



Incidents, Complaints and Mortality Reviews

MAY 2024

Welcome

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Housekeeping

Please:

- Use **CHAT** for immediate technical issues.
- Use **Q&A** button to ask questions to the panel.
- Click closed captioning (cc) to see the live transcript
- Complete the evaluation that will be sent in the follow-up email (the email will also serve as confirmation you attended)

The recording will be uploaded to the FSSA YouTube Channel after the live sessions have been conducted





Agenda

- An overview of Incident Reporting, what information is reported, and the importance of incident reporting and data that they provide.
- What the complaint process is, what to expect when a complaint is filed, and how to file a complaint with the BDS.
- The importance of the mortality review process, what information is collected, and what outcomes to expect from the mortality review process.
- How incident reports, complaints, and mortality reviews work to improve the services and supports that are provided to individuals receiving HCBS services.



Incident Reports

Regulating Authority

BDS Incident Types includes, but is not limited to:

A/N/E	Death of Person	Unsafe service delivery type	Elopement
Criminal activity	Injuries of unknown origin	Inadequate Staff Support	PRN meds related to behavior
	Unapproved Transitions	An event with the potential to cause harm	

A&D and TBI Incident Types includes, but is not limited to:

A/N/E

Death of
Person

Unsafe service
delivery type

Criminal
activity

Suicidal
ideation or
attempt

Injuries of
unknown
origin

Inadequate
Staff Support

Admission to a
nursing facility

A missing
person

Reporting Requirements

WHO?





BDS programs must report within 24 hours of occurrence or of someone becoming aware of incident

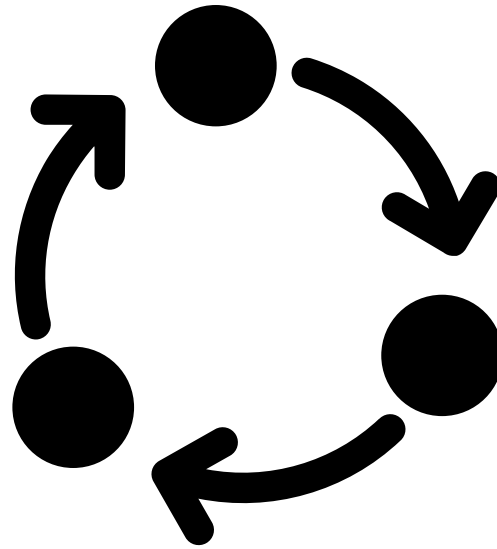
TBI and A&D incidents involving A/N/E must report within 24 hours of occurrence or of someone becoming aware of incident. All other types are within 48 hours of occurrence or knowledge

Reporting Requirements- TIMEFRAME

Reporting Requirements

HOW?

Initial Processing



Follow up

WHO/HOW/
WHEN?



Follow up

Critical/Sentinel Incidents

What is a critical/sentinel incident?

A&D and TBI incidents numbers per month

1,300 initial incidents per month

450 follow up incidents per month

140 incidents are classified as sentinel

23% or about 300 are non-reportable

BDS incidents numbers per month

6,000 initial incidents per month

2500 follow up incidents per month

1100 incidents are classified as critical

20% or about 1200 are non-reportable

Non-reportable incidents

*incidents that do not meet the reportable incident criteria

The most non-reportable incidents for BDS programs fall into these categories:

