

Louisiana's Coordinated System of Care (CSoC)

Patient Safety: Reporting Adverse Incidents

Magellan of Louisiana Provider Training

Quality Improvement Department

Revised January 2021

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Objectives for Training

1. Understand provider responsibilities for reporting adverse incidents.
2. Know and comprehend the different types of adverse incidents.
3. Be aware of special reporting requirements for incidents involving abuse.
4. Distinguish between reportable and non reportable adverse incidents.
5. Have knowledge of how to submit an Adverse Incident form to Magellan.

Provider Responsibilities



As a contracted provider of Magellan, it is your responsibility to:

- Complete this Adverse Incident training as part of new provider orientation.
- Know the definitions of reportable incidents.
- Notify Magellan within 24 hours of knowledge of a reportable incident involving a Louisiana CSoC member, whether it occurs at the provider's location or at another location.
- Report any incidents of child or adult abuse, neglect, exploitation, and extortion to Magellan and the appropriate regulatory body (e.g., Department of Child and Family Services (DCFS), Office of Aging and Adult Services, police, etc).
- Participate in the investigation of any adverse incident and complete corrective actions as needed.



Defining an Adverse Incident

What is an Adverse Incident?



Magellan defines an **Adverse Incident** as an unexpected occurrence in connection with services provided by Magellan, its subsidiaries and affiliates (Magellan), that led to or could have led to serious unintended or unexpected harm, loss or damage, such as death or serious injury, to an individual receiving services through Magellan or a third party that becomes known to Magellan staff.

Types of Adverse Incidents



Magellan adopts definitions of reportable incidents from Louisiana Department of Health (LDH).

Death

Suicide

Suicide Attempt

Abuse

Neglect

Exploitation

Extortion

Serious Injury/illness

Seclusion

Mechanical/Physical Restraint

Chemical Restraint

When do you report an Adverse Incident?



*Consider the following scenarios.
Are these reportable incidents?*



While delivering a service, a member reports she was depressed yesterday. The member denies having suicidal thoughts, but you note three superficial scratches on her left wrist.

Reportable Suicide Attempt?

You are the outpatient therapist. It comes to your attention that your client passed away at his home last night of natural causes.

Reportable Death?

During an inpatient hospital admission, Michael threatened to harm a peer during group therapy. The nurse administered a medication to reduce agitation as prescribed by the attending physician.

Reportable Chemical Restraint?

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Definitions of Reportable Incidents

Death and Suicide Attempt



Death

- Loss of the member's life. This does not include caregiver and/or family members.
- Always reportable regardless of circumstance, provider involvement, or location.

Suicide

- Death resulting from the purposeful action of self.
- Always reportable regardless of circumstance, provider involvement, or location.

Suicide Attempt

- The intentional and voluntary attempt to take one's own life.
- A suicide attempt is limited to the actual occurrence of an attempt that requires medical treatment, and/or where the member suffers or could have suffered significant injury or death.
- Examples of non-reportable events include:
 - Threats of suicide that do not result in an actual attempt
 - Gestures that clearly do not place the member at risk for serious injury or death
 - Actions that may place the member at risk, but where the member is not attempting harm to himself/herself

Serious Injury/Illness



- Reportable injury includes those instances when the member requires medical treatment more intensive than first aid or anything that causes unexpected morbidity to the member secondary to the inappropriate treatment rendered.
- First aid includes assessing a condition, cleaning a wound, applying topical medications, and applying simple bandages. Reportable illness of a member includes any life-threatening illness or any involuntary emergency psychiatric admission that occurs as the result of a residential provider's initiation.

Examples of Non- reportable Incidents

- Scheduled treatment of medical conditions, on an outpatient or inpatient basis
- Any voluntary inpatient admission to a psychiatric facility, or service at a crisis facility or psychiatric department of acute care hospitals for the purpose of evaluation and/or treatment
- Emergency room (ER) visits or inpatient admissions that result from a member's previously diagnosed chronic illness, where such episodes are part of the normal course of the illness
- ER visits where the visit is necessitated because of the unavailability of the member's primary care physician.

