

Information Memorandum Transmittal Developmental Disabilities Services



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Number: DD-IM-21-078

Issue date: 9/7/2021

Topic: Developmental Disabilities

Due date:

Subject: IMT for Quarter 4 and 2020 in Review

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental
Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In-Home
Services |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

ODDS has been conducting the same Incident Management Team trending analysis that Case Management Entities are required to conduct for the CAM (Centralized Abuse Management) system.

These analyses are done by the ODDS Quality Improvement team with the intent of developing a baseline from the data contained for one quarter (October – December of 2020) from the CAM system. We wanted to show this quarter compared to the previous 2020 quarters. ODDS did not do this analysis for any specific Case Management Entity, but for all: Serious Incidents, Intakes and Death Reviews across the State.

Incident Management Team Report

Serious Incident Entry Data

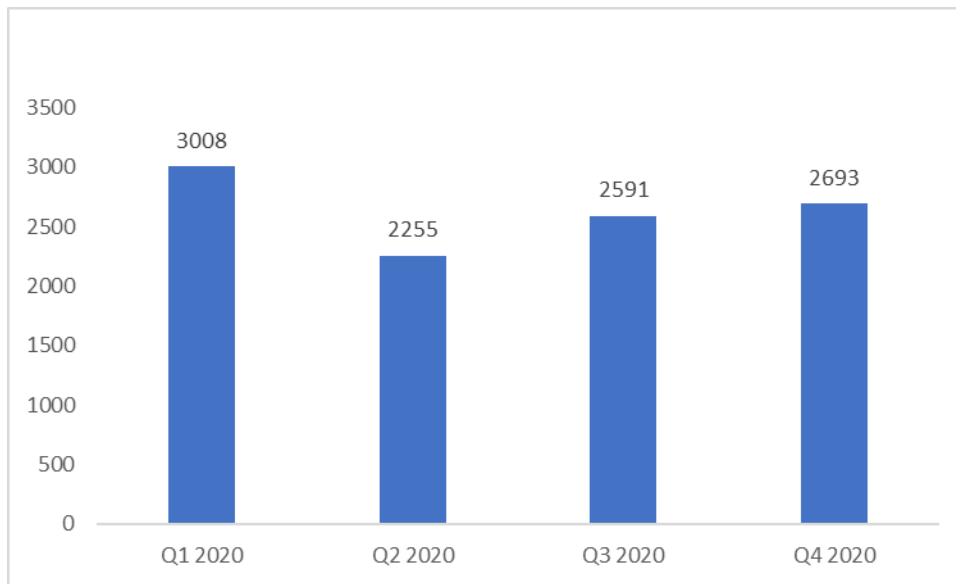
Serious Incident Entry Data

Serious Incidents (SIs) opened: 2693

ODDS wants to acknowledge that though these numbers are consistent within their total counts, CAM was being phased in during this period. It is very important to remember that these counts were done within the Covid Pandemic but are still reflective of variable circumstances that may not accurately show a true year's typical trends. During this first year of review several factors need to be taken into consideration: new report functionality within the system, users familiarizing themselves with a new system, staggered implementation rollouts, etc.

Despite the unique circumstances of the past year, some trends were easily identified within the live system. The strengths of CAM is that it immediately reflects the data inputted into it, and this data was able to be measured, resulting in deeper dives into the causes of SI types, as well as system improvements.

