



Quality Improvement Committee (QIC)

Serious Reportable and Reportable Incidents and Recommendations

FY19, Quarter 2

May 7, 2019

Agenda

- **Total SRI and RIs**
- **Timely Reporting Rate**
- **Total SR and RI by Facility**
- **Timely Reporting**
- **Outcome of SRI Investigations**
- **Status of Recommendations**
- **Unplanned and Emergency Inpatient Hospitalizations**
- **Hospitalizations by Type and Facility**

Total SRIs and RIs, FY19 Q1 and Q2



	Q1	Q2	Change (+/-)
Reportable Incidents	808	854	5.7%
Emergency Relocation	41	41	0
Emergency Room or Urgent care Visit	312	316	1.3%
Emergency use of restrictive controls	10	6	40.0%
Fire	10	22	120%
Incidents involving the police	69	82	18.8%
Medication Error	34	42	23.5%
Other	126	155	23.0%
Physical Injury	131	125	4.6%
Property Destruction	20	30	50.0%
Suicide Threat	2	2	0
Vehicle Accident	53	33	37.7%
Serious Reportable Incidents	305	336	10.2%
Abuse	30	40	33.3%
Death	7	9	28.6%
Exploitation	13	14	7.7%
Inappropriate Use Of approved restraints that results in injury	2	0	100%
Missing Person	12	6	50.0%
Neglect	68	89	30.9%
Other	3	1	66.7%
Serious Medication Error	8	1	87.5%
Serious Physical Injury	51	60	17.6%
Suicide Attempt	0	1	100%
Unplanned or emergency inpatient hospitalization	110	113	2.7%
Use of unapproved restraints	1	2	100%
Grand Total	1113	1190	

Total SRIs and RIs by Facility Type



Facility Type	Q1	Q2
Community Residential Facility	1	0
Department of Behavioral Health/Sup Living	4	9
Hospital	2	0
Host Home	16	23
Institution	1	0
Intermediate Care Facility	169	163
Natural Home	128	120
Natural Home/Supported Living	3	3
Nursing Home	5	0
Out Of State Placement	5	3
Residential Habilitation	100	107
Supported Living	679	703
Total	1113	1131

Timely Reporting Rate FY19 Q1 and Q2

	Oct	Nov	Dec	Total	%	Jan	Feb	Mar	Total	%
On-Time	371	308	310	989	89%	339	339	361	1039	87%
Late	45	46	33	124	11%	48	38	46	151	13%
Total	416	354	351	1113	100%	387	396	407	1190	100%



FY19 Q1 and Q2 Target met (86%)

Measure in Q2 shows a decline in performance from Q1



Outcome of SRI Investigations Closed in FY19 Q1 and Q2

Type of Incident	Administrative Closure		Inconclusive		Resolved-No Abuse or Neglect Found		Substantiated		Substantiated for Abuse		Substantiated for Neglect		Unsubstantiated		Q1 Total	Q2 Total	% Change (+/-)
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2			
Abuse	2	6	7	9	1	0	7	9	0	0	1	2	13	11	31	37	19%
Exploitation	2	5	4	2	0	0	4	4	1	0	1	0	1	3	13	14	8%
Inappropriate Use Of approved restraints that results in injury	1	0	0	0	0	0	0	0	1	0	1	0	0	0	3	0	100%
Missing Person	2	1	0	0	10	4	0	0	0	0	1	1	0	0	13	6	54%
Neglect	13	14	1	2	1	0	32	40	0	0	0	0	15	21	62	77	24.2%
Other	0	0	0	0	2	0	0	0	0	0	1	0	0	0	3	0	100%
Serious Medication Error	2	0	0	0	6	1	0	0	0	0	1	0	0	0	9	1	89%
Serious Physical Injury	3	4	2	2	35	46	0	1	0	0	6	5	0	1	46	59	28.3%
Suicide Attempt	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	100%
Unplanned or emergency inpatient hospitalization	3	3	1	1	101	91	0	0	0	0	1	2	0	0	106	97	8.5%
Use of unapproved restraints	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1	0%
Total:	28	33	15	16	157	144	43	54	2	0	13	10	29	36	287	293	2.1%

SRI Investigation Recommendations

- At the completion of each investigation by IMEU, the Compliance Specialists enters the recommendations into MCIS.
- Each recommendation has a range from 1 – 60 days to address.
- Compliance Specialists works with the provider to ensure all recommendations from the investigation are implemented timely.

