

**Addiction and Prevention Services  
State Quality Committee**

**Adverse incidents:** Occurrences that represent actual or potential harm to the well being of a ValueOptions member or to others by the actions of a ValueOptions member, who is receiving services managed by ValueOptions or has recently been discharged from services managed by ValueOptions.

**Final  
AGGREGATE ANALYSIS REPORT**

**Reporting Period**                                      **FROM:** April 1, 2010                                      **TO:** June 30, 2010  
**\*Includes FY2010 Annual Summary**

**Unit/Team/Department:**  
PIHP Quality Improvement

**Topic/Project:**  
Quality of Services  
**Adverse Incident Report (VO # 5, Grid Row #14)**

**Monitoring Standard:**  
42 CFR 438.240 Quality assessment and performance improvement program  
42 CFR 438.240(c) Performance measurement and improvement

**Goal:**  
The PIHP will track and report quarterly to SRS/AAPS all adverse incidents that have occurred in a given quarter.

**Objectives:**  
To assure the documentation is capturing all minimal, moderate, major, and sentinel events.  
To evaluate for trends that may require system intervention  
To allow data to be presented consistently for Committee evaluation and response

**Data Collection Activities:**  
Data was collected from the ValueOptions QualityConnect system. This data is summary information that represents occurrences of actual or potential serious harm to the well being of a SRS member or to others by the actions of a SRS member, who is receiving services managed by ValueOptions or has recently been discharged from services managed by ValueOptions. The report captures all minimal, moderate, major, and sentinel events. VO conducts onsite investigations for all major and sentinel events.

Timeline:

- The region location is by provider location as requested in the November 2007 SQC meeting.
- As of first quarter FY09, social detox clients who needed medical clearance were not counted as an incident.
- As recommended in the November 2008 SQC meeting, ValueOptions Clinical staff will continue to identify potential adverse incidents as they review each KCPC, forward to ValueOptions Provider Relations staff, who then will follow-up with the Provider.

**Results: See next page.**

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### AAPS Funded:

FY10 AAPS funded  
Adverse Incidents by  
Category/Region

	Kansas City				Northeast				South Central				Southeast				West				Wichita				Total				% of Total							
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
<b>Self Inflicted Harm</b> (requiring urgent/emergent treatment, suicide attempt)								1				3													0	0	0	4	0.0%	0.0%	0.0%	10.8%				
<b>Unanticipated Death</b> (occurring in any setting, suicide, homicide, natural causes)			1					1								1					1	2	2	2	1	2	3	3	7.4%	4.5%	7.1%	8.1%				
<b>Violent/Assaultive Behavior</b> (physical harm to self or others requiring urgent/emergent intervention)	1			1								1													1	0	0	2	3.7%	0.0%	0.0%	5.4%				
<b>Sexual Behavior</b> (with staff or other patients while in a substance abuse treatment setting)			2	1	1			1				2				1							2		1	0	6	3	3.7%	0.0%	21.4%	8.1%				
<b>Elopment from Hospital or Residential Setting</b> (when patient is alleged to be a danger to self or others)																							1		0	0	1	0	0.0%	0.0%	3.6%	0.0%				
<b>Injuries in Facility or Provider Office</b> (require urgent/emergent care, accidental)			1	1				1				1							2	2					4	2	0	2	14.8%	9.1%	0.0%	5.4%				
<b>Fire Setting/Property Damage</b> (while in substance abuse treatment setting)			1									4											1		0	1	4	1	0.0%	4.5%	14.3%	2.8%				
<b>Serious Adverse Treatment Reaction</b> (requiring urgent/emergent response, drug interaction)																1									0	1	0	0	0.0%	4.5%	0.0%	0.0%				
<b>Medication Error</b> (requires urgent/emergent intervention)																							2		0	0	2	0	0.0%	0.0%	7.1%	0.0%				
<b>Human Rights/Civil Rights Violations</b> (neglect/exploitation)																									0	0	0	0	0.0%	0.0%	0.0%	0.0%				
<b>Other: Emergent Care Required</b>	2	6	3	3	1			1				1	1			1	2	1			1	1	2	5	5	6	10	9	11	22.2%	45.6%	32.2%	29.7%			
<b>Other</b> (incidents not listed above which may cause actual or potential harm to the member)	1	3	1	3				3				1				2									12	1	3	5	13	7	4	11	48.2%	31.8%	14.3%	29.7%
<b>Total</b>	4	9	6	11	3	3	1	2	3	1	6	6	0	2	0	5	2	0	0	1	15	7	15	12	27	22	28	37	100.0%	100.0%	100.0%	100.0%				

