

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. Critical incidents are categorized as either quality of care incidents, sentinel events, or other critical incidents as defined in the Sentara Health Plans Commercial and Medicare Provider Manual.

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

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

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. All sentinel events are critical incidents.



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. All sentinel events are critical incidents.



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.

As mandated reporters, providers must report critical incidents to Sentara Health Plans within 24 hours of knowledge using one of the methods listed below. The Provider Critical Incident Reporting Form is available in the provider toolkit listed under "forms on our website."

How To Report:

Email: CIReporting@sentara.com

Fax: 1-833-229-8932

Phone: 757-252-8400, Option 1

Toll-Free Phone: 1-844-620-1015