

Addiction and Prevention Services State Quality Committee

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) | | | 1 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0.0% | 0.0% | 23.1% | 11.1% | | | | |
| Unanticipated Death (occurring in any setting, suicide, homicide, natural causes) | | | | | | | 1 | | | | 1 | | | | | | | | 1 | | | | | | 1 | 0 | 0 | 2 | 20.0% | 0.0% | 0.0% | 11.1% | | | | | | | | | | | | |
| Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention) | | | | | | | | | 1 | | | | | | | | | | | | | | | | 1 | 1 | 0 | 0 | 20.0% | 0.0% | 0.0% | 5.6% | | | | | | | | | | | | |
| Sexual Behavior (with staff or other patients while in a substance abuse treatment setting) | | 2 | 1 | | | | | | | | | | | | | | | | | | | | | | 0 | 2 | 1 | 0 | 0.0% | 33.3% | 7.7% | 0.0% | | | | | | | | | | | | |
| Elopment from Hospital or Residential Setting (when patient is alleged to be a danger to self or others) | | 2 | | | | | | | | | | | | | | | | | | | | | | | 1 | | | | 0 | 3 | 0 | 0 | 0.0% | 50.0% | 0.0% | 0.0% | | | | | | | | |
| Injuries in Facility or Provider Office (require urgent/emergent care, accidental) | | | | 1 | | | | | 1 | | | | | | | | | | | | | | | | 1 | 1 | 0 | 0 | 20.0% | 0.0% | 0.0% | 11.1% | | | | | | | | | | | | |
| Fire Setting/Property Damage (while in substance abuse treatment setting) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | | | |
| Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction) | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | |
| Medication Error (requires urgent/emergent intervention) | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | |
| Human Rights/Civil Rights Violations (neglect/exploitation) | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | |
| Other (incidents not listed above which may cause actual or potential harm to the member) | | | 3 | 3 | | | 2 | 2 | 2 | | 1 | 2 | | | | 1 | | | 1 | | | | | | 3 | 3 | 2 | 1 | 40.0% | 16.7% | 69.2% | 61.1% | | | | | | | | | | | | |
| Total | 0 | 4 | 5 | 6 | 0 | 0 | 2 | 3 | 4 | 0 | 1 | 2 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 5 | 5 | 5 | 6 | 13 | 18 | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | | | | |

Medicaid Fourth Quarter Other Incidents:

| *other: | Kansas City | Northeast | South Central | Southeast | West | Wichita |
|------------------------------------|-------------|-----------|---------------|-----------|------|---------|
| Member sent to hospital and stayed | 3 | 1 | 1 | | | 2 |
| Member misconduct | | | 1 | | | |
| Member attempted homicide | | 1 | | | | |
| Staff misconduct | | | | | | 1 |
| Potential media attention | | | | | 1 | |

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

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Medicaid and AAPS Funded:

FY09 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) | 1 | | 1 | 2 | | | | | | | | | | | | | | | | | | | 2 | | 1 | 0 | 3 | 2 | 5.9% | 0.0% | 10.0% | 4.9% | |
| Unanticipated Death (occurring in any setting, suicide, homicide, natural causes) | | | 1 | | | | 1 | 2 | | | | 3 | 1 | | | | 1 | | | 1 | 1 | | | | 2 | 2 | 1 | 1 | 9 | 11.8% | 5.6% | 3.3% | 22.0% |
| Violent/Assaultive Behavior (physical harm to self or others requiring urgent/emergent intervention) | | | | | 1 | | | | 1 | 1 | | | | | | | | | | | | | 2 | 2 | 0 | 0 | 3 | 11.8% | 0.0% | 0.0% | 7.3% | | |
| Sexual Behavior (with staff or other patients while in a substance abuse treatment setting) | | 3 | 1 | | 1 | 1 | | | | | | | | | | | | | | | | | 1 | 4 | 1 | 0 | 5.9% | 22.2% | 3.3% | 0.0% | | | |
| Elopement from Hospital or Residential Setting (when patient is alleged to be a danger to self or others) | | 3 | | | 1 | | 1 | | | | | | | | | | | | | 1 | | | 1 | 4 | 1 | 0 | 5.9% | 22.2% | 3.3% | 0.0% | | | |
| Injuries in Facility or Provider Office (require urgent/emergent care, accidental) | 3 | | 1 | 2 | | | | | 1 | 1 | | | | | 2 | | | | 2 | 1 | | | 1 | 6 | 3 | 1 | 4 | 35.2% | 16.7% | 3.3% | 9.8% | | |
| Fire Setting/Property Damage (while in substance abuse treatment setting) | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | | | |
| Serious Adverse Treatment Reaction (requiring urgent/emergent response, drug interaction) | | | | | | | | | | | | | 1 | | | | | | | | | | 0 | 0 | 1 | 0 | 0.0% | 0.0% | 3.3% | 0.0% | | | |
| Medication Error (requires urgent/emergent intervention) | | | | | | | 1 | | | | | | | | | | | | | | | | 0 | 0 | 1 | 0 | 0.0% | 0.0% | 3.3% | 0.0% | | | |
| Human Rights/Civil Rights Violations (neglect/exploitation) | | | | | | | | | | | | | | | | 1 | | | | | | | 0 | 0 | 0 | 1 | 0.0% | 0.0% | 0.0% | 2.4% | | | |
| Other (incidents not listed above which may cause actual or potential harm to the member) | | 3 | 4 | 7 | | | 4 | 2 | 2 | | | 4 | 5 | | | 1 | | 2 | 3 | 1 | 2 | 1 | 6 | 6 | 4 | 6 | 21 | 22 | 23.5% | 33.3% | 70.0% | 53.6% | |
| Total | 4 | 9 | 7 | 12 | 3 | 1 | 7 | 6 | 4 | 0 | 4 | 8 | 1 | 0 | 0 | 1 | 0 | 5 | 4 | 3 | 5 | 3 | 8 | 11 | 17 | 18 | 30 | 41 | 100.0% | 100.0% | 100.0% | 100.0% | |

