

Policies and procedures required for the Model II Waiver (MIIW) -
Incidents/Complaints Policy

A written Incident or complaint report on a standardized form, in a central file accessible within the PDN or HH agency, to include a summary of resolution and a preventative plan if applicable is required.

Private duty nursing providers shall be responsible for implementing a policy and procedure which ensures the reporting of all incidences appropriately. Incidences may include, but are not limited to, the following:

1. Abuse, neglect, or exploitation of a member;
2. A slip or fall, medication error, or medical complication; or
3. Incidents caused by the recipient or family member(s) such as verbal and/or physical abuse of staff, destruction or damage of property, and member self abuse.