



MENTAL RETARDATION BULLETIN

COMMONWEALTH OF PENNSYLVANIA

DEPARTMENT OF PUBLIC WELFARE

DATE OF ISSUE
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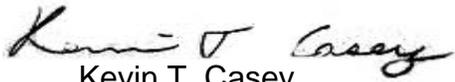
EFFECTIVE DATE
IMMEDIATELY

NUMBER
00-06-11

SUBJECT:

Provider and County Incident Management
Analysis Report

BY:


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SCOPE:

County Mental Health/Mental Retardation Administrators
Supports Coordination Entities
Community Home Directors
Family Living Directors
Adult Training Facility Directors
Vocational Facility Directors
Non-State ICF/MR Directors
State ICF/MR Directors

PURPOSE:

The purpose of this Bulletin is to describe the delivery of Incident Management (IM) Trend and Quality Performance Reports, components of the IM Analysis Report templates and submission dates for the Provider and County IM Analysis Reports.

BACKGROUND:

MR Bulletin 6000-04-01 entitled "*Incident Management*", effective February 28, 2004, outlined an incident management process for persons who are supported by the Pennsylvania Mental Retardation (MR) service system. This Bulletin established statewide reporting standards in order to protect the health and welfare, enhance the dignity and protect the rights of people receiving supports and services. Since the inception of the statewide Incident Management (IM) reporting system and its associated policies, the Office of Mental Retardation (OMR) and all those within the scope of this Bulletin are partners in embedding quality management practices of which IM analysis is a component.

The purpose of quality management within the MR system is to enhance the quality of life of individuals. OMR views quality management as a planned, systemic and organization-wide approach to data collection and analysis, performance measurement and continuous improvement.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

THE APPROPRIATE REGIONAL PROGRAM MANAGER

Incident Management is a sub-system of a larger risk management process; combined with other areas of risk assessment including employee injuries, complaints, satisfaction surveys, and hiring practices. IM is an essential component of a comprehensive quality management process.

DISCUSSION:

Description of IM Trend and Quality Performance Reports Delivery Process

The IM Trend and Quality Performance Reports data delivery process is aimed at providing standard aggregate data to providers and counties. The IM Trend and Quality Performance Reports are sources of relevant data for Incident Management/Risk Management/Quality Management Committee meetings and completion of the Provider and County IM Analysis Report templates.

Delivery of IM Trend and Quality Performance Reports – Providers

The IM Trend and Quality Performance Reports will be delivered to providers on a quarterly basis via Home and Community Services Information System (HCSIS). Quarters are based on a calendar year.

In order to access the IM Trend and Quality Performance Reports, providers must have the Provider IM Representative role added to their HCSIS profile. The IM Trend and Quality Performance Reports will be delivered by Friday of the second full week of the following months: January, April, July and October. A total of seven reports will be delivered in the HCSIS Reports Inbox.

Five Data Summary Reports:

1. Incident Management Data Summary
2. Incident Management Data Summary for Provider Compared to Statewide Data
3. Incident Management Investigation Data Summary
4. Incident Management Investigation Data Summary Compared to Statewide Data
5. Incident Management Milestone Data Summary

Two QM Core Performance Reports:

1. Reduction in Incidents for Providers (Restrains)
2. Reduction in Repeat Occurrences of Incidents for Unique Individuals for Providers (Individual to Individual Abuse)

The IM Trend and Quality Performance Reports will encompass the last five quarters of data from the date the reports are received. The reports are available on HCSIS for 60 days.

Delivery of IM Trend and Quality Performance Reports – Counties and State Centers

Counties will access their IM Trend and Quality Performance Reports through the Data Warehouse. The Data Warehouse is available to county users who have completed relevant training. The IM Trend and Quality Performance Reports will be delivered by Friday of the second full week of the following months: January, April, July and October.

The IM Trend and Quality Performance Reports will encompass the last five quarters of data from the date the reports are received.

Description of IM Analysis Report Templates

A template has been developed that creates a standardized format for the completion of the Provider and County IM Analysis Report. The template is used to assist in:

- Converting incident and investigation data into information.
- Analyzing aggregate data.
- Identifying systemic issues derived from the aggregate analysis.
- Identifying preventative initiatives to reduce risk of recurrence.
- Identifying quality recommendations and strategies to promote the continued effort to ensure the health, welfare, and rights of people receiving supports and services.

The IM Analysis Report template has a list of “Questions for Consideration.” These questions are to be used as guidelines in the development of the IM Analysis Report. In addition, the IM Analysis Report template describes the systemic quality improvement and prevention activities implemented to improve and enhance the health and safety of individuals served by the provider.

The sections of the Provider and County IM Analysis Report template are as follows:

1. *Provider IM Analysis Report Template*
 - a. Face Sheet:
 - b. Current Analysis Report Period
 - c. Provider Name
 - d. County Reporting To
 - e. Section 1: Overall Analysis
 - f. Section 2: Prevention/Quality Improvement Activities
 - g. Section 3: Follow-up/Recommendations
2. *County IM Analysis Report Template*
 - a. Face Sheet:
 - b. Current Analysis Report Period
 - c. County Reporting
 - d. Section 1: Overall Analysis
 - e. Section 2: Prevention/Quality Improvement Activities
 - f. Section 3: Follow-up/Recommendations

Timeframes for Submission of IM Analysis Reports – Provider

A provider is to complete and submit a single qualitative IM Analysis Report. This report should be submitted via e-mail to each county MH/MR program where a person is registered.

A Provider IM Analysis Report is due to the appropriate county(ies) by Friday of the second full week of the months of December and June.

Timeframes for Submission of IM Analysis Report – County

A County IM Analysis Report is due to the appropriate regional office by Friday of the second full week of the months of January and July.

Information Availability

IM Trend and Quality Performance Reports (utilizing mock data), IM Analysis Report templates and other tools are available on the Learning Management System (LMS) website www.humanservices-r.state.pa.us.

In order to access material, a Quality Manager role must be assigned by a local LMS Administrator within a Provider or County agency. The purpose of the Quality Manager role is to allow on-line access through the LMS for quality and risk management training and related material. The following is a list of documents that can be found on LMS:

- Category Mapping Updated
- Common Factors Checklist Tool
- Data for Quality Management
- Frequently Asked Questions
- HCSIS Report Descriptions
- How to Calculate a Rate
- IM Data Summary Reports Job Aid
- Operational Definitions and Aggregate Analysis Example
- Performance Measurement Tools at a Glance
- Quality Improvement Activity Tracking Form
- Quality of Investigations Excel Template

*This bulletin is subject to change. Revisions to this bulletin will be communicated by OMR.