
Psychiatric Residential Treatment Facilities (PRTFs) Reporting of Serious Occurrences

What is a Serious Occurrence?

[Appendix N](#) of the Centers for Medicare and Medicaid Services (CMS) State Operations Manual includes the requirements for reporting serious occurrences and explains what serious occurrences are.

The Code of Federal Regulations (CFR) includes 42 CFR 483.374(b) which states **serious occurrences include a resident's death, a resident's suicide attempt, and a serious injury to a resident** as defined in section 483.352. Section 483.352 states **"Serious injury means any significant impairment of the physical condition of the resident as determined by qualified medical personnel. This includes, but is not limited to, burns, lacerations, bone fractures, substantial hematoma, and injuries to internal organs, whether self-inflicted or inflicted by someone else."**

Additionally, the interpretive guidance at 483.374(b)(1) states, "...Serious injuries also include incidences of abuse and neglect.

All serious injuries that require medical intervention are to be reported, regardless of whether they were associated with the use of restraint or seclusion. It is the responsibility of the facility to ensure that it reports serious occurrences appropriately."

Who do I report a Serious Occurrence to?

42 CFR 483.374(b) states "The facility must report each serious occurrence to both the State Medicaid agency and, unless prohibited by State law, the State Designated Protection and Advocacy system..." 42 CFR 483.374(c) requires that any resident death must also be reported to the CMS Regional Office.

What are the timeframes for reporting a Serious Occurrence?

42 CFR 483.374(b)(1) and 42 CFR 483.374(c) require serious occurrences to be reported to the State Medicaid agency, the State Designated Protection and Advocacy system and CMS (in the event of a resident's death) by no later than the close of business the next business day after a serious occurrence.

What information must be included in the Serious Occurrence report?

42 CFR 483.374(b)(1) states "The report must include the name of the resident involved in the serious occurrence, a description of the occurrence and the name, street address, and telephone number of the facility."

How is a Serious Occurrence report made?

1. Report a serious occurrence to the State Designated Protection and Advocacy system, DisAbility Rights Idaho, by calling **and** emailing the information required in 42 CFR 438.374(b)(1) as follows:
 - Call DisAbility Rights Idaho at 1-800-632-5125. Please provide the required information, name of the resident involved in the serious occurrence, a description of the occurrence and the name, street address, and telephone number of the facility, to the individual who answers the phone or leave the information on the intake line.
 - Email DisAbility Rights Idaho at info@disabilityrightsidaho.org, with the following in all capitals in the subject of the email: "SERIOUS OCCURRENCE REPORT". Include the required information in the body of the email, name of the resident involved in the serious occurrence, a description of the occurrence and the name, street address, and telephone number of the facility.
2. Report a serious occurrence to the State Medicaid agency by calling **and** submitting documentation:
 - Report to Non-Long Term Care at (208) 334-6626 option 4.
 - Submit documentation to fsb@dhw.idaho.gov.

3. Report a resident's death to the CMS Region X Office by submitting documentation to:

- Terry Aoki at Terry.aoki@cms.hhs.gov.

What happens after I submit my Serious Occurrence report?

The information submitted will be reviewed and follow-up will occur based on the nature of the occurrence.

Additional information

For additional information please contact the Bureau of Facility Standards at (208) 334-6626 option 4 or email questions to fsb@dhw.idaho.gov.