



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: SENTINEL EVENTS

Policy Number: 2.01

Reference: DSHS Contract,
RCW 9.94A.030 (5)

Effective Date: 7/2007

Revision Date(s): 5/2007

Approved by: PRSN Executive Board

CROSS REFERENCES

- Form: Sentinel Events Incident Reporting Form
- Plan: Quality Management Plan
- Policy: Corrective Action Plans

PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure all sentinel events that it becomes aware of that occur within the provider network are reported to the Department of Social and Health Services (DSHS) and reviewed in a standardized way.

DEFINITIONS

Sentinel events are those events or occurrences which place part or all of the PRSN/ pre-paid inpatient plan (PIHP) system at risk, or which represent an unusual occurrence which may provide an opportunity to improve system effectiveness, efficiency, integrity or safety.

Examples of sentinel events include, but are not limited to:

- Homicide.
- Attempted homicide.
- Suicide or death under unusual circumstance.
- Abuse, neglect and/or exploitation of consumer by a PRSN staff, provider or subcontractor employee or volunteer.

- Incidents that are referred to Medicaid Fraud Unit.
- Violent acts.
- Events where the potential for negative media coverage exist.
- Allegation of rape or sexual assault.
- In addition to all incidents described above, the contractor is required to utilize professional judgment and report incidents that fall outside the scope of this section.

PROCEDURE

Provider Record

Each contractor and subcontractor maintains a record of all sentinel events and utilizes PRSN Sentinel Event Form capturing the following needed information:

1. Agency name, date, time and location of the incident or event.
2. Identity of all persons involved.
3. Description of the incident.
4. Results of the incident.
5. Potential risks represented by adverse incident.
6. Any outcomes or responses to the incident.
7. Any implications to the service delivery system at the provider or subcontractor and regional level.
8. Recommendations to prevent, lessen or intervene with similar incidents in the future.
9. How the sentinel event has been reviewed as part of the provider's or subcontractor's overall quality management process.

Reporting Requirements

1. Providers and subcontractors will report sentinel events to the PRSN Care Coordinator during the same business day in which the provider or subcontractor becomes aware of such an event. If the event occurs after business hours, notice must be given as soon as possible during the next business day.

2. If the PRSN Care Coordinator is unavailable, the provider or subcontractor will report the sentinel event to the PRSN Administrator. If the PRSN Administrator is not available, the provider or subcontractor will report the sentinel event to PRSN staff available.
3. The PRSN will report the incident the Department's Incident Manager within two hours of provider or subcontractor notification. If the event occurs after business hours, notice shall be given as soon as possible during the next business day.

The PRSN notification to the Department will include:

- A written description of the event.
 - Provider or subcontractor name, date, time and location of the incident or event.
 - Identity of persons involved in the incident (consumer and employees).
 - Any actions taken in response to the incident and the reason for those actions.
 - Any implications to the service delivery system.
 - Timeframes for additional follow-up, if requested by the MHD
4. The contractor will notify the following agencies or any others when required by law:
 - Adult Protective Services
 - Child Protective Services
 - Department of Health
 - Local Law Enforcement
 - Medicaid Fraud Control Unit
 - Washington State Patrol

Incident Review

The PRSN has the responsibility of overseeing PRSN funded services provided by the network providers and subcontractors. The PRSN shall be provided access to clinical documentation and agency documentation (i.e. QA Committee or Safety Committee notes) to investigate adverse incidents and potential for negative media events.

1. When requested by the MHD, the PRSN will work with the provider(s) to give follow-up information to the MHD within two weeks of the original notification regarding the efforts to prevent or lessen the possibility of future similar incidents.
2. All sentinel events reported to the PRSN are reviewed at the next monthly Quality Improvement Committee (QUIC) meeting. As part of the PRSN Quality Management Plan, the QUIC will review the sentinel event and may make

recommendations or request further action from the provider or subcontractor and the PRSN.

- Regular review of sentinel events is designed to identify trends and implement regional processes with the intent to avoid or reduce the impact of such events in the future.

MONITORING

This policy is mandated by statute and contract.

1. This policy will be monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review.
 - Targeted provider clinical chart review of incident chart.
 - Targeted review of provider critical incident file.
 - Quality Management Plan QUIC activities, such as review of sentinel events to identify trends and make recommendations to the PRSN. Reference the PRSN Quality Management Plan.
2. If a provider performs below expected standards during any of the reviews listed above a corrective action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.