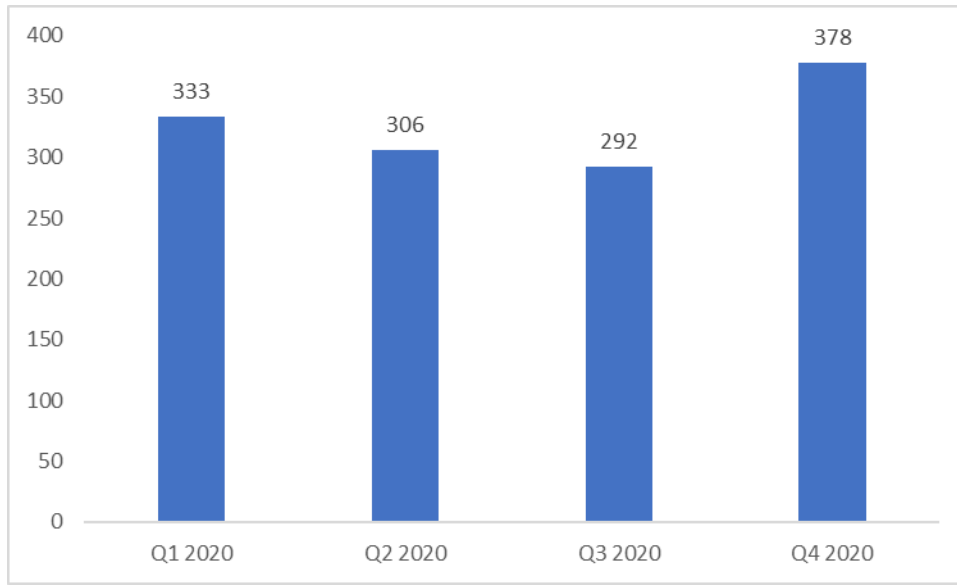
Total SIs for 2020 by Quarters:



Incident Management Team Report

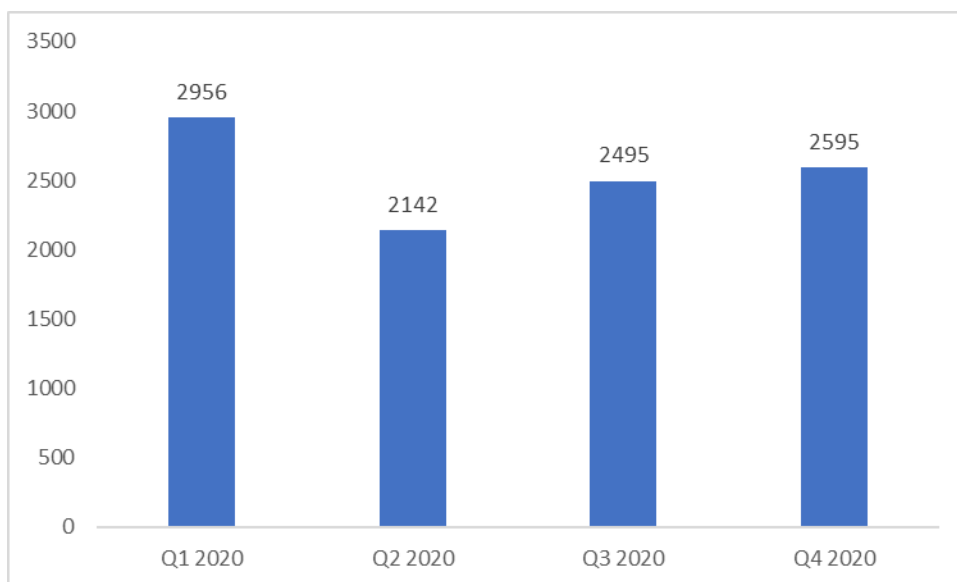
Serious Incident Entry Data

SI's entered more than 7-days of becoming aware of the incident: 378



SI's Closed: 2595

ODDS compared data for 4 quarters and does not observe a notable trend at this time.

