



Your Guide to the

# MUI Process at Summit DD



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Summit DD, like each County Board in Ohio, is responsible for ensuring the health and safety of those we serve. Occasionally there are circumstances that can pose a threat to the health, safety or wellbeing of an individual with a developmental disability; we refer to these incidents as Unusual Incidents (UI) or Major Unusual Incidents (MUI).

When a possible MUI is identified, Summit DD has dedicated staff who look into allegations. They will determine what happened (investigation), what caused the event (cause and contributing factors), and work with individuals and their teams to put preventive measures in place to avoid future risk in similar circumstances (prevention plan). In instances of suspected criminal nature, Summit DD staff will also refer cases to local law enforcement.

## ABOUT MUIS AND UIS

### What is an MUI?

An MUI, or Major Unusual Incident, is any alleged, suspected or actual incident that negatively affects the health, safety or welfare of an individual eligible for Summit DD services. These incidents can include allegations of abuse, neglect, theft and other potentially serious incidents, as outlined by Ohio Administrative Code.

### What is a UI?

A UI, or an Unusual Incident, is an alleged, suspected or actual incident that is not consistent with policies, procedures or an individual's care, but does not have the heightened risk to an individual's health and safety as an MUI. Common examples of UIs include:

- Falls (not from neglect or resulting in a significant injury)
- Any hospital admits that are not an Unanticipated Hospitalization MUI as defined in rule
- Medication errors without a likely risk to health/welfare
- Minor injuries that do not meet the definition of an MUI
- When someone is missing but law enforcement was not contacted to locate them
- Peer-to-Peer Verbal altercations
- Peer to peer incidents that aren't choking and don't result in an injury or arrest
- Rights code violations without a risk to health and/or welfare
- Program implementation incident: A UI involving the failure to carry out a person-centered plan which involves minimal/no risk

- Emergency room/urgent care visits

In situations where UIs occur, providers will look into contributing factors that led up to the incident and work with people and their teams to create a prevention plan.

## INVESTIGATION

### What happens during an MUI investigation?

Based on the information provided, cases that meet the MUI criteria (as outlined by the state MUI rule and detailed below) will be opened. The case is then assigned to a member of Summit DD's MUI department called an Investigative Agent (IA). The IA then begins an administrative investigation.

He or she will interview those involved, or who may have witnessed the alleged incident, gather facts, and review any relevant documentation. The goal of an investigation is to determine if there is evidence to suggest the allegation occurred, find out causes or contributing factors, and then work with an individual's team to develop a prevention plan.

It's important to remember that MUI investigations are not meant as punishment. They are simply an objective way to determine if an individual's safety or welfare is at risk and then recommend measures to prevent harm to that person in the future.

While Summit DD's staff cannot charge a person with a crime, or remove them from their home, they do work closely with local law enforcement. If evidence found during an MUI investigation suggests that a crime was committed against a person receiving services through Summit DD, the IA will turn the case over to local law enforcement to investigate the situation criminally.

## REPORTING

### Who should report an MUI or UI?

- All Summit DD and DODD staff
- All providers who serve people with developmental disabilities
- Anyone paid to provide Medicaid waiver services (as an individual provider or an Agency provider)

### How to Report an MUI

Timely reporting of MUIs helps improve the quality of services and ensure safety.

While all MUIs must be reported to Summit DD's MUI Intake, there are different timeframes and requirements needed depending on the type of MUI. Our MUI team is here to help you understand what to report and when. Below is a guide to MUI reporting requirements and MUI definitions.

**Please note:** Law enforcement notification is required for any allegation of a suspected criminal act regardless of MUI category.

### 4 Hour Notifications

#### Immediate to 4 hour reporting is required for:

- **Unexplained or Unanticipated Death:** Death of an individual resulting from an accident or suspicious circumstances.
- **Exploitation:** Unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.

- **Misappropriation:** With intent to deprive, defraud, or otherwise obtain real or personal property of an individual.
- **Neglect:** When there is a duty to do so, failing to provide an individual with medical care, personal care, or other support that consequently results in death or serious injury or places an individual or another person at risk of serious injury. (Serious injury means an injury that results in treatment by a physician, physician assistant or nurse practitioner).
- **Peer-to-Peer acts:** One of the following incidents involving two individuals eligible for services:
  - **Peer-to-peer exploitation:** Unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit or gain.
  - **Peer-to-peer physical:** Physical altercation that results in examination or treatment by a physician, physician assistant or nurse practitioner; involves strangulation, bloody nose, bloody lip, black eye, concussion or biting that causes breaking of the skin; results in an individual being arrested, incarcerated, or the subject of criminal charges.
  - **Peer-to-peer sexual:** Sexual conduct and/or contact between two individuals served for the purpose of gratification without the consent of the other person.
  - **Peer-to-peer theft:** Intentional theft of an individual's money or property. Must be \$20+ or property of significant value.



