

Michigan Critical Incident Training

Objectives

Identify critical incidents

Report critical incidents to the appropriate external agency

What is a Critical Incident?

Any incident that has the potential to place a member or member's services at risk or harm.

- Abuse
- Neglect
- Exploitation
- Suicidal Caller

Definitions

- **Abuse** – Harm or threatened harm to an adult's health or welfare caused by another person. Abuse may be physical, sexual or emotional.
- **Neglect** – Harm to an adult's health or welfare caused by the inability of the adult to respond to a harmful situation (self-neglect) or the conduct of a person who assumes responsibility for a significant aspect of the adult's health or welfare.
- **Exploitation** – Misuse of an adult's funds, property, or personal dignity by another person.
- **Suicidal Caller** – Suicidal ideation or attempt while actively on a call with a member.

Mandated Reporting

Who can report a critical incident?

- Anyone
- Everyone is a mandated reporter

When does a critical incident need to be reported?

- Immediately



Reporting a Critical Incident

- Contact 9-1-1 for all emergency situations.
- Use the [Health and Human Services Website](#) to identify the appropriate agency to be contacted.

Questions?

Questions regarding critical incidents may be sent directly to

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with “Michigan Critical Incident” in the subject line.