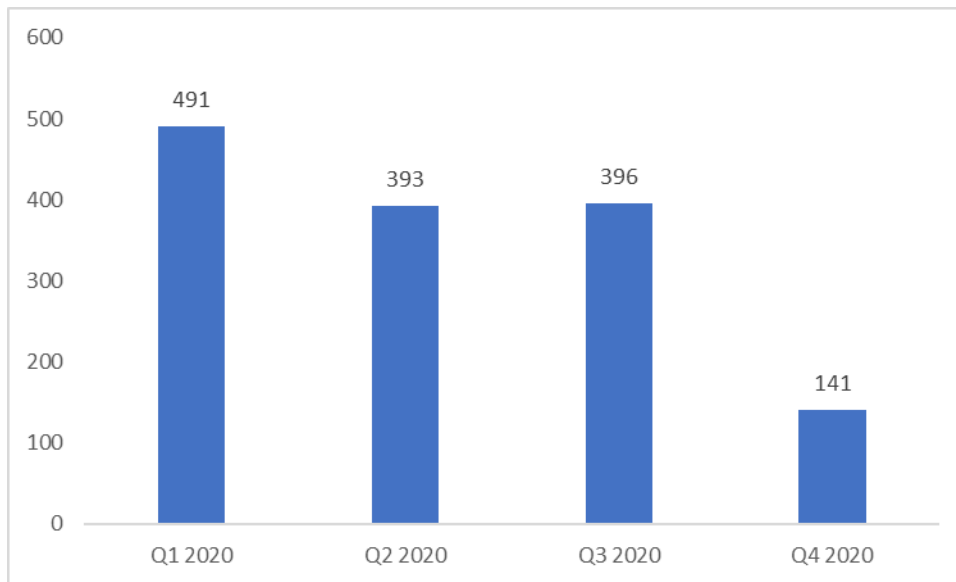


Incident Management Team Report

Serious Incident Entry Data

SIs not closed within 30 days of CME entry: 141

ODDS reviewed data for 4 quarters and noted improvement in the number of SIs closed more than 30 days after entry.



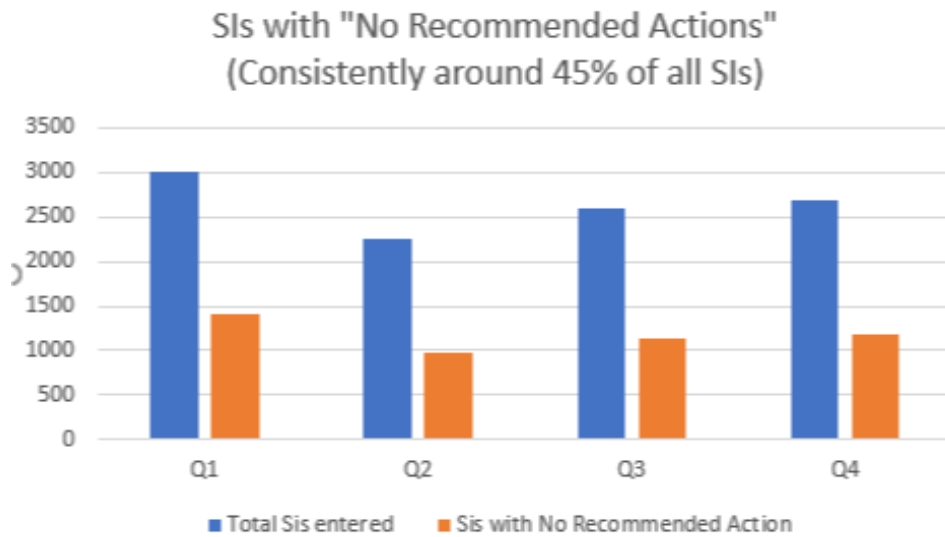
SIs entered with “No Recommended Actions” : 1182

ODDS reviewed the number and percentage of Serious Incidents that have been entered with “No Recommended Actions” for the last 4 quarters and compared the number to the total number of SIs entered. There is a strong pattern. Consistently, 43-47% of SIs are entered with No Recommended Actions.

Recommended Actions are identified follow-ups to the incident. These do not necessarily have to be identified actions for the person entering the SI. Closing an SI with No Recommended Actions means that the incident resulted in no follow-up actions needed. Although, that may be possible in some minor circumstances, nearly all incidents serious in nature should result in some form of follow-up. These RAs do not have to be completed prior to closing an SI, merely identified.

