



STATE OF MICHIGAN

DEPARTMENT OF COMMUNITY HEALTH  
LANSING

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GOVERNOR

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DIRECTOR

## FACILITY REPORTED INCIDENTS

10/23/07

Facilities are required to report all allegations of abuse, neglect, misappropriation of property and injuries of unknown source.

Facilities are encouraged to use **electronic submission** whenever possible with facsimile submission accepted as an alternative. Facilities are asked **not to send duplicate reports to both CIU and NHM**. All reports will be coordinated and processed for investigation by the appropriate team.

**HARM** incidents of any severity, degree or type are to be reported to the Complaint Investigation Unit (CIU) using the *BHS-OPS-362, Facility Incident Report-24 Hours* and followed by the *BHS-OPS-363, Facility Investigation Report-5 Working Days*.

Submit all BHS-OPS-362 and 363 forms involving harm of any severity to the **Complaint Investigation Unit**:

Complaint Hotline: (800) 882-6006

Facsimile: (517) 241-0093

Electronically: [www.michigan.gov/bhs](http://www.michigan.gov/bhs)

**NON-HARM** incidents or events should be submitted using forms, BHS-OPS-362 and BHS-OPS-363, to the Division of Nursing Home Monitoring.

Submit BHS-OPS-362 and 363 forms that do not involve harm electronically to the **Division of Nursing Home Monitoring** at: [dch-bhs-nhm-faclog@michigan.gov](mailto:dch-bhs-nhm-faclog@michigan.gov).

**OR**

By Facsimile to: Lansing (Mid-Michigan and South West): (517)-334-8473

Gaylord: (989)-732-8958

Detroit: (Metro East and Metro West): (313) 456-0348

Facilities are encouraged to continue to log incidents to enable analysis of patterns of behaviors, involved residents, staff, shifts and other similarities that suggest a need for follow-up and quality improvement action.