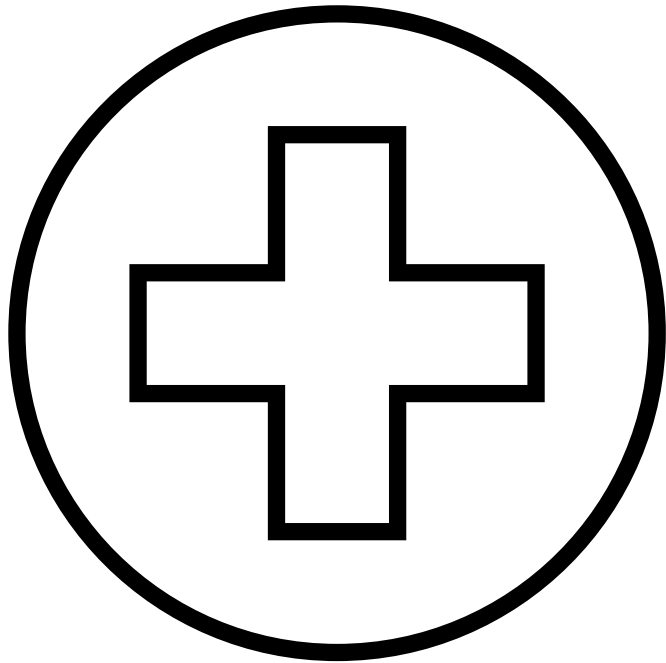
Medical Condition, Change in/Decline

Aggression to housemate/peer

Fall

Aggression to Staff

Other



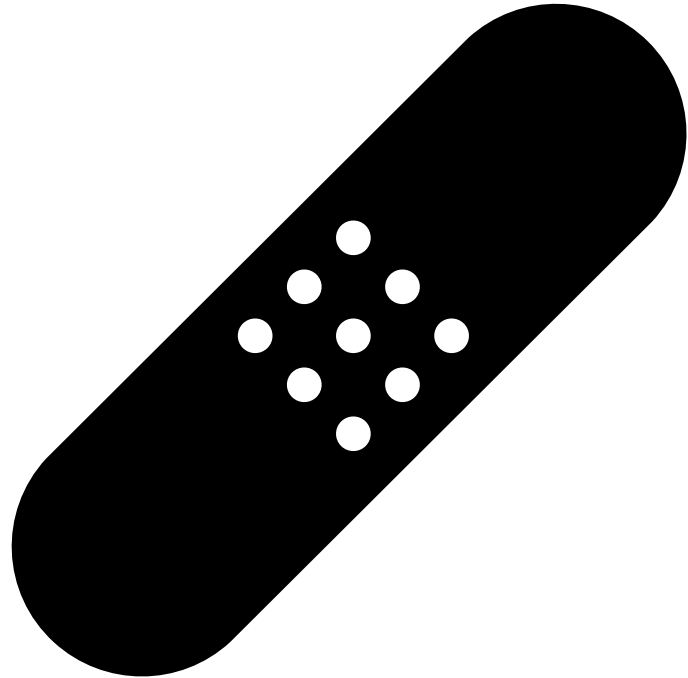
Medical
condition change
in/decline

Aggression to housemate/peer

Reportable? No for CIH and FS

Reportable? Yes for SGL and LP-ICF/IDD





Falls

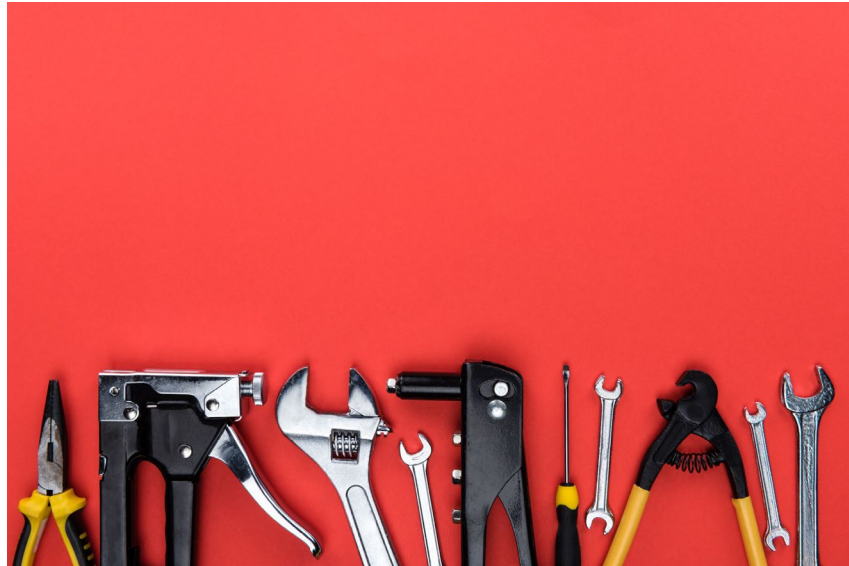
BY ITSELF,
AGGRESSION TO
STAFF IS NOT
REPORTABLE