Incident Management Team Report

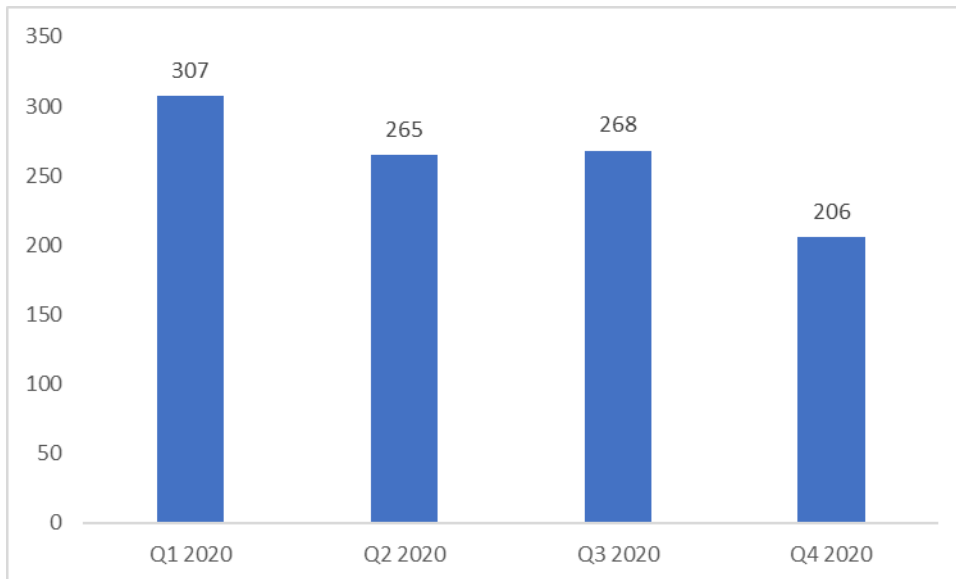
Serious Incident Types



Serious Incident Types

Act of Physical Aggression: 206

ODDS reviewed data for 4 quarters. ODDS will continue to review.

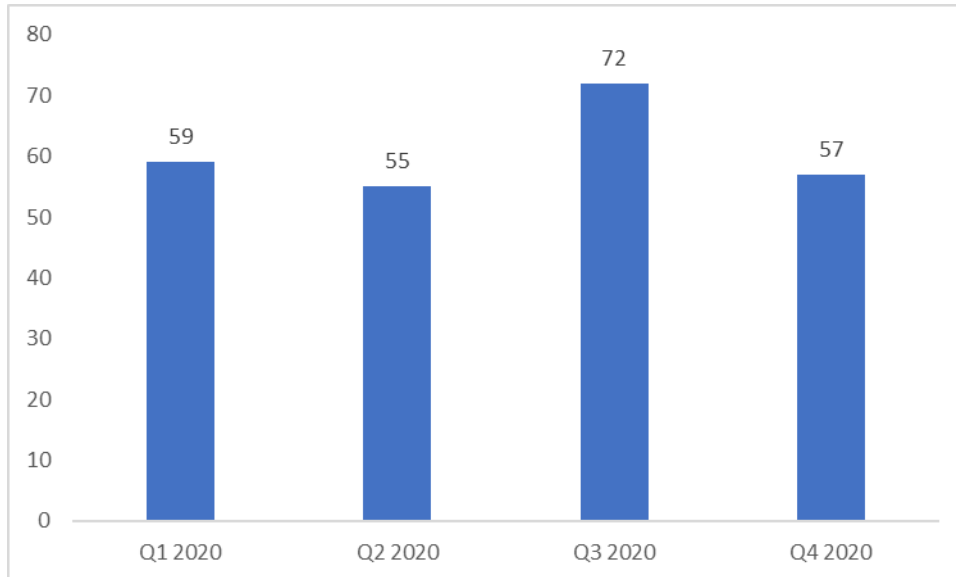


Incident Management Team Report

Serious Incident Types

Death: 57

ODDS reviewed the data for 4 quarters. Q3 is notably higher than other quarters.