Seclusions and Restraints



Seclusion or Restraint

- Providers are to report any use of seclusion or restraint (chemical and mechanical/physical).
- Providers are required to report all incidents of restraint and seclusion use that result in injury within the defined Adverse Incident reporting timeframes.

Seclusion

The involuntary confinement of an individual alone in a room or an area from which the individual is physically prevented from having contact with others or leaving.

Chemical restraint

Consist of one time as needed medications which restricts the freedom of movement or causes incapacitation by sedation

Mechanical/Physical Restraint

Any physical or mechanical device, material, or equipment attached or adjacent to the resident's body that the individual cannot remove easily which restricts freedom of movement or normal access to one's body.



Any one of the following acts which seriously endanger the physical, mental, or emotional health and safety of the child:

- The infliction, attempted infliction, or, as a result of inadequate supervision.
- The allowance of the infliction or attempted infliction of physical or mental injury upon the child by a parent or any other person.
- The exploitation or overwork of a child by a parent or any other person.
- The involvement of a child in any sexual act with a parent or any other person.
- The aiding or toleration by the parent or the caretaker of the child's sexual involvement with any other person or of the child's involvement in pornographic displays or any other involvement of a child in sexual activity constituting a crime under the laws of this state.

Source: *Children's Code Article 603*

Child Neglect



- Defined as the refusal or unreasonable failure of a parent or caretaker to supply the child with necessary food, clothing, shelter, care, treatment, or counseling for injury, illness, or condition of the child, as a result of which the child's physical, mental, or emotional health and safety is substantially threatened or impaired.
- This includes prenatal illegal drug exposure caused by a parent, resulting in the newborn being affected by the drug exposure or withdrawal symptoms.

Source: *Children's Code Article 603*



Adult Abuse is defined as the infliction of physical or mental injury or actions which may reasonably be expected to inflict physical injury, on an adult by other parties, including but not limited to such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds or other things of value.

Source: Louisiana Revised Statutes 15:403.2

Adult Neglect



- The failure, by a caregiver responsible for an adult's care or by other parties to provide the proper or necessary support or medical, surgical, or any other care necessary for his well-being.
- No adult who is being provided treatment in accordance with a recognized religious method of healing in lieu of medical treatment shall for that reason alone be considered to be neglected or abused.

Types of Adult Neglect

Caregiver

When another person is withholding or not assuring provision of basic necessary care, such as food, water, medical, or other support services, shelter, safety, reasonable personal and home cleanliness or any other necessary care.

Self

When a person fails, through one's own action or inaction, to secure basic essentials such as food, medical, care, support services, shelter, utilities or any other care needed for one's well-being.

Source: Louisiana Revised Statutes.15.1503.10

Adult Exploitation and Extortion



Exploitation

Defined as the illegal or improper use or management of the funds, assets, or property of a person who is aged or an adult with a disability, or the use of power of attorney or guardianship of a person who is aged or an adult with a disability for one's own profit or advantage.

Source: Louisiana Revised Statutes 15:503.7

Extortion

Defined as the acquisition of a thing of value from an unwilling or reluctant adult by physical force, intimidation, or abuse of legal or official authority.

Source: Louisiana Revised Statutes 15:503.7

Special Requirements for Reporting Abuse



All abuse incidents are required to be reported to Magellan and the appropriate regulatory body within ***24 hours of knowledge of incident.***



Children and Adolescents

- All incidents should be reported to the Department of Child and Family Services (DCFS) within 24 hours of knowledge.
- Hotline to report child abuse, neglect, or exploitation: 1 (855) 4LAKIDS (1-855-452-5437)
- More information on reporting adult abuse can be accessed [here](#).