Aggression to staff





Other



Interesting Facts

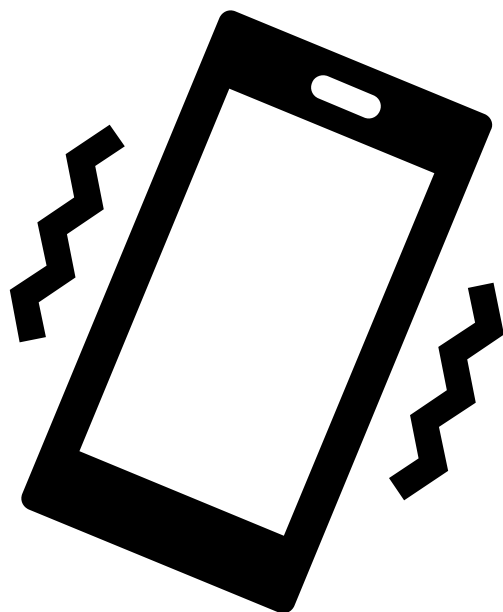


More
interesting facts





And finally.....



Complaints

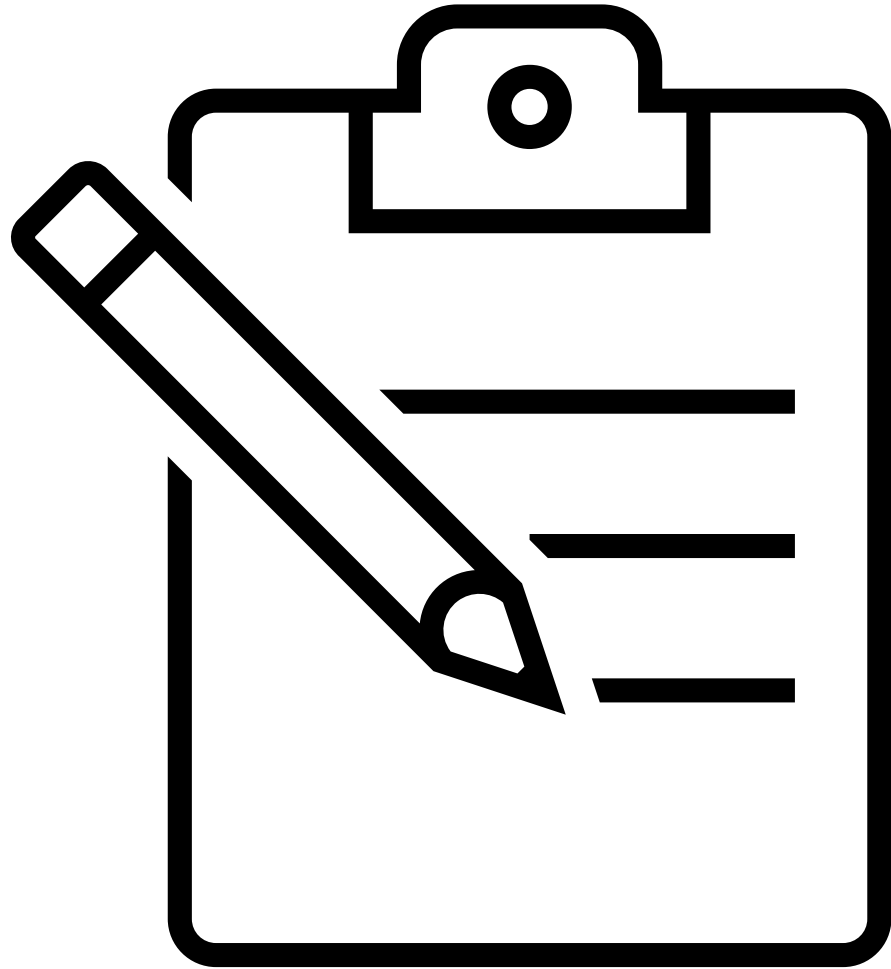
[FSSA: DDRS: BDS Quality Assurance \(in.gov\)](#)

