

Adverse Incident Management

What is a critical or adverse incident?

- Adverse incidents shall be defined as, events or incidents that bring harm, or create the potential for harm, to a KDADS program participant. **See KDADS 2.6.17 Informational Memo re: Adverse Incident Reporting (AIR)**

When is it appropriate to report and incident?

- KDADS service providers **shall report all adverse incidents and serious occurrences** involving individuals receiving services from the following KDADS programs: Home and Community Based Services (HCBS) Waivers, Money Follows the Person (MFP), Mental Health, Substance Abuse, Aging and Disability Resources Centers (ADRC), Senior Care Act and Older Americans Act.
- Adverse Incidents shall be reported no later than **24 hours after the occurrence of an adverse incident.**
- **See KDADS 2.6.17 Informational Memo re: Adverse Incident Reporting (AIR)**

Why are incidents reported?

- The adverse incident reporting and review process is designed to **facilitate ongoing quality improvement to ensure the health and safety of individuals** receiving services by agencies licensed or funded by KDADS. It is intended to provide information to improve policies, procedures, and practices.
- All reportable adverse incidents shall be documented and analyzed as part of the provider's quality assurance and improvement program.

How is an incident reported?

- All adverse incidents shall be reported using the **KDADS Adverse Incident Reporting System** located on the KDADS website homepage in the Quick Links section. This reporting page is secure but does not require a login. **See Adverse Incident Report Form.**
- Follow steps outlined on the **Quick Reference for Submitting AIR Reports** and **AIR Instructions for Providers** to create, submit, print and close the report.
- Incidents regarding both child and adult abuse, neglect and exploitation **shall be reported to both** the Department of Children and Families (DCF) at 800.922.5330 and KDADS via the AIR System.

What happens after the incident report is submitted?

- At the time of submission an **email notification is sent to the designated KDADS program personnel.**
- MCO is verified by KDADS personnel and an **email notification is sent to MCO personnel** (if it involves an enrolled Medicaid member). Each MCO will only have access to incident reports involving consumers enrolled with a particular MCO at the time the incident occurred.
- **Information and documentation shall be readily available**, shared and exchanged between KDADS and MCOs.
- **All communications, findings, notes, other supporting documentation, etc., will be documented in the AIR database** as it is collected. Communication and collaboration between both parties will be ongoing until both parties are satisfied and can conclude the investigation.

Adverse Incident Definitions

OPTION	DEFINITION
Abuse:	Any act or failure to act performed intentionally or recklessly that causes or is likely to cause harm to a consumer, including: (1) infliction of physical or mental injury; (2) any sexual act with a consumer that does not consent or when the other person knows or should know that the consumer is incapable of resisting or declining consent to the sexual act due to mental deficiency or disease or due to fear of retribution or hardship; (3) unreasonable use of a physical restraint, isolation or medication that harms or is likely to the consumer; (4) unreasonable use of a physical or chemical restraint, medication or isolation as punishment, for convenience, in conflict with a physician's orders or as a substitute for treatment, except where such conduct or physical restraint is in furtherance of the health and safety of the consumer or another individual; (5) a threat or menacing conduct directed toward the consumer that results or might reasonably be expected to result in fear or emotional or mental distress to the consumer; (6) fiduciary abuse; or (7) omission or deprivation by a caretaker or another person of goods or services which are necessary to avoid physical or mental harm or illness.
Death:	Cessation of a consumer's life.
Elopement:	The unplanned departure from a unit or facility where the consumer leaves without prior notification or permission or staff escort.
Emergency Medical Care:	The provision of unplanned medical services to a recipient in an emergency room or emergency department. The unplanned medical care may or may not result in hospitalization.
Exploitation:	Misappropriation of the consumer's property or intentionally taking unfair advantage of an adult's physical or financial resources for another consumer's personal or financial advantage by the use of undue influence, coercion, harassment, duress, deception, false representation or false pretense by a caretaker or another person.
Fiduciary Abuse:	A situation in which any person who is the caretaker of, or who stands in a position of trust to, a consumer, takes, secretes, or appropriates their money or property, to any use or purpose not in the due and lawful execution of such person's trust or benefit.
Law Enforcement Involvement:	Any communication or contact with a public office that is vested by law with the duty to maintain public order, make arrests for crimes and investigate criminal acts, whether that duty extends to all crimes or is limited to specific crimes.
Misuse of Medications:	The incorrect administration or mismanagement of medication, by someone providing a CSP service which result in or could result in serious injury or illness to a consumer.
Natural Disaster:	Natural event such as a flood, earthquake, or tornado that causes great damage or loss of life.
Neglect:	Neglect - The failure or omission by one's self, caretaker or another person with a duty to supply or to provide goods or services which are reasonably necessary to ensure safety and well-being and to avoid physical or mental harm or illness.
Seclusion:	The involuntary confinement of a consumer alone in a room or area from which the consumer is physically prevented from leaving.
Restraint:	Any bodily force, device/object, or chemical used to substantially limit a person's movement.
Serious Injury:	An unexpected occurrence involving the significant impairment of the physical condition of a consumer. Serious injury specifically includes loss of limb or function.
Suicide:	Death caused by self-directed injurious behavior with any intent to die as a result of the behavior.
Suicide Attempt:	A non-fatal self-directed potentially injurious behavior with any intent to die as a result of the behavior. A suicide attempt may or may not result in injury.
Other, with an Explanation	

Adverse Incident Reporting Resources

- **KDADS 2.6.17 Informational Memo re: Adverse Incident Reporting (AIR)**
- **KDADS Homepage:** <http://www.kdads.ks.gov/home>
- **KDADS Adverse Incident Reporting:** <http://www.kdads.ks.gov/provider-home/providers/adverse-incident-reporting>
- **Adverse Incident Reporting (AIR) Form:** <https://webapps.kdads.ks.gov/LSOBP18/f?p=199:15::::15>
- **Quick Reference for Submitting AIR Reports:** <http://www.kdads.ks.gov/docs/default-source/General-Provider-Pages/manuals/AIR/quick-reference-for-submitting-air-reports-v2.pdf?sfvrsn=6>
- **AIR Instructions for Providers:** <http://www.kdads.ks.gov/docs/default-source/General-Provider-Pages/manuals/AIR/air-instructions-for-providers-v2.pdf?sfvrsn=6>

