



Belmont-Harrison-Noble  
County Boards of Developmental Disabilities

# **A HANDBOOK FOR FAMILIES**

**Understanding the  
Major Unusual Incident (MUI)  
and  
Unusual Incident (UI) Reporting System**

March 2019

**FAMILIES PLAY A VITAL ROLE in the lives of their loved ones.** That is why it is important for families to understand why the major unusual incident (MUI) and unusual incident (UI) reporting system exists and how you may be involved from time to time.

Incidents impacting health and welfare are reported in order to provide immediate actions to protect people with developmental disabilities. This handbook is intended to help families understand MUIs and the various activities and responsibilities that happen when an MUI is reported.

### **What is a Major Unusual Incident (MUI)?**

MUI means the alleged, suspected, or actual occurrence of an incident when there is reason to believe the incident has occurred and the health or welfare of a person may be adversely affected or a person may be placed at a reasonable risk of harm as described as Category A, B and C MUI's.

### **What is an Unusual Incident (UI)?**

UI means an event or occurrence involving an person that is not consistent with routine operations, policies and procedures, or the individual's care or individual support, but is not a major unusual incident. Unusual incident includes, but is not limited to: dental injuries; falls; an injury that is not a significant injury; medication errors without a likely risk to health and welfare; overnight relocation of a person due to a fire, natural disaster, or mechanical failure; an incident involving two individuals served that is not a peer-to-peer act major unusual incident; rights code violations or unapproved behavioral supports without a likely risk to health and welfare; emergency room or urgent care treatment center visits; and program implementation incidents. Families may be contacted for more information when a UI is reported.

### **Why are MUIs reported?**

The MUI system is set up to ensure immediate action is taken to protect the health and welfare of the person, to identify the cause and contributing factors leading up to the incident, and develop prevention plans to prevent or reduce the likelihood of the incident occurring again.

### **What is the role of the County Board?**

The County Board shall ensure the health and welfare of at-risk people. Such measures shall include ensuring that the person receives immediate and ongoing medical attention, as appropriate, removal of an employee from direct contact with any person when the employee is alleged to have been involved in physical or sexual abuse, and other necessary measures to protect the health and welfare of at-risk people.

### **Why are family members called for information?**

The Ohio Department of Developmental Disabilities has established a reporting system to ensure the health and welfare of people served by the County Board. Reporting incidents helps us to get a better picture of what is happening and helps us to make improvements in our supports.

**What kind of notices will be received by the person,  
guardian or designated family member?**

You may receive a telephone call from a County Board staff member who provides supports for your family member. When the investigation has been completed and recommended for closure, a written summary of the administrative investigation shall be provided for each category A or category B MUI, including the allegations, the facts and findings, including as applicable, whether the case was substantiated or unsubstantiated, and preventative measures implemented in response to the MUI.

**To whom are MUIs reported?**

The County Board's MUI contact person is Angela Dunn. She receives reports of possible MUIs during business hours.

An After Hours Reporting System that operates 24/7/365 is also in place.

**ANGELA DUNN**

**MUI / Provider Support Coordinator**

**740-695-0407 ext. 346**

**After Hours Reporting:**

**740-310-2255**

The Ohio Department of DD also has a hotline if you have concerns or difficulties in reporting to the County Board.

**DODD Hotline**

**866-313-6733**

**Please review the Major Unusual Incident categories on the following pages.**

## Major Unusual Incident (MUI) Categories

### Category A

1. Accidental or suspicious death means the death of an individual resulting from an accident or suspicious circumstances.
2. Exploitation means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.
3. Failure to Report means a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicate abuse, neglect, misappropriation, or exploitation that results in a risk to health and welfare of that individual, and such person does not immediately report such information to a law enforcement agency or the county board.
4. Misappropriation is when someone deprives defrauds, or otherwise obtains real or personal property of an individual.
5. Neglect is 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 serious injury or places an individual or another person at risk of serious injury.
6. Physical abuse is the use of physical force that can reasonably be expected to result in physical harm to an individual.
7. Prohibited sexual relations is a developmental disabilities employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse, and for whom the developmental disabilities employee was employed or under contract to provide care or supervise the provision of care at the time of the incident.
8. Rights code violation means any violation of the rights enumerated in Section 5123.62 of the Ohio Revised Code that creates a likely risk of harm to the health or welfare of an individual.
9. Sexual abuse is unlawful sexual contact/conduct.
10. Verbal abuse is the use of words, gestures, or other communicative means to threaten, coerce, intimidate, harass or humiliate an individual.

## Major Unusual Incident Categories

### Category B

11. Attempted Suicide is when any actual physical attempt is made by an individual that results in emergency room treatment, in-patient observation, or hospital admission.
12. Death other than accidental or suspicious death means the death of an individual by natural cause without suspicious circumstances.
13. Medical emergency means an incident where emergency medical intervention is required to save an individual's life.

14. Missing individual is an incident that is not considered neglect and an individual's whereabouts, after immediate measure taken, are unknown and the individual is believed to be at, or pose an imminent risk of, harm to self or others.
15. Peer-to-peer act means one of the following incidents involving two individuals served: Exploitation, Theft, Physical Act, Sexual Act, Verbal Act.
16. Significant Injury means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures.

**Category C**

17. Law enforcement means an individual is either tased, charged, incarcerated or arrested.
18. Unanticipated hospitalization is any hospital admission or hospital stay over twenty-four hours that is not pre-scheduled or planned.
19. Unapproved behavioral support means the use of a prohibited measure as defined in rule 5123:2-2-06 of the Administrative Code or the use of a restrictive measure implemented without approval of the human rights committee or without informed consent of the individual or the individual's guardian in accordance with rule 5123:2-2-06 of the Administrative Code, when use of the prohibited measure or restrictive measure results in risk to the individual's health or welfare.



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