Call: 800-545-7763

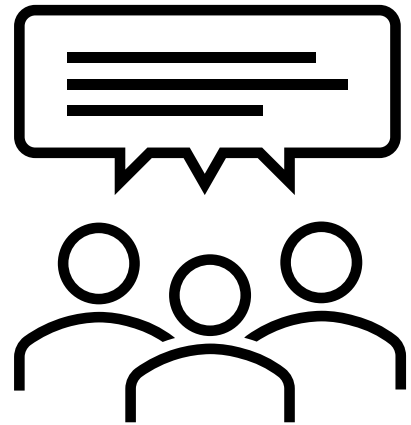
Link is under Complaint Section

Complaint classification	Brief Description
Exploration	There is not enough information to determine if a complaint is valid or if a full investigation is warranted
Pending Team Resolution	The case meets one or more of the following criteria: <ul style="list-style-type: none"> • The PCISP documents one set of expectations while the individual/guardian believes or wants something else to occur • The team is not working together to support the individual. • The team has not been involved to address the issue that is within their ability to address.
Critical	An indirect threat on the health, rights, or welfare of an individual
Urgent	There is an immediate or direct serious adverse effect on the health, rights, or welfare of an individual
Invalid	Does not meet criteria

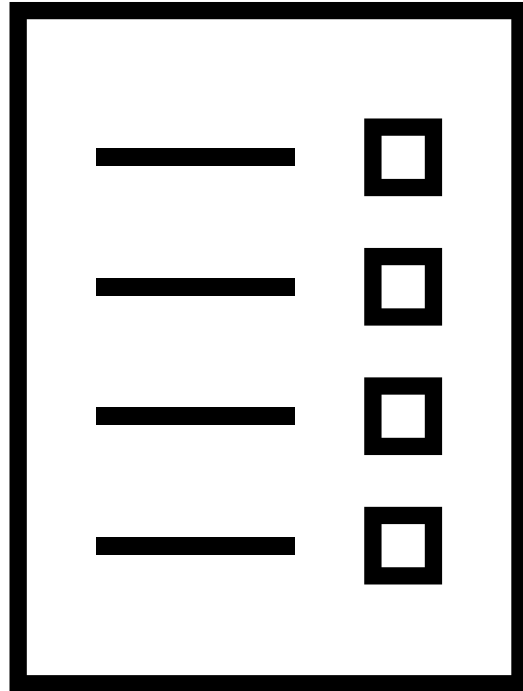
Complaint Classification



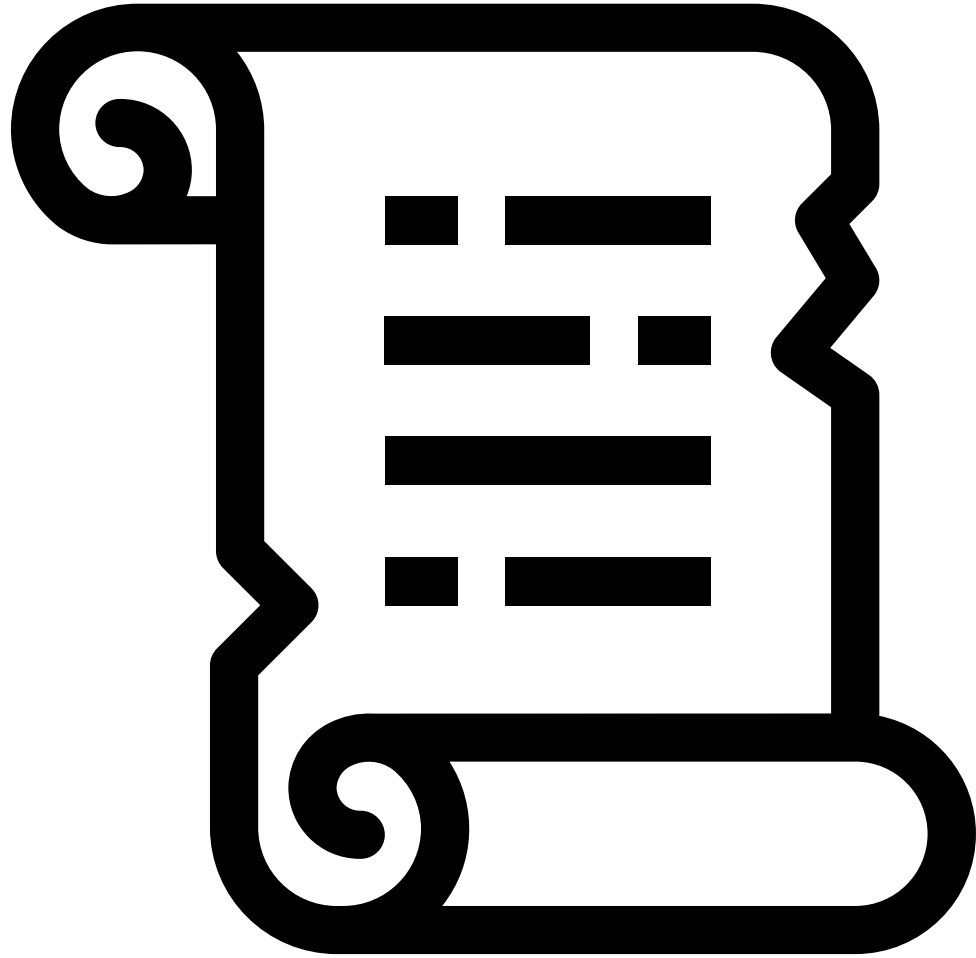
Complaint Investigation



Complaints- Investigation Summary



Complaint Investigation Summary



Complaint Storage and Communication



Upcoming Changes

Mortality Review



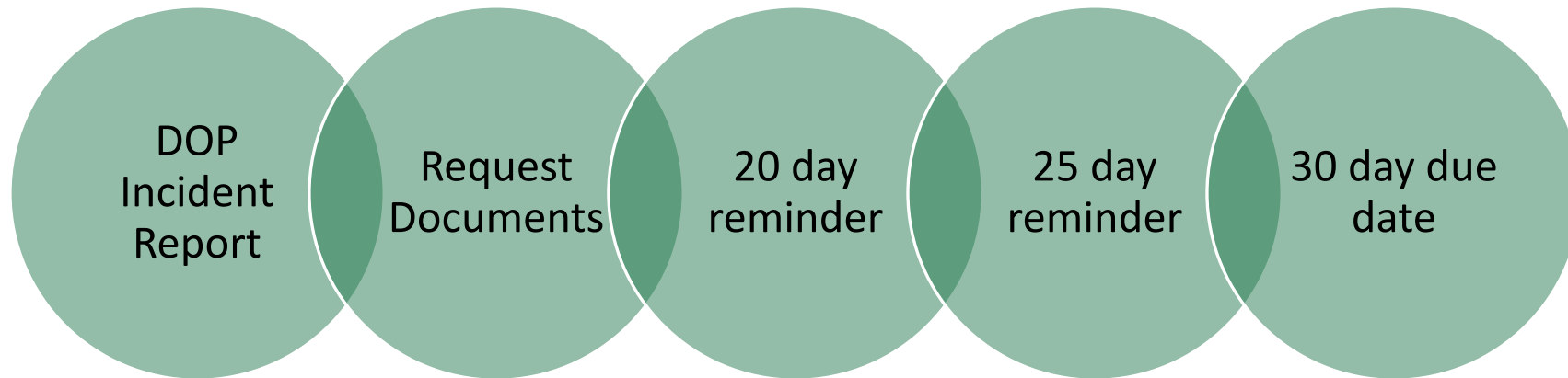
Others At Risk (OAR)