Adults

- All incidents should be reported to the Office of Aging and Adult Services within 24 hours of knowledge. Adult:
- Hotline to report adult/elder abuse, neglect, or exploitation is 1 (800) 898 – 4910
- More information on reporting adult abuse is found [here](#).

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Practical Application

Reportable Adverse Incident?



Let's review scenarios from the beginning of the presentation...what would you do now?



While delivering a service, a member reports she was depressed yesterday. The member denies having suicidal thoughts, but you note three superficial scratches on her left wrist.

Should this be reported as a Suicide Attempt?

You are the outpatient therapist. It comes to your attention that your client passed away at his home last night of natural causes.

Would you report this death as a reportable incident?

During an inpatient hospital admission, Michael threatened to harm a peer during group therapy. The nurse administered a medication to reduce agitation as prescribed by the attending physician.

Would this Chemical Restraint be considered reportable?

How did you do?



While delivering a service, a member reports she was depressed yesterday. The member denies having suicidal thoughts, but you note three superficial scratches on her left wrist. **Reportable?**

No – Suicide Attempts are only reportable when the attempt requires medical treatment and/or where the member suffers or could have suffered significant injury or death.

You are the outpatient therapist. It comes to your attention that your client passed away at his home last night of natural causes. **Reportable?**

Yes – All deaths, regardless of reason, are reportable.

During an inpatient hospital admission, Michael threatened to harm a peer during group therapy. The nurse administered a medication to reduce agitation as prescribed by the attending physician. **Reportable?**

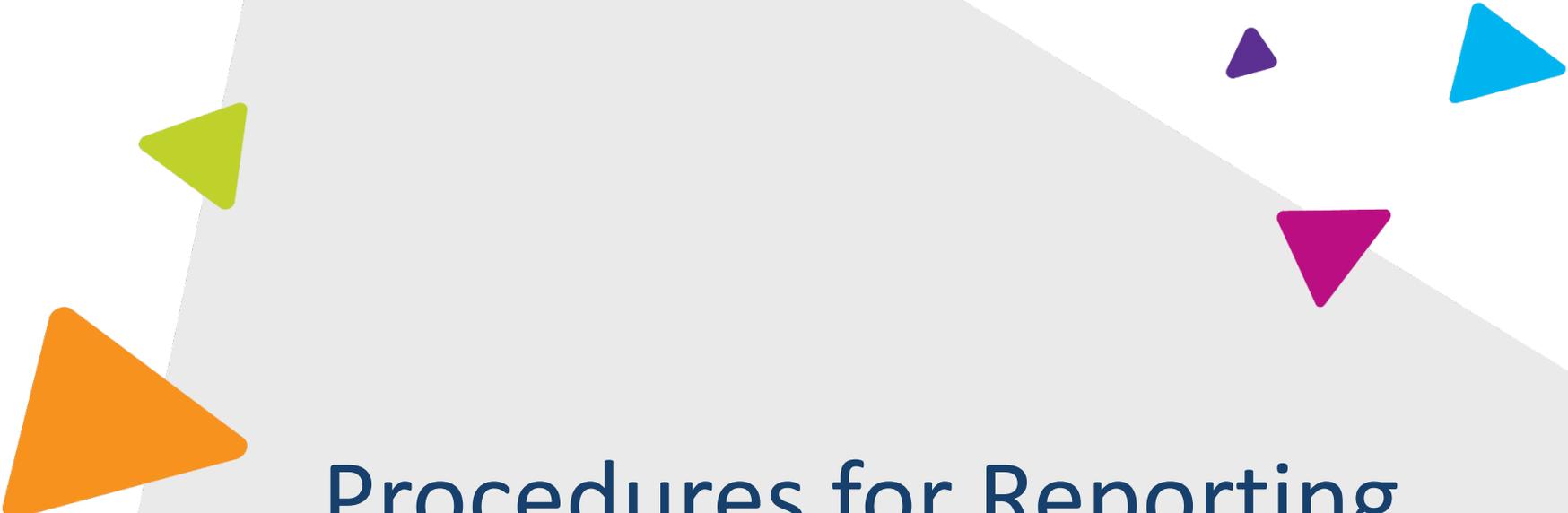
No – Medications administered as a prescribed PRN are not reportable as a Chemical Restraint.