Medicaid and AAPS Funded Fourth Quarter Other Incidents:

| *other: | Kansas City | Northeast | South Central | Southeast | West | Wichita |
|------------------------------------|-------------|-----------|---------------|-----------|------|---------|
| Member sent to hospital and stayed | 7 | 1 | 3 | 0 | 1 | 4 |
| Member misconduct | 0 | 0 | 2 | 0 | 0 | 1 |
| Member attempted homicide | 0 | 1 | 0 | 0 | 0 | 0 |
| Staff misconduct | 0 | 0 | 0 | 0 | 0 | 1 |
| Potential media attention | 0 | 0 | 0 | 1 | 0 | 0 |

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

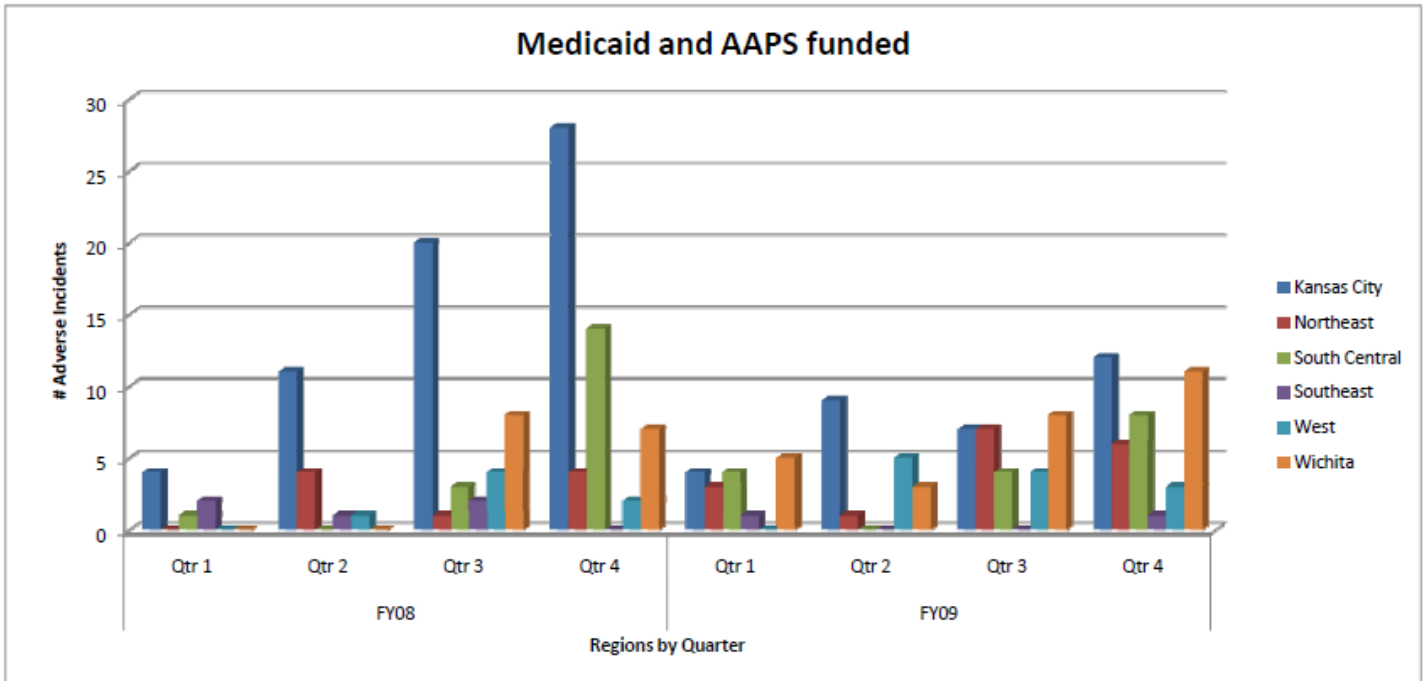
| | |
|--|----|
| Unique residential providers reporting | 10 |
| Unique outpatient providers reporting | 9 |
| Total unique providers reporting | 16 |