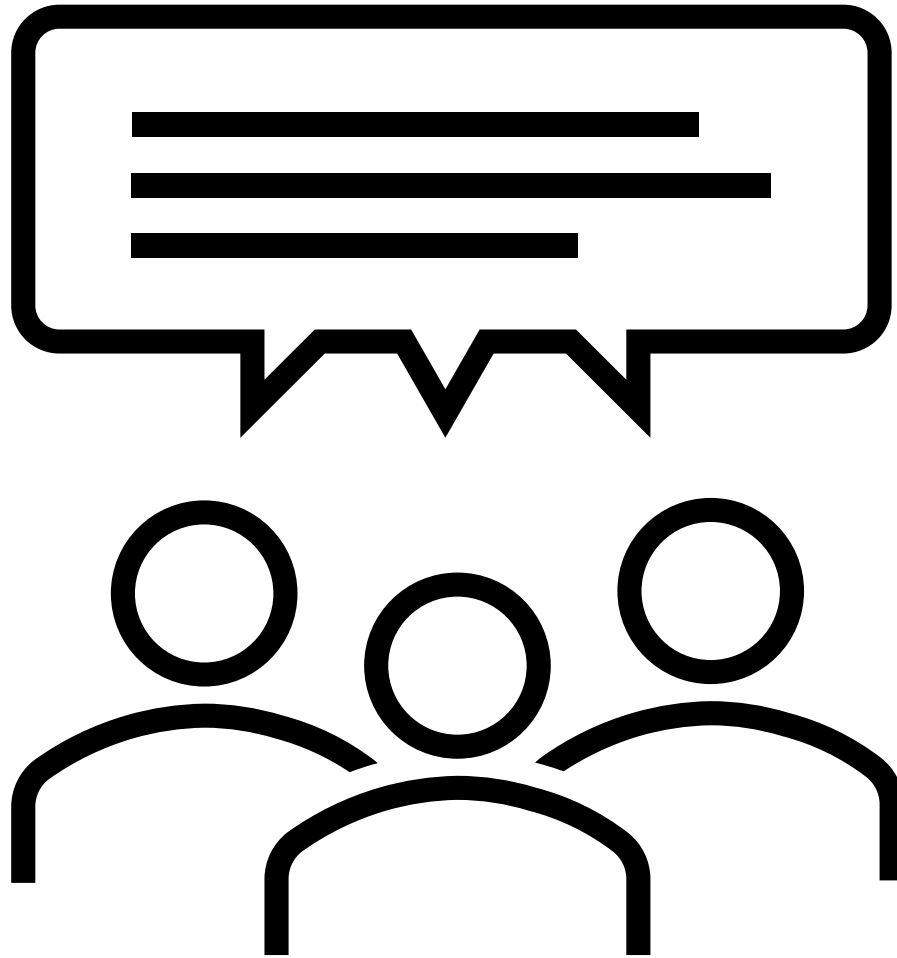




Mortality Review Triage Process

Mortality Review- Request for Documents





Mortality Review- Final Review

Mortality Review - Follow Up Process

Tier 1

Tier 2

Tier 3

Mortality Review Tier 1

Opportunities for improvement are minor

- Recommendations included
- No follow up

Mortality Review Tier 2

Issues may have affected the health of the individual but were not related to or caused the death