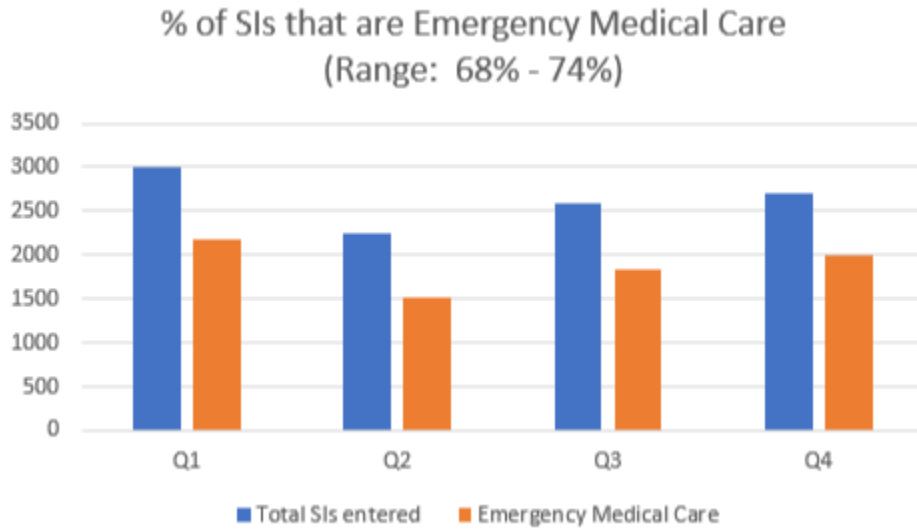


Emergency Medical Care: 2006

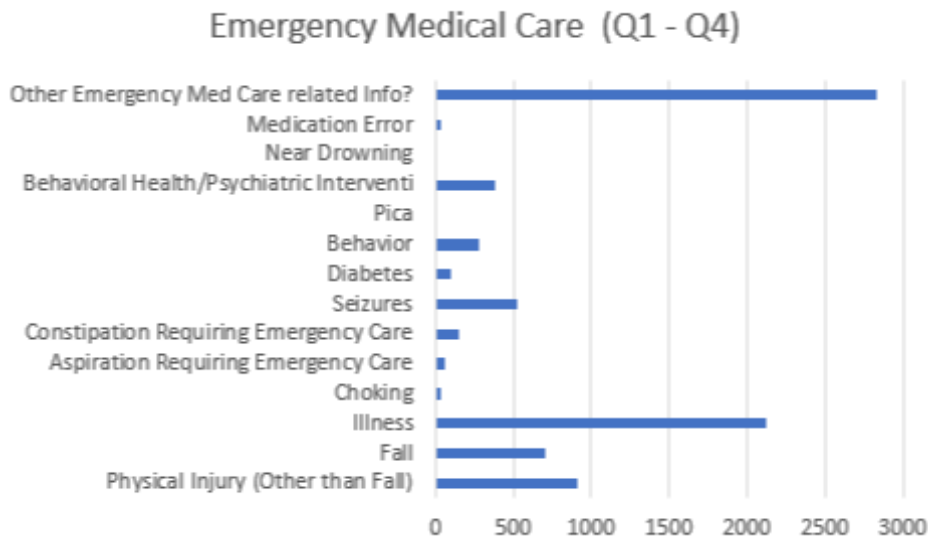
ODDS reviewed the number of SIs entered as Emergency Medical Care alongside the total number SIs entered for 4 quarters. Emergency Medical Care is consistently the most frequently reported SI type.

Incident Management Team Report

Serious Incident Types



ODDS further analyzed the reasons selected for the Emergency Medical Care during these 4 quarters. ODDS observed that “Other” was the most frequent category. ODDS is currently reviewing a sample of descriptions entered for SIs listed as “Other.”

