

VO-KS Adverse Incident Categories

Adverse Incidents (critical incidents) are 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, on a wait list for treatment, or within 90 days of discharge from services managed by ValueOptions. These include the following categories of alleged occurrences:

1. **Self Inflicted Harm** requiring urgent or emergent treatment. The person would need to go to the hospital / urgent care facility for a life saving intervention or overnight stay. In order to be applicable, the attempt / mutilation must take place in a substance abuse treatment facility or while the member is in substance abuse treatment.

Examples:

- Serious Self-mutilation
- Attempted Suicide

2. **Unanticipated Death** occurring in any setting.

Examples:

- Suicide / Homicide
- Medication / Treatment Error
- Death by Medical / Natural Causes
- Accident / Unknown
- Other (specify in description)

3. **Violent / Assaultive Behavior** while in treatment with physical harm to self or others and requiring urgent or emergent medical intervention

Examples:

- Attempted homicide
- Physical assault with a weapon
- Physical assault with no weapon
- Fight

4. **Serious Adverse Reaction** to treatment requiring urgent or emergent medical treatment. This includes medication and treatment reactions.

Example:

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- Allergy to medications (not previously known) such as hives or anaphylactic shock

5. **Sexual Behavior** with other members or staff, whether consensual or not, while in a substance abuse treatment setting or on a treatment outing. When reporting, please note if the behavior included staff and if the behavior occurred between members of the same age band (adult, adolescent, or child).

Examples:

- Rape of a member by a member or of a member by provider staff
- Attempted rape of a member by a member or of a member by provider staff
- Non-rape sexual assault, including non consensual touching or indecent exposure, of a member by a member or between a member and provider staff
- Sexual contact of any kind between staff member and a child, adolescent or adult
- Sexual assault of any kind by an intruder in a treatment setting or on a treatment outing
- Alleged sexual abuse by a VO provider
- Alleged sexual abuse by non treatment staff or third party (for example a bus driver for the facility)

6. **Eloperments** from a substance abuse treatment setting or on a treatment outing when the member is considered or alleged to be a danger to self or others.

Examples:

- Suicidal
- Homicidal

7. **Injuries** in a substance abuse treatment setting or on a treatment outing that require urgent or emergent treatment

Examples:

- Fall in a treatment setting or on a treatment outing
- Other accident in a treatment setting or on a treatment outing

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- Related to use of restraints
- Drowning / near drowning in a treatment setting or on a treatment outing
- Serious injury, excluding sexual assault
- Serious injury, excluding sexual assault, suffered by a child
- Broken bones or dislocated limbs

8. **Property Damage** due to the intentional actions of a ValueOptions member receiving treatment from a substance abuse treatment provider. When reporting property damage, please note if the damage occurred in a treatment setting or on a treatment outing, when the member eloped from treatment or while the member was on a pass from treatment.

Examples:

- Fire setting
- Other damage

9. **Medication / Treatment Errors** resulting in the need for urgent or emergent intervention. The substance abuse provider does not have to dispense medication in order for this to be applicable.

Examples:

- Not following dosage instructions on medication label
- Wrong medication taken
- Medication not given
- Medication error in physical health setting
- Serum range above therapeutic dose while in facility
- Treatment error in substance abuse setting
- Treatment error in physical health setting

10. **Human Rights Violations** the basic rights and freedoms in which all human beings are entitled are violated while the member is in treatment.

Examples:

- Neglect
- Exploitation

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- Mistreatment / physical abuse
- Mistreatment / emotional abuse
- Unreasonable degree of force / violence
- Incitement to mistreat (encouraging mistreatment of a member)
- Threat of / transfer of services for punitive reasons
- Retaliatory acts
- Medication used / withheld as a punishment
- Use of restraint or seclusion as punishment or for convenience of staff

11. **Other** occurrences representing actual or potential serious harm to a member in treatment not listed above

Examples:

- Unexpected closure / evacuation of facility
- Medical emergency requiring admission to an acute care facility
- Undesirable events inconsistent with routine member care of a serious nature, not covered elsewhere
- Staff misconduct not mentioned elsewhere
- Unusual / communicable disease introduced into treatment setting or on a treatment outing for example (please see <http://www.cdc.gov> for a list of communicable diseases)
- Real or threatened litigation unrelated to any other listed category
- Other (specify)
- Ingestion of an unauthorized substance in a treatment setting or on a treatment outing (drugs, alcohol)
- Possession of a deadly weapon in a treatment setting or on a treatment outing
- Duty to warn
- Abduction of a child / adolescent / adult
- An incident involving one or more runaways from one facility or a significant disturbance involving a youth
- Allegation of serious crime by a child / adolescent / adult

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- Deterioration of care or other important agency functions due to some disruption of the physical plant or environment (fire, tornado, other natural disaster, failure of electronic equipment, other safety conditions)
- Any call to 911 resulting in admission to the hospital or life saving intervention
- Any incident involving a press release, media coverage

Reporting Categories

Sentinel Events: adverse incidents that are considered catastrophic in nature. They involve the unanticipated death of a member or others as a result of violence, accident, or treatment error; sexual behavior involving treatment staff; or the rape or attempted rape of a member or treatment staff person by a member. These occurrences require immediate response and thorough investigation. ValueOptions will visit your site if these types of incidents take place.

Major Events: adverse incidents that, while not considered catastrophic, involve actual or potential life threatening injury, threat of major permanent loss of physical or psychological functions, or major property damage as the result of the intentional act of a member or deviation from a reasonably expected standard of care on the part of the provider. These occurrences require expedited responses and thorough investigation. ValueOptions will visit your site if these types of incidents take place.

Moderate Event: adverse incidents that represent a substantial risk or potential risk to member safety. These incidents typically do not involve urgent / emergent treatment or they may involve members who have recently received treatment services but are not in active treatment at the time of the incidents. These occurrences require timely responses and thorough review.

Minimal Risk Event: other adverse incidents that represent minimal risk or potential risk to member safety. These occurrences require timely response and review.

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Important Things to Know

If you report an incident to VO-KS, you are still protected under Kansas Peer Review Law. Please do not email incident reports to VO-KS.

Although helpful, you are not required to provide VO-KS with member identifiable information.

The State of Kansas has different reporting requirements. The VO-KS process does not replace any reporting requirements to the State.

Examples of ways to report an incident to ValueOptions:

- Call your VO-KS Provider Relations Representative
- Fax the information to 785-338-9020

When in doubt, please report the incident. VO-KS staff can help you determine if the occurrence at your facility qualifies as an adverse incident.

Urgent / Emergent services: taken to the hospital or urgent care facility for a life saving intervention, broken or dislocated limbs and released. This also applies to someone taken to the hospital and required to stay overnight or be admitted for treatment.

ValueOptions clinical staff may identify a potential adverse incident in an initial or continued stay review. Your Provider Relation's Representative will contact you if this occurs.