- CAP and follow up by BDS and/or MRC

Mortality Review Tier 3

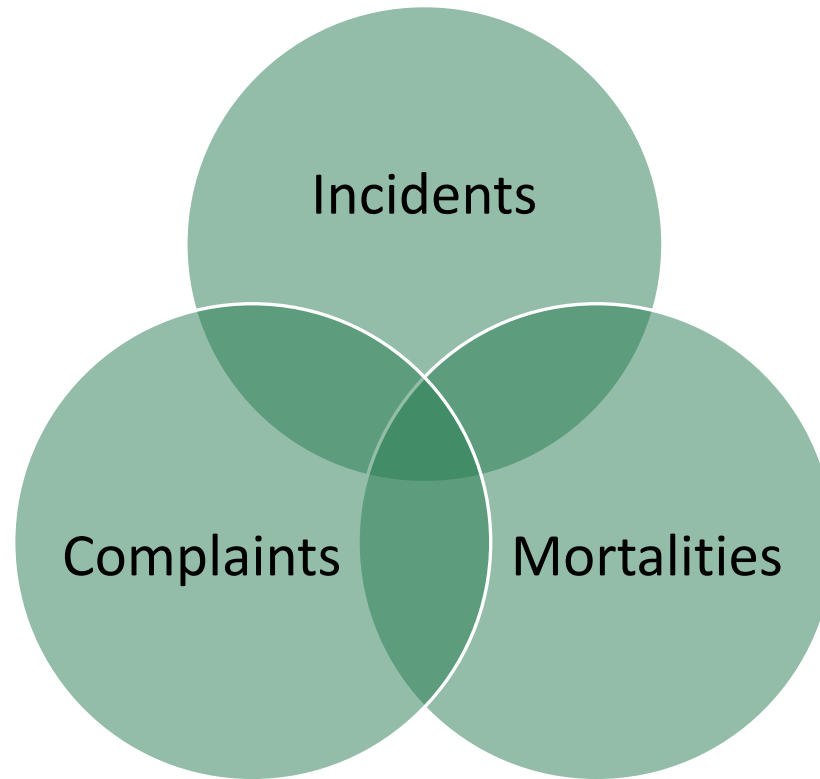
Issues identified that may have contributed to or caused the death

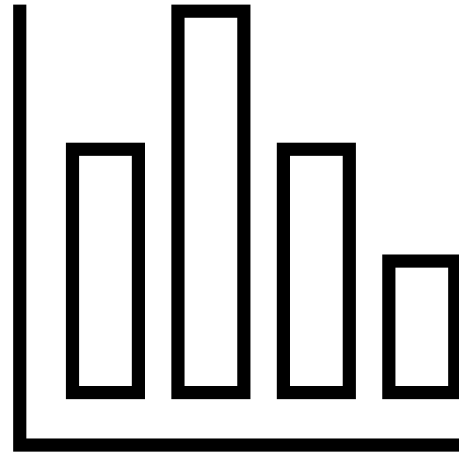
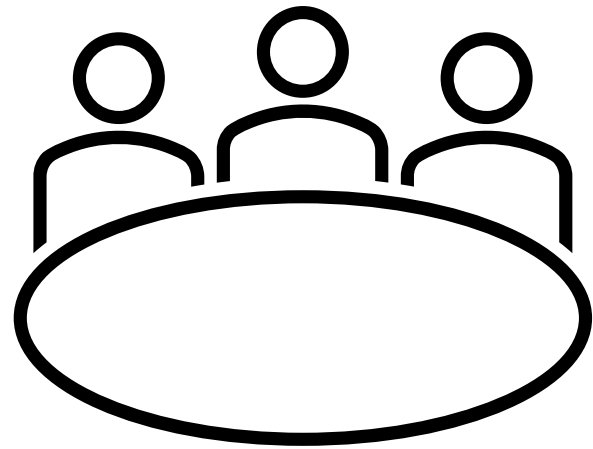
- CAP and follow up by BDS and/or MRC