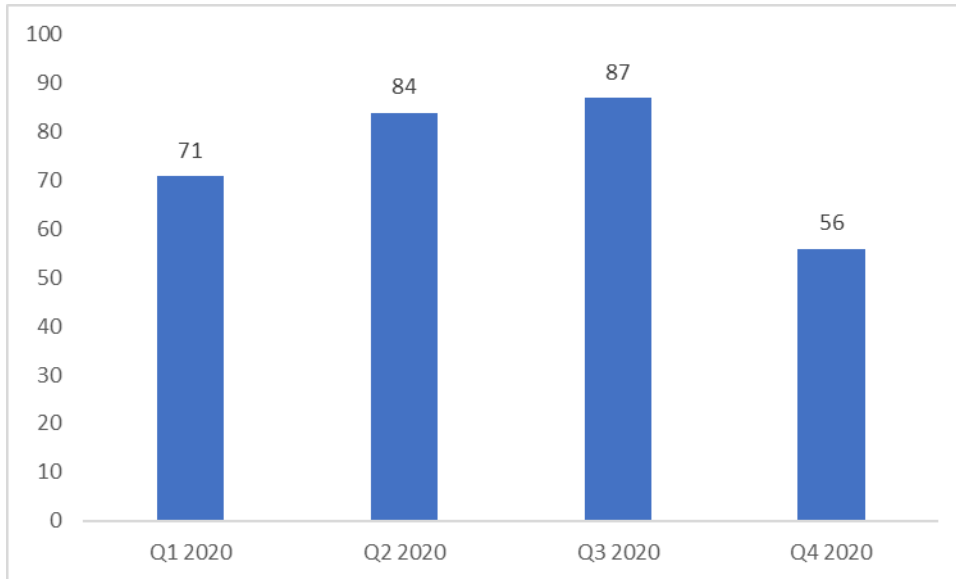


Incident Management Team Report

Serious Incident Types

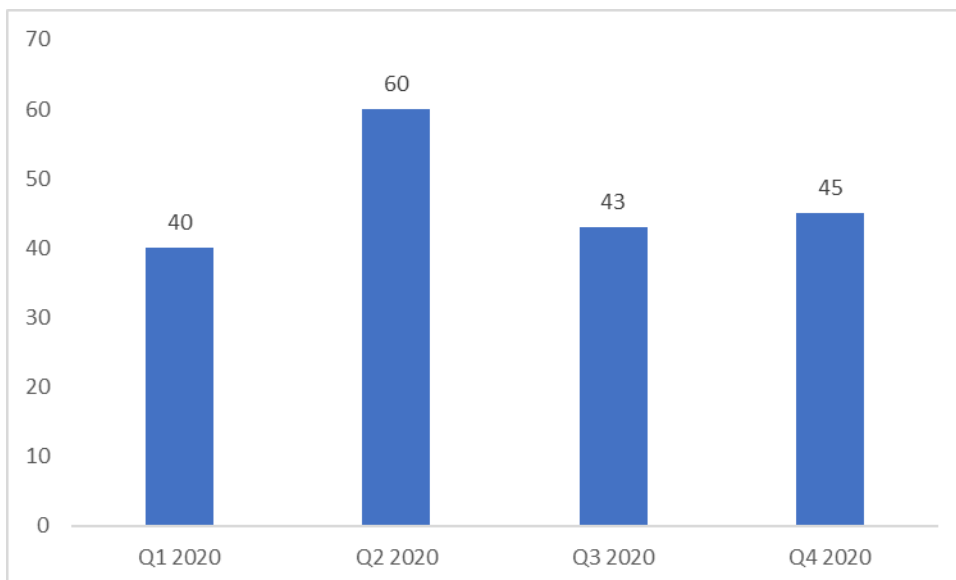
Emergency Physical Restraint: 56

ODDS reviewed the data for 4 quarters. No specific trend has been identified. ODDS will continue to review.



Medication Errors with Adverse Consequences: 45

ODDS reviewed data for 4 quarters. ODDS observes that Q2 was notably higher.

