

**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:** January 1, 2010                      **TO:** March 31, 2010

**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 these 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.

**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.**

**Addiction and Prevention Services  
State Quality Committee**

**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			
Self inflicted Harm (requiring urgent/emergent treatment, suicide attempt)																										0	0	0		0.0%	0.0%	0.0%			
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)											1						1						1	2		2	1	2		7.4%	4.5%	7.1%			
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)	1																									1	0	0		3.7%	0.0%	0.0%			
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)			2			1						2							2							1	0	6		3.7%	0.0%	21.4%			
Elopment 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%	3.6%			
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)						1				1								2	2							4	2	0		14.8%	9.1%	0.0%			
Fire Setting/Property Damage (while in substance abuse treatment setting)													4							1						0	1	4		0.0%	4.5%	14.3%			
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)															1												0	1	0		0.0%	4.5%	0.0%		
Medication Error (requires urgent/emergent intervention)																										2	0	0	2		0.0%	0.0%	7.1%		
Human Rights/Civil Rights Violations (neglect/exploitation)																											0	0	0		0.0%	0.0%	0.0%		
Other: Emergent Care Required	2	6	3			1		1			1	1			1				1				1	2	5		6	10	9		22.2%	45.6%	32.2%		
Other (incidents not listed above which may cause actual or potential harm to the member)	1	3	1				3													12	1	3					13	7	4		48.2%	31.8%	14.3%		
Total	4	9	6			3	3	1			3	1	6		0	2	0			2	0	0		15	7	15		27	22	28		100.0%	100.0%	100.0%	0.0%

**AAPS Funded Fourth Quarter Other Incidents:**

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

## Addiction and Prevention Services State Quality Committee

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

### Medicaid Fourth Quarter Other Incidents:

Other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
Member misconduct			1			2
Staff misconduct						
Ingestion of unauthorized substance						

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

## Addiction and Prevention Services State Quality Committee

### 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																							2	2	0		4.9%	5.3%	0.0%					
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)						2				2				1				1				1	4	4		4	6	5	9.8%	15.8%	13.5%					
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)	1	1																							1	1	0		2.4%	2.6%	0.0%					
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)			4			1					2											2			1	0	8		2.4%	0.0%	21.6%					
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%	2.7%					
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)						1				1				1								2	3		4	4	0		9.8%	10.5%	0.0%					
Fire Setting/Property Damage (while in substance abuse treatment setting)		1									4												1		0	2	4		0.0%	5.3%	10.8%					
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)														1											0	1	0		0.0%	2.6%	0.0%					
Medication Error (requires urgent/emergent intervention)																							2		0	0	2		0.0%	0.0%	5.4%					
Human Rights/Civil Rights Violations (neglect/exploitation)																									0	0	0		0.0%	0.0%	0.0%					
Other: Emergent Care Required	4	8	3			1		1		1	1			1				1							4	2	6		11	12	10		26.8%	31.6%	27.1%	
Other (incidents not listed above which may cause actual or potential harm to the member)	2	4	1			1	3				1														15	3	5		18	10	7		43.9%	26.3%	18.9%	
<b>Total</b>	<b>7</b>	<b>16</b>	<b>8</b>		<b>4</b>	<b>5</b>	<b>1</b>		<b>4</b>	<b>1</b>	<b>7</b>		<b>0</b>	<b>3</b>	<b>1</b>		<b>2</b>	<b>0</b>	<b>0</b>		<b>24</b>	<b>13</b>	<b>20</b>		<b>41</b>	<b>38</b>	<b>37</b>		<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>				

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

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
Member misconduct			1			3
Staff misconduct	1					
Ingestion of unauthorized substance						2

1 incident was not tied to funding. In the Wichita region, several medications were stolen but the person responsible was not found.