- **Physical abuse:** Physical force that can reasonably be expected to result in harm; does not have to actually result in harm.
- **Prohibited sexual relations:** County Board employee or provider staff engaging in consensual sexual conduct or contact with an individual served who is not their spouse.
- **Sexual abuse:** Unlawful sexual conduct or contact with an individual served including, public indecency, importuning, and voyeurism.
- **Emotional Abuse:** The use of actions, words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual or a pattern of behavior that creates a Hostile Environment.
- **Media Inquiry:** Media contacts you regarding MUI.

#### 4 Hour Reporting Steps

##### Step 1: Immediate Actions

Take immediate actions to ensure the health and safety of the individual

**Scan the QR code on the back for immediate action suggestions.**

##### Step 2: Report immediately, but no later than 4 hours after discovery

*How to Report*

- During business hours (8 am to 4 pm, M-F): 330-634-8MUI (8684)
- Afterhours MUI Reporting Number: 877-271-6733
- If there are difficulties in reporting to Summit DD you may reach the Ohio Department of Developmental Disabilities hotline at 800-617-6733.

Please be prepared with as much information as possible when making this initial notification, including where the incident happened, who was present, as many details as possible about the incident (who, what, when, where, why), the immediate action taken to ensure health and safety, and what notifications were made.

##### Step 3: Submit written incident report by 3 p.m. the day after discovery

*How to Report*

- MUIReports@summitdd.org
- MUI Fax #: 330-634-8553

### Written Report Only

Written reporting (by 3 p.m. the day after discovery) is required for:

- **Attempted Suicide:** A physical attempt that results in ER treatment, inpatient observation or hospital admission
- **Death other than unexplained or unanticipated death:** Death of an individual from natural causes, without any suspicious circumstances
- **Failure to report:** A person who is required to report per the Ohio Revised Code unreasonably failed to report abuse, neglect, misappropriation or exploitation that knew or should have known an incident occurred and failure to report would result in a substantial risk of harm to the individual.
- **Law enforcement:** Any incident that results in an individual served being arrested, charged, or incarcerated; incidents of individuals being tased by law enforcement should also be reported
- **Missing individuals:** When law enforcement has been contacted because an individual's whereabouts are unknown, and the individual is believed to be at or pose an imminent risk of harm to self or others
- **Medical emergencies\*:** Incident where emergency intervention is required to save a person's life
- **Rights Code violation\*:** Any violation of an individual's rights stated in Ohio Revised Code that creates a likely risk of harm to the health or welfare of the individual
- **Significant injury\*:** An injury to an individual of known cause or unknown cause that results in a dental injury that requires treatment by a dentist, concussion, broken bone, dislocation, or second or third degree burns or that requires immobilization, casting, or five or more sutures
- **Unapproved behavioral support\*:** Use of a prohibited or restrictive measures without being part of an approved plan as defined by the Ohio Administrative Code that results in risk to the person served
- **Unanticipated hospitalization\*:** Any admit for 48 or more consecutive hours for one of the following reasons: Aspiration Pneumonia, Bowel Obstruction, Dehydration, Medication Error, Seizure, or Sepsis. Or any second admit for 48 or more consecutive hours within 30 calendar days of another 48 or more consecutive hours admit for the same reason. All other admits are considered UIs

**\*MUIs that only need filed when incident occurs while with a certified DD provider**

MUI Incident Reports must be completed by any person who provides any type of service to an individual with developmental disabilities (even if



they are not working at the time they found out about the incident).

## Written Report Only

### Reporting Steps

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#### Step 2: Submit written incident report by 3 p.m. the day after discovery

How to Report

- MUIReports@summitdd.org
- MUI Fax #: 330-634-8553

Please include as much information as possible when submitting incident reports. See the Report Writing Tips as a guide to writing your MUI report.

## Report Writing Tips

- Stick to the facts (avoid opinions)
- Avoid use of initials and "I/we" in the descriptions (use names)
- Use the 5 Ws: Who, What, When, Where, Why (causes)

- Include type/location of any injuries
- Include immediate actions taken after the incident to ensure the health and welfare of the individual(s) involved

## Immediate Action Suggestions

- Assessed for Injury/Initiated first aid
- Called 911
- Separated individuals
- Removed PPI (primary person involved) from work schedule
- Notified law enforcement
- Secured the money
- Any other actions to keep individuals safe
- Important Note: Calling the MUI Unit is not considered an immediate action

Of course, the MUI email and phone numbers are not meant to handle real-time emergencies or life-threatening situations. If you see that a person is in a life-threatening situation, please call 911 immediately. Once an individual's health and safety has been ensured, please then follow the appropriate notification steps and timeframes with the Summit DD MUI department.





**MUI REPORTING:**

**During business hours**  
(M-F, 8am-4pm):  
330-634-8MUI (8684)

**After hours:**  
877-271-6733

2355 2nd Street  
SummitDD.org  
330-634-8000



**Scan to visit**  
**SummitDD.org/MUI**  
**and learn more**  
**about the**  
**MUI process.**