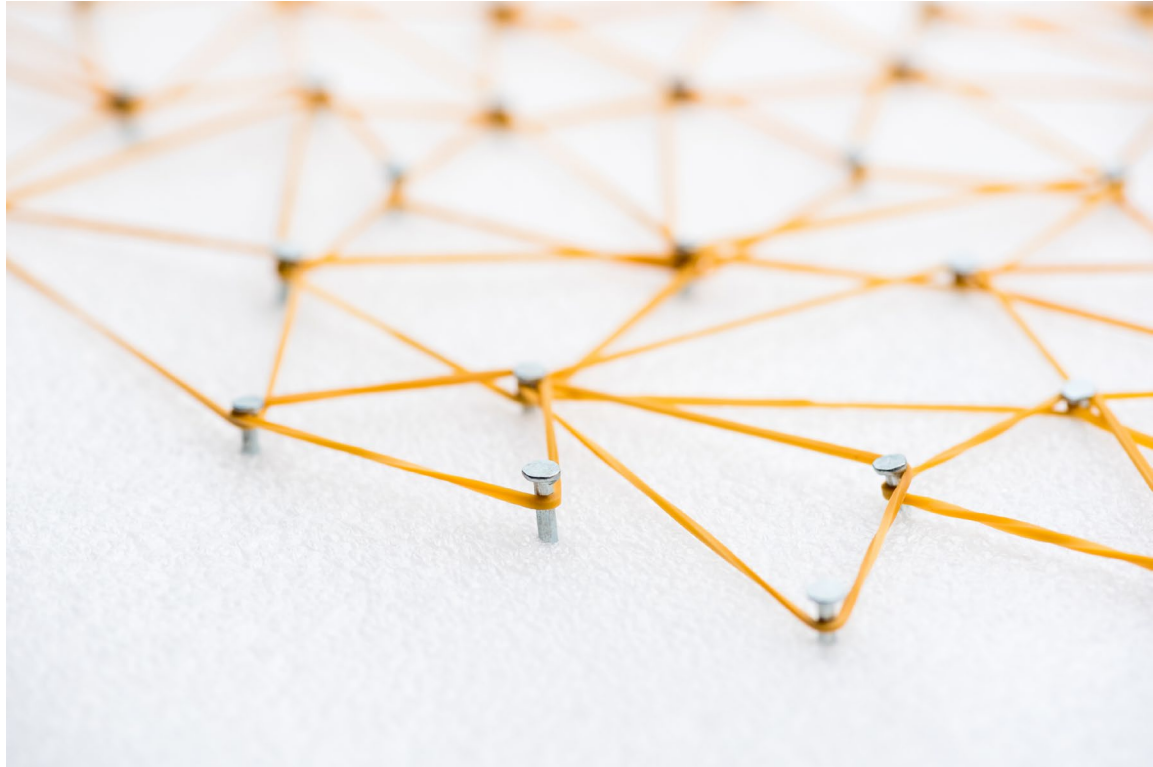
Mortality Review Upcoming changes

Using data and sharing information





Incident Management Review Committee



IMRC Follow up



What's
next?



ALL people are empowered to live, love, work, learn, play and pursue their dreams.





We're In This Together

If you need additional information,
please contact us at

800-545-7763

BDS.Help@fssa.IN.gov



Stay Connected

Sign up for the DDRS listserv:

<https://public.govdelivery.com/accounts/INFSSA/subscriber/new>

Follow the BDS FB page:

<https://www.facebook.com/Indiana-Bureau-of-Developmental-Disabilities-Services-318818311807579/>



BDS Additional Resources

BDS Quality Assurance Website

[FSSA: DDRS: BDS Quality Assurance \(in.gov\)](#)

IAC 460-6

[Indiana Administrative Code](#)

CIH Waiver

[Application for 1915\(c\) HCBS Waiver: IN.0378.R04.07 - Jul 01, 2023 \(as of Jul 01, 2023\)](#)

FS Waiver

[Application for 1915\(c\) HCBS Waiver: IN.0387.R04.07 - Jul 01, 2023 \(as of Jul 01, 2023\)](#)



Division of Aging Additional Resources

Division of Aging Website

[FSSA: Aging Home: Home](#)

IAC 455-2

[Indiana Administrative Code](#)

A&D Waiver

[Application for a §1915\(c\) Home and Community-Based Services Waiver \(in.gov\)](#)

TBI Waiver

[Application for 1915\(c\) HCBS Waiver: IN.4197.R05.01 - Jul 01, 2023 \(as of Jul 01, 2023\)](#)



Liberty Traks Additional Resources

Liberty Traks Support:

To complete a support ticket:

in-libertytrakssupport@libertyhealth.com

Liberty Traks Home Page:

[Apricot Login \(socialsolutions.com\)](https://socialsolutions.com)





obrigado

Dank U

Merci

mahalo

Köszi

спасибо

Grazie

Thank
you

mauruuru

Takk

Gracias

Dziękuję

Děkuju

danke

Kiitos

