of a serious accident or death that occurs at a provider's site location, providers must report the following to Partnership within 24 hours:
 - Member's name, date of birth, and CIN
 - Summary of issue and steps taken to remediate
 - Indicate if member relocation was assessed and offered, if one-on-one meetings with the member occurred, and/or if grief counseling was offered and provided
- If the provider hasn't offered relocation, grief counseling, and/or one-on-one meetings, please ask about their plan for meeting with individuals and review relocation and grief counseling options with them. The provider should assess relocating members, schedule one-on-one meetings with members, and/or offer grief counseling.
 - Report Community Support incidents to communitysupports@partnershiphp.org
 - Report Enhanced Care Management incidents to ECM@partnershiphp.org
- The provider should contact the proper local authorities to report the incident.