



Department of Medicaid

John R. Kasich, Governor

John B. McCarthy, Director

HOME Choice Protection from Harm

Training with HOME Choice Service Providers

April 30, May 1, 12 and 15, 2015





A Quality Management System

- CMS Policy Guidance
- Every state must have a **Quality Management strategy** consistent with the waiver requirements for all MFP participants



Quality Management/Protection from Harm

1

- Critical Incident Reporting System

2

- Risk Assessment & Mitigation Protocol

3

- Back up Strategy



Critical Incident Reporting System

- **What** to Report
- **Who** Reports
- **When** to Report
- **How** to Report





What to Report?

Q. What is an Incident?

A. An Incident is **a situation that may cause harm or have the potential to cause harm to one our of HOME Choice participants**. They are alleged, suspected or actual events that are not consistent with routine care or routine service delivery.



Incident Types

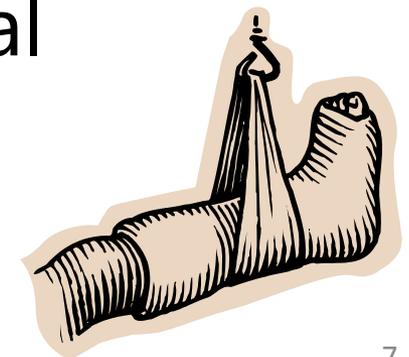
- Abuse
- Accident /Injury
- Back Up Plan Failure
- Death
- Environmental Emergency
- Exacerbation of Health Problems
- Exploitation
- Hospitalization
- Inappropriate Services/Unmet Need
- Involvement with Criminal Justice System
- Location Unknown
- Loss of Caregiver
- Loss of Housing
- Loss of Income
- Medication Administration Error
- Neglect
- Nursing Facility Readmission
- Other
- Sentenced to Jail /Prison
- Substance Abuse/Overdose
- Suicidal thoughts/attempts
- Theft of Medication, Money or personal Property
- Victim of a Crime, Other



Incident Types

- **Abuse*** – includes any of the following:
 - Emotional/Mental Abuse
 - Physical abuse
 - Sexual Abuse
 - Verbal Abuse

* Mandated reporting requirement
- **Accident/Injury** – unexpected accident, injury or fall that requires medical assessment or treatment



Incident Types (cont.)

- **Back-up Plan Failure** – identified back ups fail or unable/unavailable to provide crucial support
- **Death** - for any reason
- **Environmental Emergency** - power outage, fire, flood, etc. disrupting living situation



Incident Types (cont.)

- **Exacerbation of Health Problems** – increase in the severity of disease or its signs/symptoms
- **Exploitation*** - using a person for profit or advantage
 - * Mandated reporting requirement
- **Hospitalization** – an unplanned admission





Incident Types (cont.)

- **Inappropriate services/unmet need** – services not in place to meet an identified need
- **Involvement with criminal justice system** – as a witness to a crime, involved in actual criminal activity, etc.
- **Location Unknown** - whereabouts are unknown, missing
- **Loss of Caregiver** – impacts ability to remain in the community or impacts health and safety

Incident Types (cont.)

- **Loss of Housing** - homelessness or the reasonable threat of homelessness
- **Loss of Income** – end of primary source of income
- **Medication Administration Error** – wrong amount, form, and/or timeframe that result in illness/injury or medical intervention



Incident Types (cont.)

- **Neglect*** – inaction that adversely affects health and/or safety
 - *Mandated Reporting Requirement
- **Nursing Facility Readmission** – admission to a NF, ICF, AL (that is not a HOME Choice Qualified Residence) or a Residential Treatment Facility
- **Other** – Used for ER visits, individual's behavior, significant decline in mental health status, etc.



Incident Types (cont.)

- **Sentenced to jail/prison** – sentenced to serve time in jail or prison facility, or court ordered to participation in residential treatment
- **Substance abuse/overdose** – accidental or intentional use of a drug greater than normally used or illegal substances with serious consequences
- **Suicidal thoughts/attempts** – communicates or attempts to take his or her life

Incident Types (cont.)

- **Theft** - includes any of the following:
 - Medication
 - Money
 - Personal Property
- **Victim of a Crime, other** - victim of an illegal action in a way not captured by another category





Incident Process

Entity Notified (Provider or Case Manager)

Protect from Immediate Harm

Gather Report Information



Case Manager

Confers with Individual

Develops Prevention Plan



Incident Management System

Report Created

PCG Processing/Investigation



Incident Reporter

- **Collection of incident information**

- Participant's name
- Date and time of incident
- Description of the incident
- Participants current location
- What actions taken to secure safety
- Other key people involved
- Perpetrator
- Your name and contact information
- Who reported information to you, if not the participant

Incident Reporter

- Report information to the participant's **Case Manager** (HC CM or Waiver)
- **REPORT IMMEDIATELY!**
 - Case manager responsible for submitting a formal incident report within 24 hours of being notified





HOME Choice Operations Unit

- Incident Reports are forwarded to HOME Choice Operations
- **100% of the incident reports are reviewed**
- Most reports are forwarded on to the Community Living Administrator (CLA)
- CLA may provide input in prevention planning



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Risk Mitigation



- What are the participant's needs?
- What challenges may be encountered while living in the community?
- How can putting services in place help overcome challenges & reduce risks?
- What community supports exist?



Risk Assessment /Mitigation Protocol

- Discharge Planning
- Contacts with the Participant
- Service Planning
 - HOME Choice Services
 - Waiver or State Plan Services
 - Community Services
- Incident Report Prevention Planning



Risk Assessment / Mitigation Protocol

- It is a **continuous cycle** of assessment of need and service planning to meet the identified need
- The Purpose of the Incident Management System





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Emergency/Back-up plans must...

- Individualized
- Available 24/7 – on call, live assistance
- Participation and Education of individual – who to call for what...
- Should be reviewed with ALL Service Providers



How does HOME Choice fulfill Protection from Harm Requirements?

- Train with HC Case Managers
- Train HC Service Providers
- Provide Participants
 - Incident Information
 - Emergency Plan
 - 24-hour Access Number



Comments or Thoughts?



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