### AAPS Funded Fourth Quarter Other Incidents:

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
Member misconduct	1					1
Taken to jail	1					
Ingestion of unauthorized substance			1			
Contagious illness				1		2
Mental health issues	1			1		2

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident  
As of Q1 '10, a "other emergent care required" category was added

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### Medicaid:

**FY10 Medicaid**  
Adverse Incidents by  
Category/Region

	Kansas City				Northeast				South Central				Southeast				West				Wichita				Total				Pct of Total																																			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																																
<b>Self Inflicted Harm</b> (requiring urgent/emergent treatment, suicide attempt)		2																																					2					2	2	0	0	14.3%	12.5%	0.0%	0.0%													
<b>Unanticipated Death</b> (occurring in any setting, suicide, homicide, natural causes)							2				1				1																							1	3	2		2	5	3	0	14.3%	31.3%	33.3%	0.0%															
<b>Violent/Assaultive Behavior</b> (physical harm to self or others requiring urgent/emergent intervention)		1																																						2	0	1	0	5	0.0%	6.2%	0.0%	27.8%																
<b>Sexual Behavior</b> (with staff or other patients while in a substance abuse treatment setting)				2								1				1																																	0	0	2	2	0.0%	0.0%	22.3%	11.1%								
<b>Elopment from Hospital or Residential Setting</b> (when patient is alleged to be a danger to self or others)																																																				0	0	0	0	0.0%	0.0%	0.0%	0.0%					
<b>Injuries in Facility or Provider Office</b> (require urgent/emergent care, accidental)																	1																																			0	2	0	1	0.0%	12.5%	0.0%	5.6%					
<b>Fire Setting/Property Damage</b> (while in substance abuse treatment setting)		1																																																	0	1	0	0	0.0%	6.2%	0.0%	0.0%						
<b>Serious Adverse Treatment Reaction</b> (requiring urgent/emergent response, drug interaction)																																																				0	0	0	0	0.0%	0.0%	0.0%	0.0%					
<b>Medication Error</b> (requires urgent/emergent intervention)																																																						0	0	0	0	0.0%	0.0%	0.0%	0.0%			
<b>Human Rights/Civil Rights Violations</b> (neglect/exploitation)																																																								0	0	0	0	0.0%	0.0%	0.0%	0.0%	
<b>Other: Emergent Care Required</b>		2	2													2																																				3	1	1	5	2	1	6	35.7%	12.5%	11.1%	33.3%		
<b>Other</b> (incidents not listed above which may cause actual or potential harm to the member)	1	1			1	1							1	1																																							3	2	2	1	5	3	3	4	35.7%	18.8%	33.3%	22.2%
<b>Total</b>	3	7	2	7	1	2	0	3	1	0	1	3	0	1	1	1	0	0	0	0																																	9	6	5	4	14	16	9	18	100.0%	100.0%	100.0%	100.0%

### Medicaid Fourth Quarter Other Incidents:

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
Member misconduct		1				1
Taken to jail	1					
Ingestion of unauthorized substance			1			

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident  
As of Q1 '10, a "other emergent care required" category was added

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### Medicaid and AAPS Funded:

