

# Provider Update



This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/KS>.

## Adverse incident reporting to Kansas Department of Aging and Disability Services

**Summary of change:** Please see the attached informational memorandum from the Kansas Department of Aging and Disability Services (KDADS). This is a reminder to follow the current, mandated reporting process.

### Why is this change necessary?

KDADS is in the process of working with the Department of Children and Families to reduce the need to double report abuse, neglect and exploitation.

### Who do I call with questions?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

Timothy Keck, Secretary

Sam Brownback, Governor

### Informational Memo

From: Tim Keck, Acting Secretary Kansas Department of Aging and Disability Services (KDADS)

Date: February 6, 2017

Re: Adverse Incident Reporting (AIR)

This memorandum provides direction concerning adverse incident reporting to KDADS. Effective immediately adverse incidents shall be reported in accordance with the following:

1. 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.
2. Adverse incidents shall be reported no later than 24 hours after the occurrence of an adverse incident.
3. Adverse incidents shall be defined as, events or incidents that bring harm, or create the potential for harm, to a KDADS program participant.
4. All adverse incidents shall be reported using the KDADS Adverse Incident Reporting system available at <https://webapps.kdads.ks.gov/LSOBP18/f?p=199:15:::15:>

A user manual to the AIR system can be found at <https://www.kdads.ks.gov/docs/default-source/General-Provider-Pages/manuals/AIR/air-instructions-for-providers-v2.pdf?sfvrsn=6>.

5. Attachment 1 to this memo provides the list and definitions of adverse incidents which shall be reported.
6. Incidents regarding both child and adult abuse, neglect, and exploitation shall be reported to both the Department of Children and Families (DCF) and KDADS.

This memo is designed to provide immediate guidance for reporting adverse incidents. Currently KDADS is in the process of working with DCF to reduce the need to double report abuse, neglect and exploitation. When these systems are in place, KDADS will publish a final policy concerning adverse incident reporting.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Keck", written over a horizontal line.

Tim Keck  
Acting Secretary  
Kansas Department of Aging and Disability Services

### Attachment 1- 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:	A 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

OPTION	DEFINITION
	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	