



## HOW TO REPORT A MAJOR UNUSUAL INCIDENT (MUI)

Cuyahoga DD has a Major Unusual Incident (MUI) voicemail line for reporting incidents 24 hours a day, 7 days a week.  
**(440) 333-6841**

Cuyahoga DD has a designated email for all written incident reports submitted in conjunction with the verbal notification.  
[UIR@cuyahogabdd.org](mailto:UIR@cuyahogabdd.org)

***Effective 7/1/25, Appendix C,D,E Administrative Review Forms are to be submitted with the UIR to this mailbox. If the review form is not ready at that time, then it can be submitted to the assigned IA as soon as possible***

## REPORTING PROCEDURES

**Physical Abuse, Sexual Abuse, Emotional Abuse, Neglect, Peer to Peer Act, Misappropriation, Exploitation, Prohibited Sexual Relations, Failure to Report, Accidental or Suspicious Death and Media Inquiries about an MUI**

- Must be reported to the MUI Intake Reporting Line immediately but no later than 4 hours after discovery of the incident or allegation. All reports must be made verbally by contacting the MUI Intake Reporting Line.
- By 3:00 PM the next business day, a written Incident Report must be submitted to the Cuyahoga DD MUI Unit.
- Reports of physical, sexual, and emotional abuse, neglect, misappropriation, exploitation, and failure to report, must also be reported to law enforcement or the child abuse Intake Reporting Line (DCFS) in addition to a report to the MUI Intake Reporting Line:
  - If the victim is 21 or older, notify law enforcement that has jurisdiction where the incident occurred
  - If the victim is under the age of 21, notify the Child Abuse Intake Reporting Line, 216-696-KIDS

**\*\*\* For Peer to Peer Acts (Exploitation/Theft/Physical Act): Law Enforcement Notification should be made **ONLY if criminal charges are being pursued** \*\*\***

- All other categories of MUIs should be reported to the MUI Intake Reporting Line as soon as possible but no later than 3:00 PM on the next business day after discovery of the MUI. All reports must be made verbally by contacting the MUI Intake Reporting Line and accompanied by a written incident report



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#### WHAT IS A MAJOR UNUSUAL INCIDENT (MUI)? OAC 5123:17-02

A MUI is an incident that has a **negative impact on the health and welfare of an individual**. It does not matter if the incident is actually seen, or it is only suspected or alleged. By law, if an employee hears about or suspects that an MUI has occurred it must be reported. **Failure to report an MUI may result in criminal or civil liability.**

#### THE FOLLOWING MUIs MUST BE REPORTED WHEREVER OR WHENEVER THEY OCCUR. A REPORT MUST BE FILED WHEN THE INCIDENT IS ALLEGED, SUSPECTED OR WITNESSED:

- **ABUSE:**
  - Physical abuse:** The use of physical force that can reasonably be expected to result in physical harm of to an individual. Such force may include but is not limited to, hitting, slapping, pushing or throwing objects at an individual.
  - Sexual abuse:** Unlawful sexual conduct or contact with an individual, and unlawful acts such as public indecency, importuning (soliciting sexual activity with an individual who is a minor) and voyeurism when the sexual conduct, sexual contact, or act involves an individual.
  - Emotional abuse:** The actions, words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass or humiliate an individual or a pattern of behavior that creates a hostile environment.
- **PROHIBITED SEXUAL RELATIONS:** A DD employee or employee's supervisor engaging in consensual sexual conduct or contact with an individual who is not the employee's spouse, and for whom the DD employee was employed or under contract to provide care or supervise the provision of care at the time of the incident
- **ATTEMPTED SUICIDE:** A **physical attempt** by an individual that results in emergency room treatment, in-patient observation, or hospital **admission**
- **EXPLOITATION:** The unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain
- **FAILURE TO REPORT:** Failure of a person who is required to report an incident of abuse, neglect or misappropriation involving an individual whose health and safety can reasonably be expected to be substantially at risk
- **LAW ENFORCEMENT:** Any incident that results in an individual being arrested, charged with a crime, incarcerated or individual is tazed
- **MISAPPROPRIATION:** Taking (depriving or defrauding) something of value from an individual without his or her permission or knowledge, or against his or her will
- **MISSING INDIVIDUAL:** An incident that is not considered neglect in which an individual's whereabouts, after immediate measures are taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others and Law enforcement has been notified.
- **NEGLECT:** 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. Serious injury means an injury that results in treatment by a physician, physician assistant or nurse practitioner
- **PEER-TO-PEER ACTS:** Acts committed by one individual against another including a **physical act** which means a physical altercation that: Results in examination or treatment by a physician, physician assistant or nurse practitioner or involves strangulation, a bloody nose, a bloody lip, a black eye, a concussion or biting which causes breaking of the skin or results in an individual being arrested, incarcerated, or the subject of criminal charges. **Exploitation** as described above; **sexual act** as described above and is non-consensual or there is no ability to consent; **intentional misappropriation** of money or property of at least \$20 or significant sentimental value
- **All DEATHS**

#### THE FOLLOWING MUIs MUST BE REPORTED WHEN 1) THE INCIDENT OCCURS WHILE THE INDIVIDUAL IS UNDER THE CARE OF OR RECEIVING SERVICES FROM A DD PROVIDER OR 2) IF THE INDIVIDUAL LIVES IN AN IC/FID OR RECEIVES 24 HOUR WAIVER SERVICES:

- **MEDICAL EMERGENCY:** An incident requiring the use of emergency medical intervention to save the individual's life such as choking relief techniques (**Back Blows/Heimlich/Finger Sweep**), CPR, Narcan or Automated External Defibrillator (AED).
- **UNANTICIPATED HOSPITAL ADMISSION:** A **hospital admission lasting 48 hours or longer that:**
  - I. **Is not associated** with planned evaluations, scheduled procedures, or routine diagnostic tests that are part of ongoing medical care including the diagnosis of conditions
  - II. **Is due to one or more of the following diagnosis**
    - 1. **Aspiration Pneumonia**      4. **Bowel Obstruction**
    - 2. **Dehydration**              5. **Seizures**
    - 3. **Sepsis**                      6. **Medication Error**
  - III. **Readmittance for ANY hospitalization within 30 days of previous admission for the same diagnosis**
- **SIGNIFICANT INJURY:** An injury of known or unknown cause, not considered abuse, that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, 5 or more sutures
- **UNAPPROVED BEHAVIORAL SUPPORT:** The use of any aversive strategy or intervention without approval by the human rights committee or behavior support committee or without informed consent that results in a likely risk to the individual's health and welfare
- **RIGHTS CODE VIOLATION:** Any violation of the rights of an individual which are enumerated in the Ohio Revised Code. The violation must create a reasonable risk to the individual's health and welfare