If you are unsure or uncertain if an event should be reported as a critical incident, you should...

Report It!

Our staff review the information and contact you if we have any questions.

The slide features a light gray background with a white diagonal line running from the top-left to the bottom-right. Five colorful triangles are scattered around the text: a large orange triangle on the left, a smaller lime green triangle above it, a purple triangle in the upper right, a blue triangle to its right, and a magenta triangle below the purple one.

Procedures for Reporting

How do you Report an Incident?



Once you become aware or discover that a reportable incident occurred, notify Magellan using these 3 simple steps.

Download a copy of Magellan's Adverse Incident Report. You can also use your own form if it includes all the required fields.

Complete all relevant fields on the report and submit form to Magellan.

Fax or email the form to the Magellan Quality Improvement Department at 888-656-3857 or LACSoCQI@magellanhealth.com *within 24 hours of the discovery of the incident.*

Required Fields



Providers can also submit reports using a non-Magellan form – ***just make sure all the necessary information is included***

- Member Name
- Member Medicaid Number
- Member Date of Birth
- Gender
- Diagnosis
- Provider Level of Care
- Incident Location
- Date and Time of Incident
- Date of Discovery
- Date Form Completed
- Category of incident
- Description of Event
- Action taken to ensure safety of all involved (including debriefing efforts and steps to avoid similar future events)
- Parent/Guardian notified? Date/Person notified.
- Law enforcement/Protective Services notified within 24 hours of discovery / notification (if applicable)? If yes, agency and contact information.
- Member seen by psychiatrist, physician or nurse after incident? If yes, treatment.

Reporting a Restraint or Seclusion?



When reporting an incident of a restraint or seclusion that occurred during an inpatient hospital admission, the reporting should include:

- Interventions utilized prior to the use of seclusion and restraint
- Physician involvement in the order and subsequent face-to-face contacts
- Treatment plans adjusted, if warranted
- Criteria for release from seclusion/restraint
- Facility staff checks patient for basic needs, safety, vital signs, and/or more specific
- Monitoring of medical conditions as applicable

What happens next?



Once an incident is reported, Magellan is responsible to:

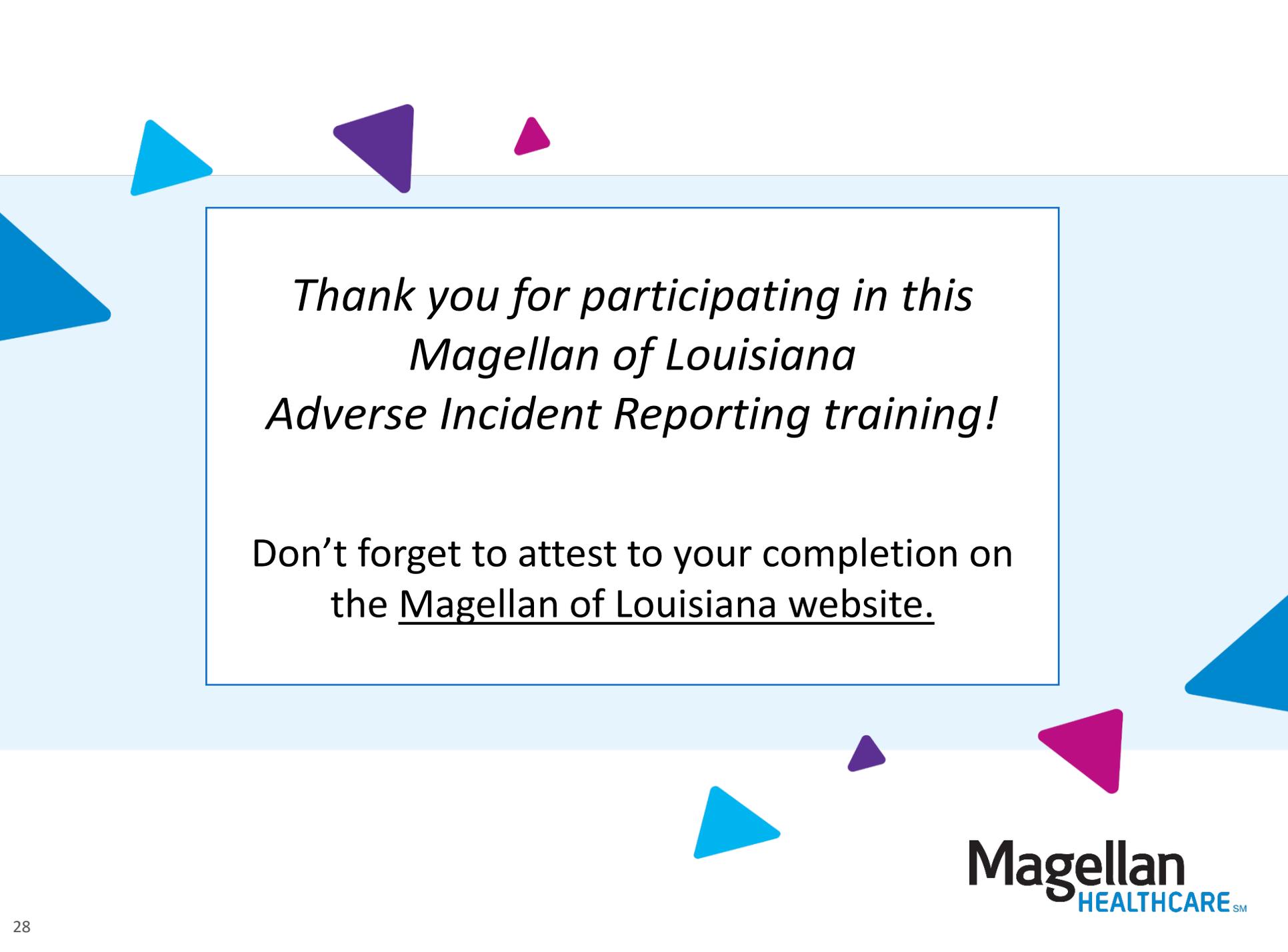
- Review incident to ensure that immediate member safety issues are resolved.
- Initiate investigation of the adverse incident and require corrective actions as needed.
- Track and trend incidents to identify and address systematic member safety issues.
- Report individual-level remediation actions taken for critical incidents involving substantiated abuse, neglect, exploitation, and death involving a provider to LDH.

Summary



So as a recap, let's review what providers need to do to ensure compliance with Adverse Incident Reporting requirements:

- Complete this Adverse Incident training as part of new provider orientation.
- Know the definitions of reportable incidents.
- Notify Magellan within 24 hours of knowledge of a reportable incident involving a Louisiana CSoC member, whether it occurs at the provider's location or at another location.
- Report any incidents of child or adult abuse, neglect, exploitation, and extortion to Magellan and the appropriate regulatory body (e.g., Department of Child and Family Services (DCFS), Office of Aging and Adult Services, police, etc).
- Participate in the investigation of any adverse incident and complete corrective actions as needed.



*Thank you for participating in this
Magellan of Louisiana
Adverse Incident Reporting training!*

Don't forget to attest to your completion on
the [Magellan of Louisiana website](#).

Leading humanity
to healthy,
vibrant lives



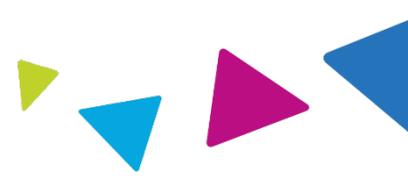
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