FY10 Medicaid and AAPS  
funded  
Adverse Incidents by  
Category/Region

	Kansas City				Northeast				South Central				Southeast				West				Wichita				Total				Pct of Total							
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4				
Self Inflicted Harm (requiring urgent/emergent treatment, suicide attempt)		2						1				3													2				2	2	0	4	4.9%	5.3%	0.0%	7.3%
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)				1		2				2					1					1					1	4	4	2	4	6	5	3	9.8%	15.8%	13.5%	5.5%
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)	1	1		4								1													2	1	1	0	7	2.4%	2.6%	0.0%	12.6%			
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)			4	1	1						2	1				2								2		1	0	8	5	2.4%	0.0%	21.6%	9.1%			
Elopement from Hospital or Residential Setting (when patient is alleged to be a danger to self or others)																								1		0	0	1	0	0.0%	0.0%	2.7%	0.0%			
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)				2	1					1		1		1											2	3			4	4	0	3	9.8%	10.5%	0.0%	5.5%
Fire Setting/Property Damage (while in substance abuse treatment setting)												4													1				0	2	4	1	0.0%	5.3%	10.8%	1.8%
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)														1															0	1	0	0	0.0%	2.6%	0.0%	0.0%
Medication Error (requires urgent/emergent intervention)																									2				0	0	2	0	0.0%	0.0%	5.4%	0.0%
Human Rights/Civil Rights Violations (neglect/exploitation)																													0	0	0	0	0.0%	0.0%	0.0%	0.0%
Other: Emergent Care Required	4	8	3	5	1		1	2	1	1		1		1		2	1				1	4	2	6	6	11	12	10	17	26.8%	31.6%	27.1%	30.9%			
Other (incidents not listed above which may cause actual or potential harm to the member)	2	4	1	4	1	3		1		1	2					2									15	3	5	6	18	10	7	15	43.9%	26.3%	18.9%	27.3%
<b>Total</b>	<b>7</b>	<b>16</b>	<b>8</b>	<b>18</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>24</b>	<b>13</b>	<b>20</b>	<b>16</b>	<b>41</b>	<b>38</b>	<b>37</b>	<b>55</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>			

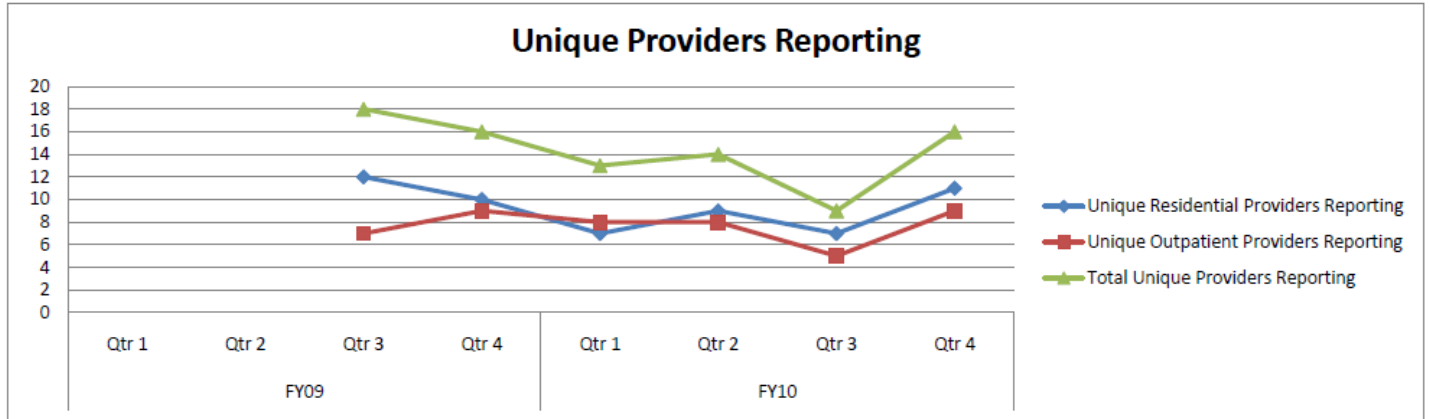
### Medicaid and AAPS Funded Fourth Quarter Other Incidents:

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
Member misconduct	1	1				2
Taken to jail	2					
Ingestion of unauthorized substance			2			
Contagious illness				1		2
Mental health issues	1				1	2

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident  
As of Q1 '10, a "other emergent care required" category was added

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	Q1	Q2	Q3	Q4
Unique residential providers reporting	7	9	7	11
Unique outpatient providers reporting	8	8	5	9
Total unique providers reporting	13	14	9	16