Status of Recommendations Closure, FY19 Q1 and Q2

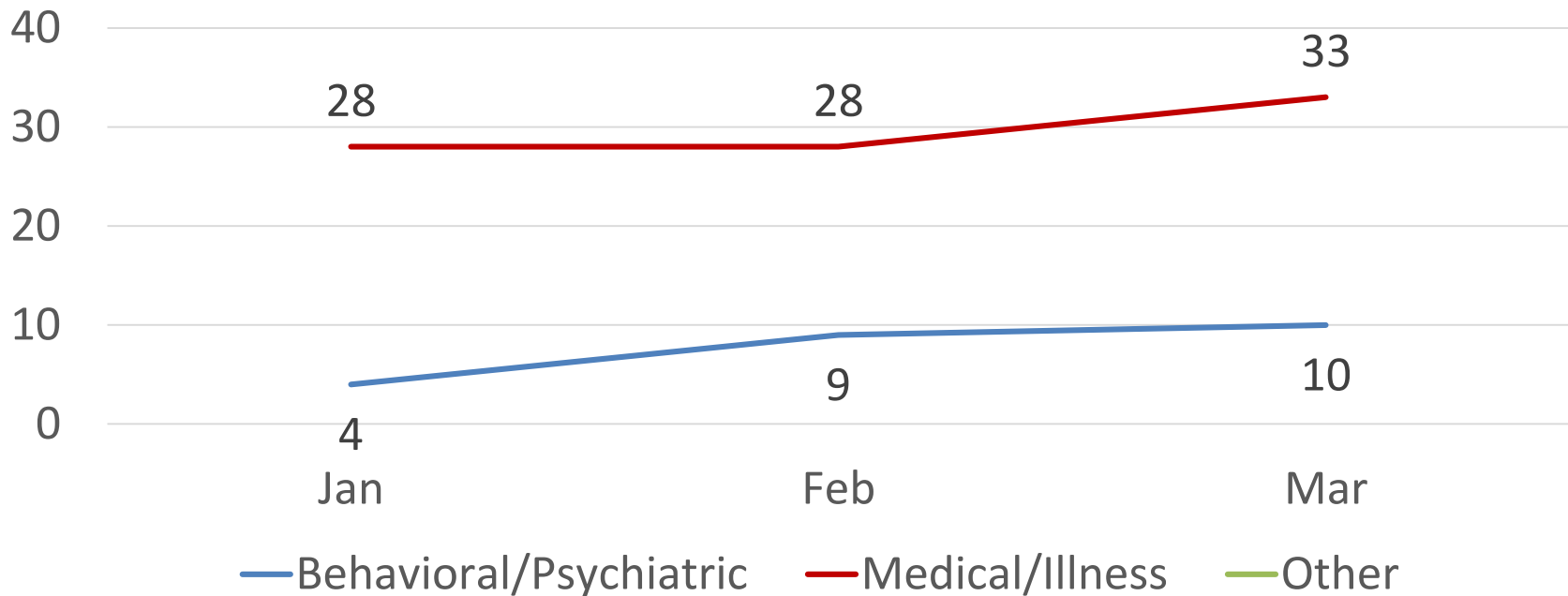


Recommendation Status	Q1	Q2
Implemented on Time	210	473
Implemented but within 30 days past due	13	17
Total	223	490

Q1 Data represents 68 providers and 223 incidents accepted in FY18 and FY19.

