Patient Safety and Adverse Incidents

Louisiana CSoC
Quality Improvement Department
What is an Adverse Incident?

You are the outpatient therapist. It comes to your attention that a member passed away at his home last night of natural causes. Do you report a Death to Magellan?

A member was threatening to harm staff. The nurse gave the member a medication listed as a standing order. The medication was Zydis 5mg as needed for agitation. Do you report a Chemical Restraint to Magellan?

Today a member discusses that she had a depressed mood yesterday. You note three superficial scratches on her left wrist. Do you report a Suicide Attempt to Magellan?

During your assessment you note that Kristin has involuntary movements. Upon review of medication profile you notice that the patient has been given Risperdal which is listed as an allergy. Do you report a Medication Error to Magellan?

You are notified by your patient’s mother that he was not at school today and can not be located. Do you file a Missing Person’s report with Magellan?

Consider these member scenarios as we review what is an adverse event.
An adverse incident is 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.

*Magellan Adverse Incidents Policy 05/30/2014*
What Qualifies as an Incident?

Magellan will initiate a quality of care review of all known incidents in which an individual who is a Magellan member at the time of the incident and in treatment within a six (6) month period of the incident, completes a suicide or homicide and/or engages in another type of serious incident.
Reportable Incident Types

• Death
• Suicide
• Suicide Attempt
• Event Requiring Emergency Services
• Significant Medication Error
• Elopement
• Injury/illness

• Abuse
• Neglect
• Exploitation
• Extortion
• Seclusion
• Mechanical/Physical Restraint
• Chemical Restraint
Death and Suicide Attempt

• **Death** – All deaths regardless of cause or the location where the death occurred.

• **Suicide** – Death resulting from the purposeful action of self.

• **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.

  – **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
Event Requiring Emergency Services

Event Requiring Emergency Services (of the fire department or a law enforcement agency) – This includes events such as fires, an individual charged with a crime, an individual who is a victim of a crime, acts of violence, vandalism, or misappropriation of member property.

- **Non-reportable events include:**
  - Non-emergency services of the fire department or law enforcement agency
  - Police presence related to commitment procedures or rescue squad activities
  - Testing of alarm systems/false alarms or 911 calls by members that are unrelated to criminal activity or emergencies
Medication Errors

Significant Medication Error— A significant medication error includes an incorrect medication or incorrect dosage, where a member suffers an adverse consequence and receives treatment to offset the effects of the error. Any use of medication that results in member morbidity.

– Non-reportable events include:
  o Refusal by the member to take prescribed medication
Eloperment—Residential/Inpatient providers are to report a member who is out of contact with staff, without prior arrangement, for more than 2 hours. A person may be considered to be in “immediate jeopardy” based on his/her personal history and may be considered “missing” before 24 hours elapse in a community setting. Additionally, it is considered a reportable incident whenever the police are contacted about a missing person, or the police independently find and return the member, regardless of the amount of time he or she was missing.
**Injury/Illness**

**Injury or 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.

- **Non-reportable events include:**
  - *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.*
Abuse

• As it relates to reporting abuse, An adult is defined as a person over 18 years of age or an emancipated minor.

• All abuse incidents should also be reported to Magellan and the appropriate regulatory body:
  – Child: Department of Child and Family Services (DCFS)
    o Hotline to report child abuse, neglect, or exploitation: 1-855-4LA-KIDS (1-855-452-5437)
    o http://www.dss.state.la.us/index.cfm?md=pagebuilder&tmp=home&pid=109
  – Adult: Office of Aging and Adult Services
    o Hotline to report adult/elder abuse, neglect, or exploitation: 1.800.898.4910
    o http://www.dhh.state.la.us/index.cfm/page/120/n/126
Child Abuse

Child Abuse—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 of 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. (Children’s Code Article 603)
Adult Abuse

**Adult Abuse**- 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. (Louisiana Revised Statutes 15:403.2).
Child Neglect

Child Neglect- 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. (Children’s Code Article 603)
Adult Neglect

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. (Louisiana Revised Statutes. 15.1503.10)

- Definitions:
  - Care Giver – means 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 – means failing, 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.
Exploitation and Extortion

**Exploitation (adult):** 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. (Louisiana Revised Statutes 15:503.7)

**Extortion (adult):** The acquisition of a thing of value from an unwilling or reluctant adult by physical force, intimidation, or abuse of legal or official authority. (Louisiana Revised Statutes 15:503.8)
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** is 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 restraints** consist of one time as needed medications which restricts the freedom of movement or causes incapacitation by sedation.
- **Mechanical/Physical Restraint** is 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.
Let’s look at the scenarios from the beginning of the presentation
What is an Adverse Event?

A member was threatening to harm staff. The nurse gave the member a medication listed as a standing order. The medication was Zydis 5mg as needed for agitation. Do you report a Chemical Restraint to Magellan?

Today a member discusses that she had a depressed mood yesterday. You note three superficial scratches on her left wrist. Do you report a Suicide Attempt to Magellan?

You are notified by your patient’s mother that he was not at school today and can not be located. Do you file a Missing Person’s report wit Magellan?

During your assessment you note that Kristin has involuntary movements. Upon review of medication profile you notice that the patient has been given Risperdal which is listed as an allergy. Do you report a Medication Error to Magellan?

You are the outpatient therapist. It comes to your attention that your member passed away at his home last night of natural causes. Do you report a Death to Magellan?
What is an Adverse Event?

A member was threatening to harm staff. The nurse gave the member a medication listed as a standing order. The medication was Zydis 5mg as needed for agitation. **No Report Needed for PRN**

Today a member discusses that she had a depressed mood yesterday. You note three superficial scratches on her left wrist. **No Report Needed for threats of suicide or gestures that do not place member at risk for serious injury or death.**

You are notified by your patient’s mother that he was not at school today and can not be located. **No report is needed to be sent to Magellan for members not admitted in residential or inpatient facility.**

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

During your assessment you note that Kristin has involuntary movements. Upon review of medication profile you notice that the patient has been given Risperdal which is listed as an allergy. **REPORT**
Some Important Links:

• Link to Adverse Incident Section of Magellan Website

• Link to Reporting Form
  http://www.magellanoflouisiana.com/media/699707/csocadverseincidentreporting_formfinalobhapproval.pdf

• Instructions and Definitions
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