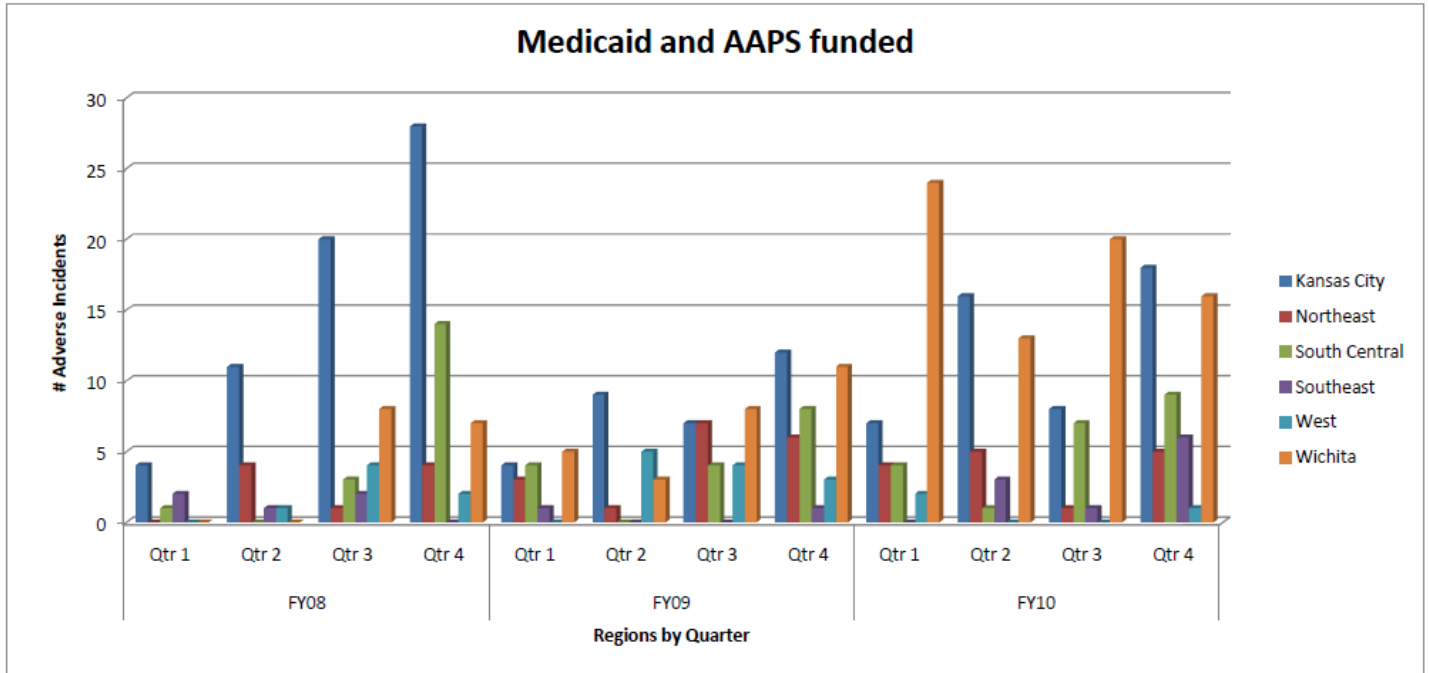


### Medicaid and AAPS Funded Adverse Incidents (FY2008, FY2009 and FY2010):

	FY08				FY09				FY10				FY 08	FY 09	FY 10
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4			
Kansas City	4	11	20	28	4	9	7	12	7	16	8	18	63	32	49
Northeast	0	4	1	4	3	1	7	6	4	5	1	5	9	17	15
South Central	1	0	3	14	4	0	4	8	4	1	7	9	18	16	21
Southeast	2	1	2	0	1	0	0	1	0	3	1	6	5	2	10
West	0	1	4	2	0	5	4	3	2	0	0	1	7	12	3
Wichita	0	0	8	7	5	3	8	11	24	13	20	16	15	27	73
<b>Total</b>	<b>7</b>	<b>17</b>	<b>38</b>	<b>55</b>	<b>17</b>	<b>18</b>	<b>30</b>	<b>41</b>	<b>41</b>	<b>38</b>	<b>37</b>	<b>55</b>	<b>117</b>	<b>106</b>	<b>171</b>

Note: As of Qtr 1 FY09, social detox clients who needed medical clearance were not counted as an incident

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**Conclusions:**

**Fourth Quarter FY2010:**

- For both Medicaid and AAPS funded, the highest incidents reported with a total of seventeen (17) out of fifty-five (55) adverse incidents statewide are in the “Other: Emergent Care Required” category.
- The next highest category is “Other” with a total of fifteen (15).
- Kansas City region reported the most adverse incidents for fourth quarter FY2010 with a total of eighteen (18). The other regions reported, in decreasing order, Wichita region sixteen (16) adverse incidents, South Central region nine (9), Southeast six (6), Northeast five (5), and the West one (1) incident.
- Comparing fourth quarter FY2009 and FY2010 data
  - Total adverse incidents increased FY2009 = 41 and FY10 = 55
  - Kansas City region reported the most adverse incidents in both fiscal years for fourth quarter.
- Comparing fourth quarter FY2010 data to third quarter FY2010, there has been an increase in total number of adverse incidents: Third quarter FY2010 = 37 , Fourth quarter FY2010 = 55.
- The number of unique providers reporting (residential, outpatient and total) increased from last quarter