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State Quality Committee**

Medicaid and AAPS Funded Adverse Incidents (FY2008 and FY2009):

| | FY08 | | | | FY09 | | | | FY 08 | FY 09 |
|---------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|
| | 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 | 63 | 32 |
| Northeast | 0 | 4 | 1 | 4 | 3 | 1 | 7 | 6 | 9 | 17 |
| South Central | 1 | 0 | 3 | 14 | 4 | 0 | 4 | 8 | 18 | 16 |
| Southeast | 2 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 5 | 2 |
| West | 0 | 1 | 4 | 2 | 0 | 5 | 4 | 3 | 7 | 12 |
| Wichita | 0 | 0 | 8 | 7 | 5 | 3 | 8 | 11 | 15 | 27 |
| Total | 7 | 17 | 38 | 55 | 17 | 18 | 30 | 41 | 117 | 106 |

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



Conclusions:

Fourth Quarter FY2009:

- For both Medicaid and AAPS funded, the highest incidents reported with a total of twenty-two (22) out of forty-one (41) adverse incidents statewide are in the “Other” category, primarily the “Member sent to hospital and stayed”.
- The next highest category is “Unanticipated Death” with a total of nine (9). At the Regional QI meeting in April it was discussed by ValueOptions with providers the need for them to report unanticipated deaths to both the State and to VO. ValueOptions also defined the category as any unanticipated death, not just deaths that may be linked to treatment. As a result, providers and VO Provider Relations reps started looking in the obituaries and became more vigilant about reporting.
- Kansas City region reported the most adverse incidents for fourth quarter FY2009 with a total of twelve (12). The other regions reported, in decreasing order, Wichita region eleven (11) adverse incidents, South Central region eight (8), Northeast six (6), West three (3), and Southeast one (1) incident.

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- Comparing fourth quarter FY2009 data to fourth quarter FY2008 data, total adverse incidents decreased: FY2008 = 55, FY2009 = 41.
- Comparing fourth quarter FY2009 data to third quarter FY2009, there has been an increase in total adverse incidents: Third quarter = 30 , Fourth quarter = 41
- The number of total unique providers reporting decreased slightly from last quarter (Third quarter FY2009 = 18, Fourth quarter FY2009 = 16).

Annual Summary (7/1/08 – 6/30/09):

- In FY2009, there were 106 total adverse incidents reported:
 - Of these, 64 incidents were AAPS funded (60.4%) and 42 were Medicaid (39.6%).
 - Of these, the majority were in the “Other” category (53 or 50%). In descending order, the categories that followed are: Injuries in Facility or Provider Office (14), Unanticipated Death (13), Self-Inflicted Harm (6), Sexual Behavior (6), Elopement from Hospital or Residential Setting (6), Violent/Assaultive Behavior (5), Serious Adverse Treatment Reaction (1), Medication Error (1), Human Rights/Civil Rights Violations (1), and Fire Setting/Property Damage (0).
 - Adverse Incident totals increased each quarter in FY2009. This is consistent with FY2008.
- Comparing the total number of adverse incidents from FY2008 to FY2009, the number of adverse incidents slightly decreased: FY2008 = 117, FY2009 = 106. However, as of first quarter FY2009, social detox clients who needed medical clearance were not counted as an incident. Considering this, this slight decrease could also be seen as an increase in reporting incidents.
- Comparing the total number of adverse incidents by region from FY2008 to FY2009:
 - The total number of adverse incidents reported increased in the Northeast region, West region, and Wichita region.
 - The total number of adverse incidents reported decreased in the Kansas City region, South Central region, and Southeast region.
 - Kansas City region reported the most total adverse incidents both FY2008 and FY2009.
 - Southeast region reported the least total adverse incidents both FY2008 and FY2009.
- ValueOptions began reporting third quarter FY2009 the total number of unique providers statewide who reported an adverse incident. Providers were categorized by residential and outpatient.
- As recommended in the November 2008 SQC meeting, ValueOptions Clinical staff 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. This process is ongoing.
- VO-KS created a training document to help providers and others understand adverse incident reporting. This document was distributed at regional provider meetings second quarter FY2009.
- It was recommended by the Committee for ValueOptions to separate “911/ER admissions” out of the “Other Incidents” category and into a category of its own next fiscal year (Q1 FY2010).

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 Regional QI meetings and be posted on the ValueOptions website for public access.
- It is recommended that ValueOptions do internal staff education **with any new staff**. 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.

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- It is recommended by the Committee for ValueOptions to separate “911/ER admissions” out of the “Other Incidents” category and into a category of its own next fiscal year (Q1 FY2010).
- **There was a dramatic increase between Q3 and Q4 in Unanticipated Deaths reporting likely due to provider response from regional QI meeting outreach and education.**
- **Due potentially to various factors to include the current economy, there appears to be an increased severity of Adverse Incidents. In response, VO and AAPS are in the process of developing Risk Management training that will be delivered to providers in Regional QI meetings.**

Date Presented to SQC: 8/4/2009

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: 11/5/2009