

**Addiction and Prevention Services
State Quality Committee**

Adverse Incidents: Occurrences that represent actual or potential serious 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:** July 1, 2008 **TO:** September 30, 2008

Unit/Team/Department:
PIHP Quality Improvement

Topic/Project:
Quality of Services
 Adverse Incident Report (VO # 5, Grid Row #15)

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. 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.

Results: See next page.

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Block Grant:

FY09 Block Grant
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)	1																								1				8.3%			
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)																					1				1				8.3%			
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)					1																				1				8.3%			
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)					1																				1				8.3%			
Elopement from Hospital or Residential Setting (when patient is alleged to be a danger to self or others)					1																				1				8.3%			
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)	3																				2				5				41.8%			
Fire Setting/Property Damage (while in substance abuse treatment setting)																									0				0.0%			
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)																									0				0.0%			
Medication Error (requires urgent/emergent intervention)																									0				0.0%			
Human Rights/Civil Rights Violations (neglect/exploitation)																									0				0.0%			
Other (incidents not listed above which may cause actual or potential harm to the member)																					2				2				16.7%			
Total	4				3				0				0				0				5				12				100.0%			

Block Grant First Quarter Other Incidents:

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
911/ER health issue						2
911/ER medication eval						
911/ER Mental Helath Screen						
911 Arrest						
Unanticipated facility closure						

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident

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Medicaid:

FY09 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)																									0				0.0%			
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)												1													1				20.0%			
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)												1													1				20.0%			
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)																									0				0.0%			
Elopement from Hospital or Residential Setting (when patient is alleged to be a danger to self or others)																									0				0.0%			
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)												1													1				20.0%			
Fire Setting/Property Damage (while in substance abuse treatment setting)																									0				0.0%			
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)																									0				0.0%			
Medication Error (requires urgent/emergent intervention)																									0				0.0%			
Human Rights/Civil Rights Violations (neglect/exploitation)																									0				0.0%			
Other (incidents not listed above which may cause actual or potential harm to the member)												2													2				40.0%			
Total	0			0					4				1			0				0					5				100.0%			

Medicaid First Quarter Other Incidents:

*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
911/ER health issue			2			
911/ER medication eval						
911/ER Mental Health Screen						
911 Arrest						
Unanticipated facility closure						

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident

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Medicaid and Block Grant:

FY09 Medicaid and Block
Grant
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)	1																																				
Unanticipated Death (occurring in any setting, suicide, homicide, natural causes)															1								1														
Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention)							1					1																									
Sexual Behavior (with staff or other patients while in a substance abuse treatment setting)							1																														
Elopment from Hospital or Residential Setting (when patient is alleged to be a danger to self or others)							1																														
Injuries in Facility or Provider Office (require urgent/emergent care, accidental)	3											1												2													
Fire Setting/Property Damage (while in substance abuse treatment setting)																																					
Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction)																																					
Medication Error (requires urgent/emergent intervention)																																					
Human Rights/Civil Rights Violations (neglect/exploitation)																																					
Other (incidents not listed above which may cause actual or potential harm to the member)													2																								
Total	4						3					4				1								2									4				

Medicaid and Block Grant First Quarter Other Incidents:

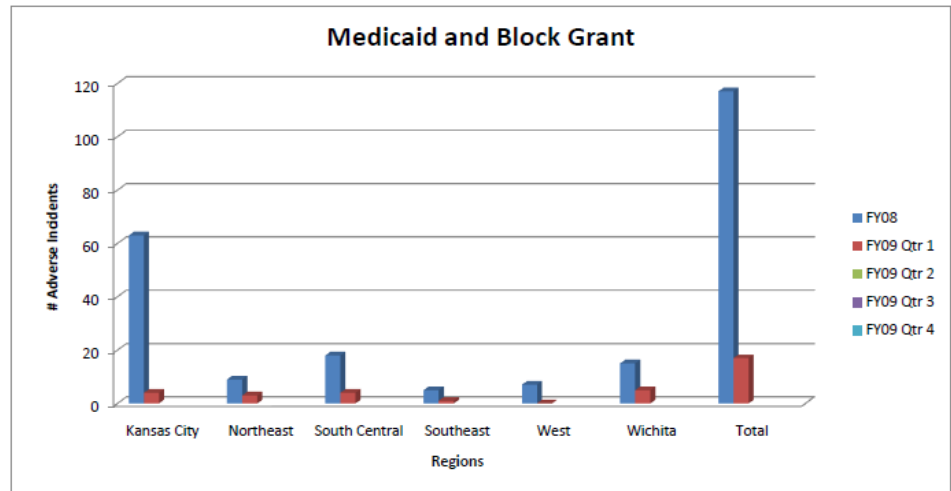
*other:	Kansas City	Northeast	South Central	Southeast	West	Wichita
911/ER health issue	0	0	2	0	0	2
911/ER medication eval	0	0	0	0	0	0
911/ER Mental Health Screen	0	0	0	0	0	0
911 Arrest	0	0	0	0	0	0
Unanticipated facility closure	0	0	0	0	0	0

As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident

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Medicaid and Block Grant Adverse Incidents (FY2009):

	FY 08	FY09			
		Qtr 1	Qtr 2	Qtr 3	Qtr 4
Kansas City	63	4			
Northeast	9	3			
South Central	18	4			
Southeast	5	1			
West	7	0			
Wichita	15	5			
Total	117	17			



As of Q1 '09, social detox clients who needed medical clearance were not counted as an incident

Conclusions:

In reviewing first quarter data for both Medicaid and Block Grant, the highest incidents reported with a total of six (6) out of seventeen (17) adverse incidents statewide are in the “Injuries in Facility or Provider Office” category. The next highest category is “Other” with a total of four (4). All the “Other” incidents statewide were defined by ValueOptions as 911/ER health issues.

Wichita region reported the most adverse incidents for first quarter with a total of five (5). West region did not report any adverse incidents first quarter. The other regions reported, in decreasing order, Kansas City region four (4) adverse incidents, South Central four (4), Northeast three (3), and the Southeast reported one (1).

Preliminary Recommendations to Committee:

- It is recommended that trends continue to be monitored and Provider education by ValueOptions of adverse incident definitions and reporting continue.
- **It is recommended by the Committee to share this aggregate analysis at the SRS Regional QI meetings and be posted on the ValueOptions website for public access.**
- **It is recommended that ValueOptions do internal staff education. ValueOptions Clinical staff will continue to identify potential adverse incidents, forward to VO Provider Relations staff, who then will follow-up with the Provider. This will be a continuing/ongoing recommendation.**

Date Presented to SQC: 11/6/2008

BY: Kim Brown

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

Person Responsible to follow-up and date due: Kim Brown Due: 2/5/09