

Major Unusual Incident (MUI)

This brochure was written to help families understand what happens when “major unusual incidents” are reported. We want families to know why incident reporting matters; what happens when a report of a major unusual incident is made; and how families may sometimes become involved in reviews of the incident.

What is a Major Unusual Incident (MUI)?

- A Major Unusual Incident (MUI) is the name for an alleged, suspected or actual occurrence that could place the health or safety of an individual with developmental disability at risk.
- Incidents such as abuse, exploitation, misappropriation, neglect, and injuries should be reported by family, friends, staff, medical providers and the general public. If you have any question about an incident, please call the Shelby County Board of Developmental Disabilities (DD) at 498-4229.

Why are MUI's Reported?

- To ensure the health and safety of the individuals served by the Shelby County Board of DD.
- The best way to prevent harm to individuals is to identify the reasons why unhealthy, unsafe, or risky events occur. Steps can then be taken to prevent similar incidents.

Who is Mandated by Law to Report MUI's?

- The Ohio Department of MRDD mandates that the County Board's MUI Investigative Agent looks into all MUI's in accordance with the Ohio Revised Code.
- Mandatory reporters are:
 - Anyone providing service to individuals with developmental disabilities
 - All County Board and Ohio Department of MRDD employees
 - Anyone paid to provide Medicaid waiver services

To Whom are MUI's Reported?

- Reports can be made to the Shelby County Board of DD at 937-498-4229 during office hours of 8:00 a.m. to 4:00 p.m, Monday through Friday.
- After 4:00 p.m. and on weekends and holidays, reports can be made by calling the Emergency Cell Phone at 937-726-2570 and talking with the SSA on call.
- You may also report MUI's to the Ohio Department of MRDD at 866-313-6733.

What Must Service Providers Do?

- When an incident happens, providers must act right away to protect the person whom they support from more harm and to reduce the chances that a similar incident will happen again.
- Providers must also:
- Report incidents to the County Board of DD right away - no later than 4 hours after the incident when it involves abuse, neglect, theft, misappropriation of money, exploitation, or suspicious death. If the event involves some other incident, providers must report them within 24 hours after they happen
- If a crime is suspected, providers should notify police immediately.

What Must the County Board Do Once an MUI is Received?

- The County Board must:
- Report all MUI's to the Ohio Department of MRDD
- Investigate all MUI's and file reports with the Ohio Department of MRDD
- Follow up to make sure that other people (guardians) or agencies (e.g. police, Children's Protective Services) are notified as the law requires
- The MUI can be better investigated when information is reported as soon as possible. Sometimes families are contacted for more details to help make the reports more accurate and effective while at the same time correcting the situation and preventing similar incidents from happening.