A key to understanding and preventing future behavioral concerns is to ensure there is a process for reporting and evaluating behavioral incidents observed in the workplace. When incidents do occur, staff should document the events using incident reports and Antecedent Behavior Consequence (ABC) charting practices. This information is essential in communicating behavior patterns to staff who interact with the individuals served.

Doing so will also allow ongoing modifications of behavior support plans to ensure behavioral concerns are addressed early to prevent escalation into crisis situations. To ensure a successful reporting process, the organization must clearly define what incidents require reporting and what data is collected.

**Incidents Requiring Reporting:**

Incidents that require reporting include the following:

- Physical altercations: Incidents involving actual physical altercations between individuals or staff.
- Aggressive behaviors: Incidents involving heightened or escalated levels of an individual’s behavior without physical altercations taking place, but further evaluation of the incident is needed.
- Other: Any other behavior staff believes would warrant further evaluation through the formal incident investigation process including property damage caused during a behavioral incident.

**Data to be Collected:**

Using the incident reports and ABC charts as a guide, the data collected should include, but not be limited to:

- Name or other identifier of the individual experiencing the crisis
- Name or other identifier of any other individuals involved in the crisis
- Name or other identifier of the individual(s) injured (if not staff)
- Name of the staff member(s) involved in the incident
- Description of the incident, including:
  - Location — (room number, inside/outside, off/on site, etc.)
  - Time of incident
  - Discussion topics
  - How much time elapsed from trigger to time of incident
  - Basic needs of the individual that were trying to be met
- Known antecedents (triggers) to the incident
- Signs of escalation/agitation observed
- Detail of physical contact, if any
- Other details as determined necessary for trending/tracking
- Staff should report these incidents in writing on approved forms by the end of the shift.
- All staff on the shift should conduct ABC charting of the individual(s) involved to get a better understanding of the behaviors.
- Staff must be trained on the reporting requirements with supervisors verifying reports are completed by staff members in a quality and timely manner.
- The reporting procedure should identify the supervisory or management personnel who will receive the completed reports.

**Incident Debriefing**

- Debriefing takes place with the individuals served and staff involved in the incident, as well as other family members or individuals with information about the incident.
- Debriefing is an evaluation process to understand what took place during the event and communicate the steps that will be taken to prevent recurrence.
Management must participate in and monitor the debriefing sessions to support the process and verify the
correct steps are followed.
Every effort should be made to hold the debriefing session as soon as everyone involved is stabilized
following the incident. Details are quickly forgotten over time with small details being important information
to understanding behavioral incidents.

Debriefing Team
The actual make-up of the team will vary within each organization. Team members may include:
• Decision makers — staff or supervisors who can make changes or improvements to prevent recurrence of
  similar incidents
• Staff with knowledge of the individual served
• Staff involved in the incident
• Supervisor of the staff member(s) involved
• Individual(s) involved in the incident, if they are capable of expressing what they were experiencing and
  what could have been done differently
• Staff responsible for the individual’s behavior support plan to review and update the plan if needed
• Family member/guardian
• Crisis/Behavior intervention trainer to evaluate steps taken to prevent the incident
• Upper management to ensure process is successfully carried out
• Staff from other facilities that provide service to that individual

Follow-up Evaluation
Following the debriefing process, a formal evaluation of the incident should be conducted using all information,
statements and report(s) available. The evaluation will identify what occurred and what will be changed to prevent
similar situations from reoccurring. This is a paramount step in supporting the goal of creating positive and
proactive relationships with individuals. Staff and supervisors are encouraged to implement corrective measures
within their authority. The debriefing and report should uncover opportunities for improvement, such as:
• What occurred
• What antecedents or behavior triggers that were present
• What signs of escalation/agitation were observed
• What redirection/de-escalation methods were utilized
• What worked during the incident
• What aggravated the incident
• What could have been done differently to redirect or de-escalate the situation
• What will be changed to prevent the situation from recurring
• What updates or changes may be needed within the individual’s behavior support plan

If the formal evaluation process reveals a significant deviation from accepted practices, the team assigned should
not make any recommendations related to disciplinary action. Any decisions related to disciplinary action must be
made by and completed by management.

Management Review
Once the incident debriefing forms, ABC charts and subsequent evaluation report(s) are completed, an executive
summary of findings should be submitted to management for review. Which members of management will
receive the reports will be dependent upon the organization and their structure. Management must ensure
corrective measures are implemented as appropriate, and monitor their success. Things to consider include:
Behavior Management Program
Incident Reporting and Debriefing Process

- Outcomes from the debriefing that may impact the individual’s behavior support plan must be incorporated into the plan in a prompt manner.
- Outcomes from the debriefing process should also be incorporated where necessary into the staff orientation and in-service training systems, as well as the Behavior Management Program where necessary, to correct and improve identified issues going forward.

Incident Tracking and Data Trending Evaluation
The tracking and trending of behavioral incidents can be useful in understanding what is causing them. This allows the organization to determine if the Behavior Management Program is effective and where improvements need to be made.

Determining what data to collect is often challenging. Common data elements could include, but not be limited to:
  - Time of behavior incident
  - Sex of individual with crisis
  - Sex of individual injured (if injury occurred)
  - Antecedent or behavior triggers
  - Location of behavior incident
  - Age of individual involved

Best Practices of Incident Tracking:
- Track all behavior incidents
- Track incidents based on the program, location, department, facility, home, etc.
- Track incidents based on shift, staff, other individuals involved.

Common behavioral trends tracked across various organizations include:
  - Individuals acting out towards individuals of a specific sex
  - Behaviors occurring during specific time periods
  - Behaviors occurring following specific antecedent or trigger
  - Behaviors occurring because of specific hair color, ethnicity, religion, etc.
  - Individuals acting out toward other individuals or staff of smaller stature

The frequency at which the incident tracking and data trending is completed is dependent upon the organization's incident experience. Trending analysis should be completed on a weekly basis in those facilities with a high frequency rate of reported behavioral incidents. Higher frequency trends should be shared with direct staff to discuss any specific situations arising on a weekly basis. Those with fewer incidents may only require a quarterly or annual review. The goal is to develop corrective actions and outcomes that will reduce behavioral incidents.

Annual Behavior Management Program Review
The outcomes of the incident tracking and data trending analysis should drive the implementation of corrective measures that need to occur to reduce behavioral incidents. Communicate the findings of the analysis with management during regularly scheduled management meetings. At a minimum, the results should be incorporated into the annual review of the Behavior Management Program to ensure the program is performing as desired and determine where improvements can be made.
Behavior Support Plan Updates
The behavior support plans of individuals should be reviewed as part of the incident tracking and trending analysis process to ensure the plans incorporate observed behaviors and corrective measures identified in the incidents evaluated.

Addendums
The addendum sections of this program contain a variety of incident and debriefing forms, as well as ABC charts that are useful for the gathering of information on incidents and serve as helpful tools for tracking incidents and performing data analysis.