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

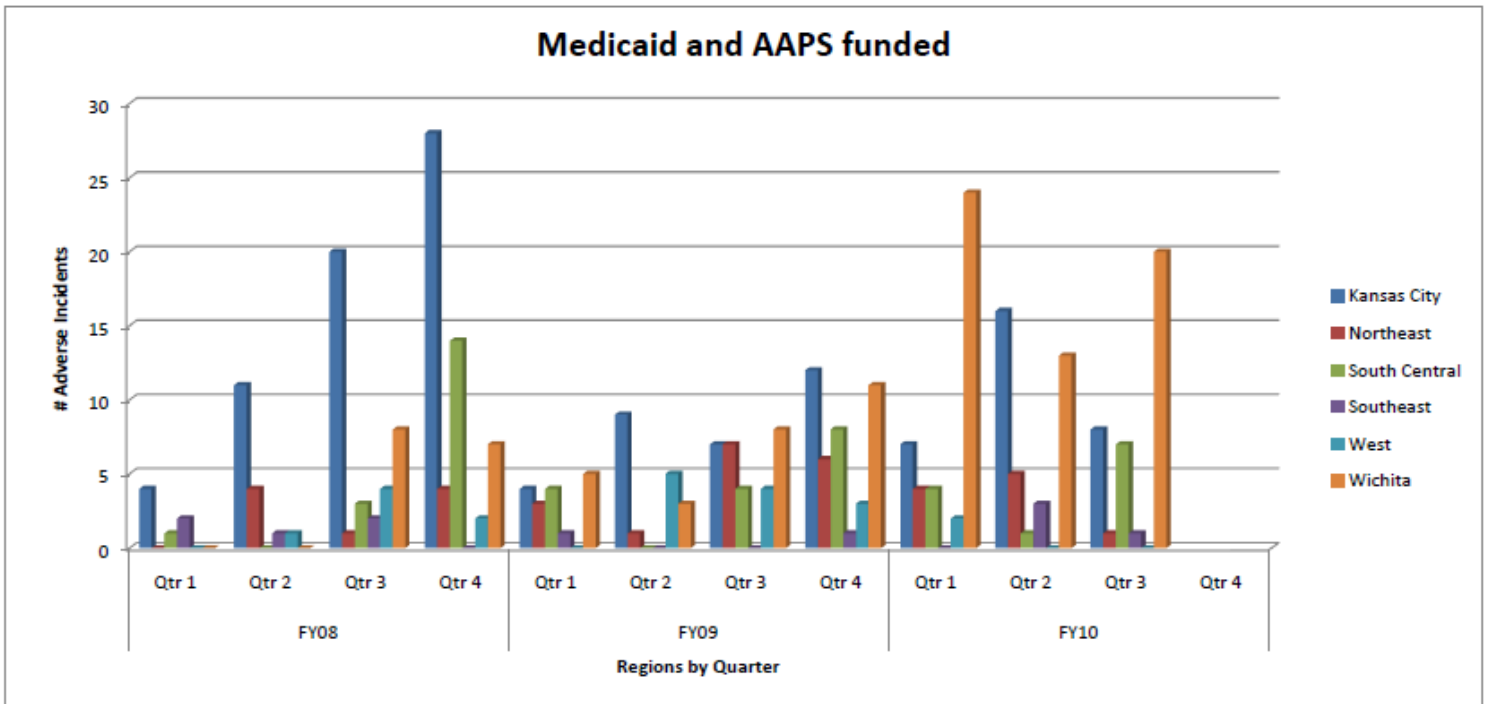
Unique residential providers reporting	7
Unique outpatient providers reporting	5
Total unique providers reporting	9

## Addiction and Prevention Services State Quality Committee

### 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		63	32	31
Northeast	0	4	1	4	3	1	7	6	4	5	1		9	17	10
South Central	1	0	3	14	4	0	4	8	4	1	7		18	16	12
Southeast	2	1	2	0	1	0	0	1	0	3	1		5	2	4
West	0	1	4	2	0	5	4	3	2	0	0		7	12	2
Wichita	0	0	8	7	5	3	8	11	24	13	20		15	27	57
<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>117</b>	<b>106</b>	<b>116</b>

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



### Conclusions:

#### Third Quarter FY2010:

- For both Medicaid and AAPS funded, the highest incidents reported with a total of ten (10) out of thirty-seven (37) adverse incidents statewide are in the “Other: Emergent Care Required” category.
- The next highest category is Sexual Behavior with a total of eight (8). **Sexual Behavior can be a “touch on the arm” to “other acts”.** VO’s internal quality committee has discussed this and the wide range of behaviors that it can include.

**Addiction and Prevention Services  
State Quality Committee**

- Wichita region reported the most adverse incidents for third quarter FY2010 with a total of twenty (20). The other regions reported, in decreasing order, Kansas City region eight (8) adverse incidents, South Central region seven (7), Southeast one (1), Northeast one (1), and the West zero (0) incidents.
- Comparing third quarter FY2009 and FY2010 data
  - Total adverse incidents increased FY2009 = 30 and FY10 = 37
  - Wichita region reported the most adverse incidents in both fiscal years for third quarter.
- Comparing third quarter FY2010 data to second quarter FY2010, there has been a slight decrease in total number of adverse incidents: Second quarter FY2010 = 38 , Third quarter FY2010 = 37.
- The number of total unique providers reporting decreased from last quarter (Second quarter FY2010 = 14 and Third quarter FY2010 = 9).
- It is noted that there was one incident third quarter not tied to funding. In the Wichita region, several medications were stolen, but the person responsible was not found. Actions have been taken to prevent a re-occurrence.

**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 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 is requested that this Committee see trending of the number of unique providers reporting adverse incidents.**

**Date Presented to SQC:** 5/6/2010

**BY:** Cissy McKinzie

**Recommendations from the Committee for action:** Recommendation and changes made by the SQC to the Conclusions and Preliminary Recommendations are noted above in **bold**.

**Person Responsible to follow-up and date due:** Kim Brown Due: 8/11/2010