**FY2010 Annual Summary (7/1/09 – 6/30/10):**

- For FY2010, there were 171 total adverse incidents reported:
  - Of these, 114 were AAPS funded (66.67%) and 57 were Medicaid (33.33%)
- For FY2010 both funding sources, Adverse Incidents reported by Category in decreasing order are:
  - “Other” (50 incidents) and “Other: Emergent Care Required” (50 incidents)
  - Unanticipated Death (18 incidents)
  - Sexual Behavior (14 incidents)
  - Injuries in Facility or Provider Office (11 incidents)
  - Violent/Assaultive Behavior (9 incidents)
  - Self Inflicted Harm (8 incidents)

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- Fire setting/Property Damage (7 incidents)
- Medication Error (2 incidents)
- Elopement from Hospital or Residential Setting (1 incident) and Serious Adverse Treatment Reaction (1 incident)
- Human Rights/Civil Rights Violations (0 incidents)
- For FY2010, the total number of Adverse Incidents reported by Region in decreasing order is:
  - Wichita – 73 incidents
  - Kansas City – 49 incidents
  - South Central – 21 incidents
  - Northeast – 15 incidents
  - Southeast – 10 incidents
  - West – 3 incidents
- Despite the change in criteria in FY2009 Q1 where social detox clients who needed medical clearance were not counted as an incident, total incidents for FY2010 are greater than both FY2008 and FY2009 (FY2008 = 117, FY2009 = 106, and FY2010 = 171).
- Comparing the total number of incidents reported by region from FY2009 to FY2010, four regions increased and two regions decreased:
  - Kansas City increased from 32 incidents to 49
  - Wichita increased from 27 incidents to 73
  - South Central increased from 16 incidents to 21
  - Northeast decreased from 17 incidents to 15
  - West decreased from 12 incidents to 3
  - Southeast increased from 2 incidents to 10
  - Statewide increased from 106 incidents to 171
- The total number of incidents reported for all three fiscal years (FY08, FY09, and FY10) with average number for each region are:
  - Kansas City: 144 total; 48.00 average
  - Wichita: 115 total; 38.33 average
  - South Central: 55 total; 18.33 average
  - Northeast: 41 total; 13.67 average
  - West: 22 total; 7.33 average
  - Southeast: 17 total; 5.67 average
  - Statewide: 394 total; 131.33 average
- The number of unique providers reporting adverse incidents is now trended as requested by the Committee.
- Regarding the unique providers reporting:
  - the number of unique residential providers reporting ranged from 7 to 11 providers quarterly
  - the number of outpatient providers reporting ranged from 5 to 9 providers quarterly
  - the most unique residential, outpatient and total providers reporting were all in Q4 of FY10
- In response to an increased severity of Adverse Incidents, VO and AAPS developed Risk Management training and presented to providers at the Regional QI Committee meetings in January 2010. VO reported at the February 2010 SQC meeting that the meeting was well received by providers.

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**Preliminary Recommendations to Committee:**

- It is recommended that trends continue to be monitored.
- Approval by the Committee is requested to post this aggregate analysis on the ValueOptions website for public access.
- It is recommended that VO and AAPS report out to the Committee regarding the recommendation to do a joint communication to providers regarding adverse incident reporting. The communication will remind providers about the type of incidents to report and when to report incidents to VO and/or AAPS. **It was reported to the Committee that a joint communication from VO and AAPS to providers was sent out 10/27/10.**
- **It is recommended by the Committee that the regional tables shown on pages 2, 3, and 4 of this aggregate analysis, along with the graph on page 6, not include quarterly breakouts but rather a fiscal year to date total.**
- **It is recommended by the Committee that the frequency of the report submission by VO and aggregate by the State be changed to semi-annual as longer time frames allow for improved data trending as data can vary significantly from quarter to quarter.**

**Date Presented to SQC:** 11/4/2010

**BY:** Cissy McKinzie

**Recommendations from the Committee for action:** Committee approves of the Preliminary Recommendations as shown above. Enhancements made by the SQC to the Preliminary Recommendations are noted above in **bold**.

**Person Responsible to follow-up and date due:** Kim Brown Due: 2/10/2011