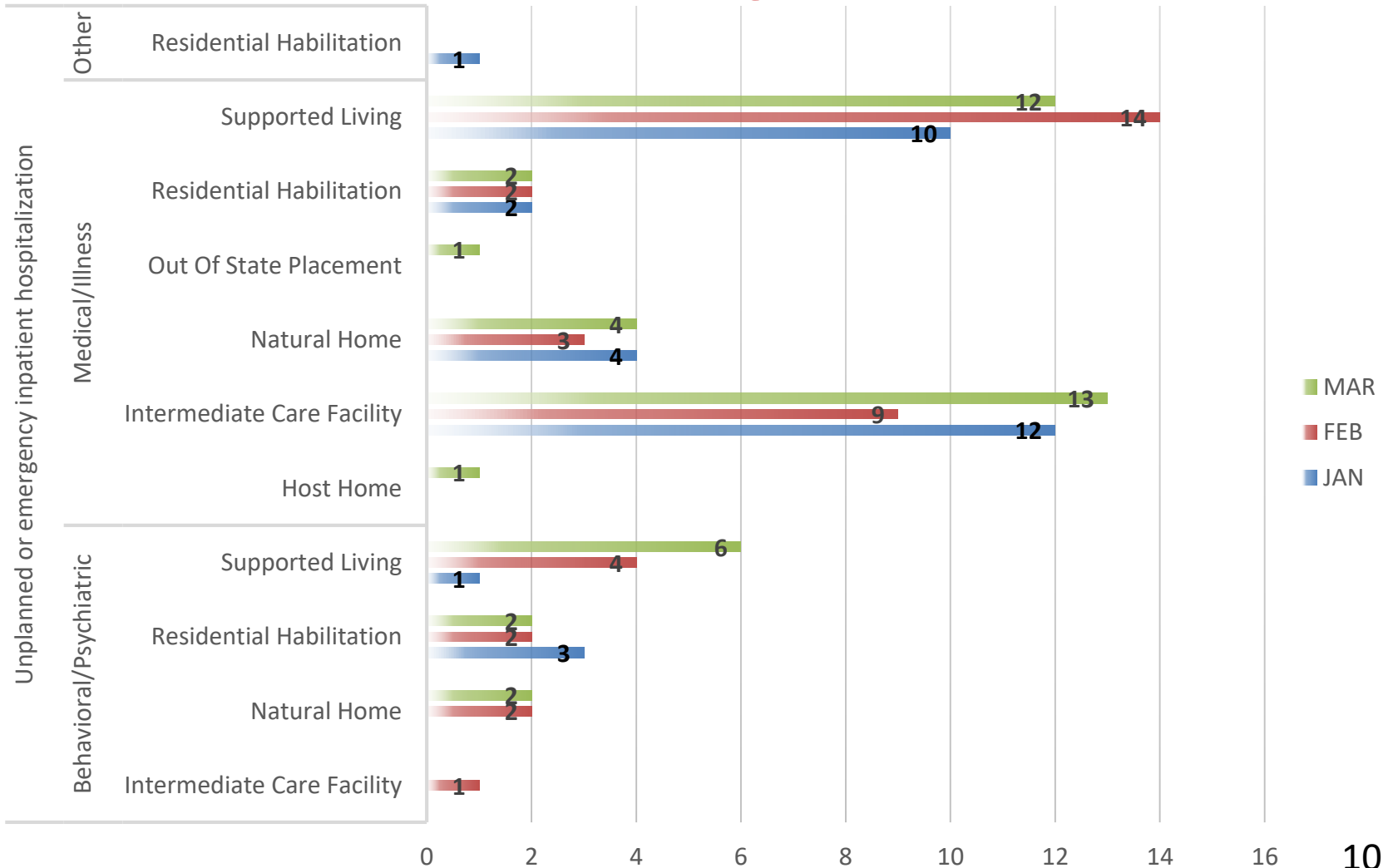
Q2 Data represents 60 providers and 222 incidents accepted in FY 19 Q2.

Unplanned and Emergency Inpatient Hospitalizations



20.4%	18 unique individuals	(2 people had multiple hospitalizations)
78.8%	73 unique individuals	(8 people had multiple hospitalizations)
0.9%	1 person	

Hospitalizations by Type and Facility



Next Steps

- Reviewing and revising our Policies and Procedures on Incident Management.
- Applying with partners with a grant opportunity from the Department of Justice for Training and Services to End Violence Against Women with Disabilities.
- Identifying additional data points for incident outcomes and recommendations for further analysis.
- **What would like to see in our next quarterly report?**

Contact us with any concerns



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Recommendations?