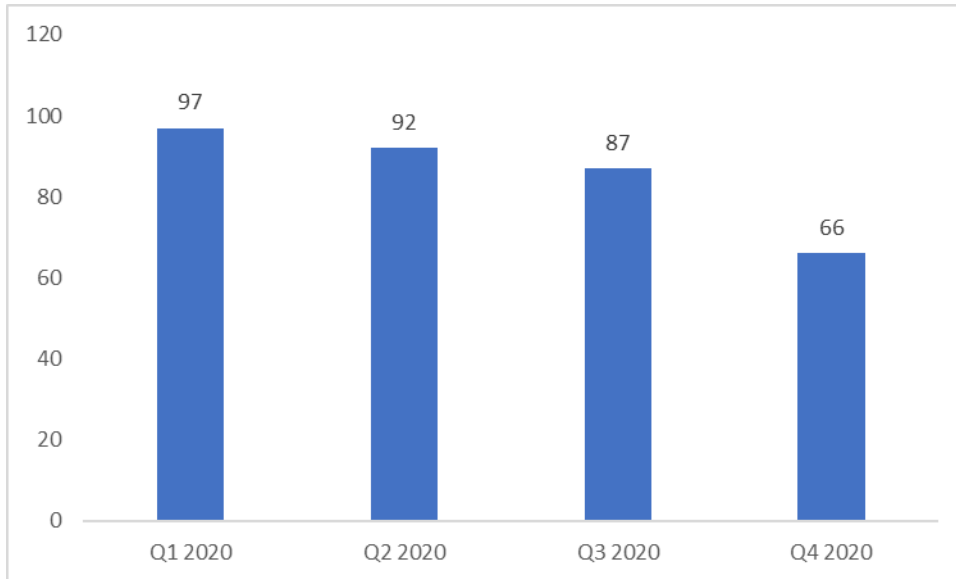


Incident Management Team Report

Serious Incident Types

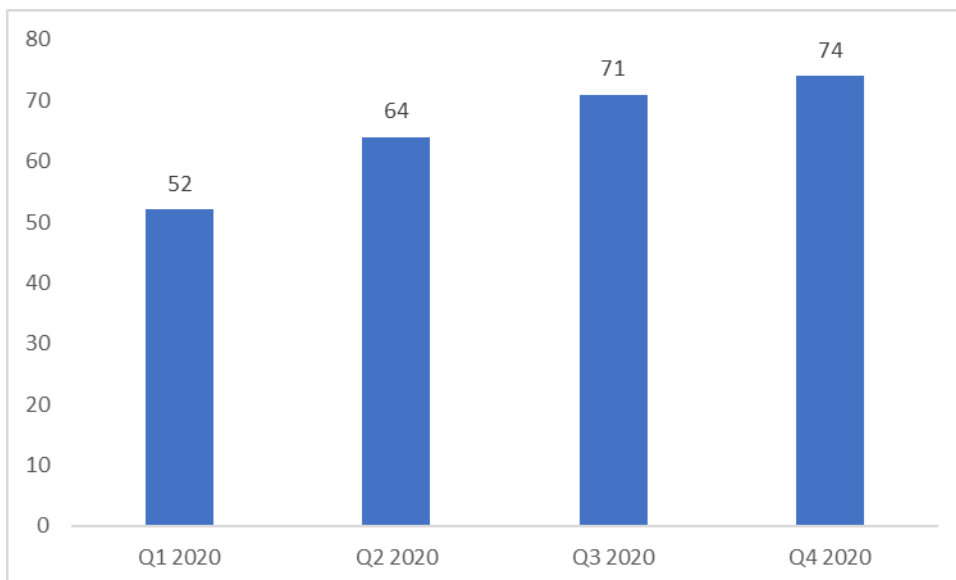
Missing Person: 66

ODDS review the data for 4 quarters. ODDS notes Q4 is notably lower than prior quarters.



Psychiatric Hospitalization: 74

ODDS compared the data for 4 quarters. The number of Psychiatric Hospitalizations is rising. ODDS will continue to review this potential trend.

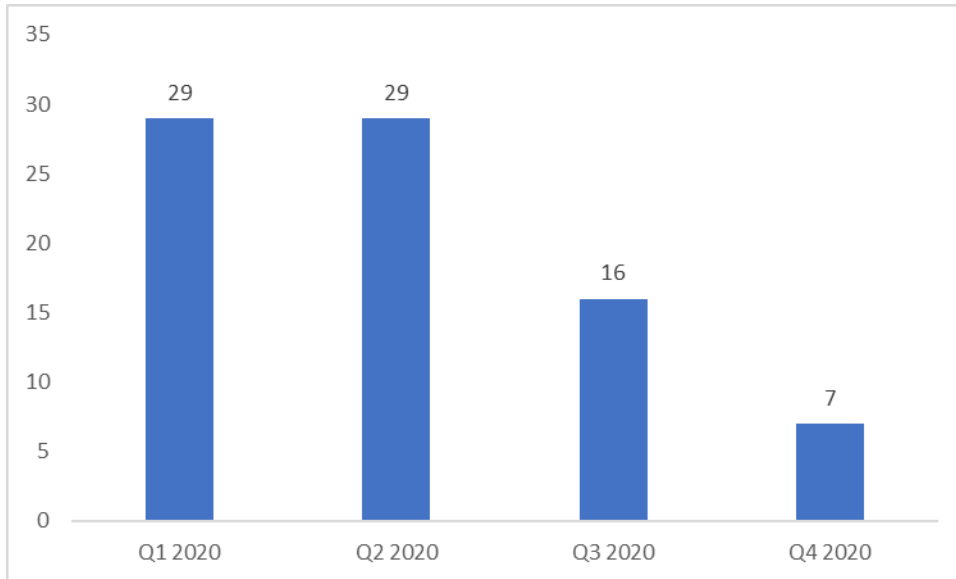


Incident Management Team Report

Serious Incident Types

Safeguarding Interventions resulting in an injury: 7

ODDS compared the data for 4 quarters. The number of reported incidents of Safeguarding Interventions resulting in injury has significantly dropped.

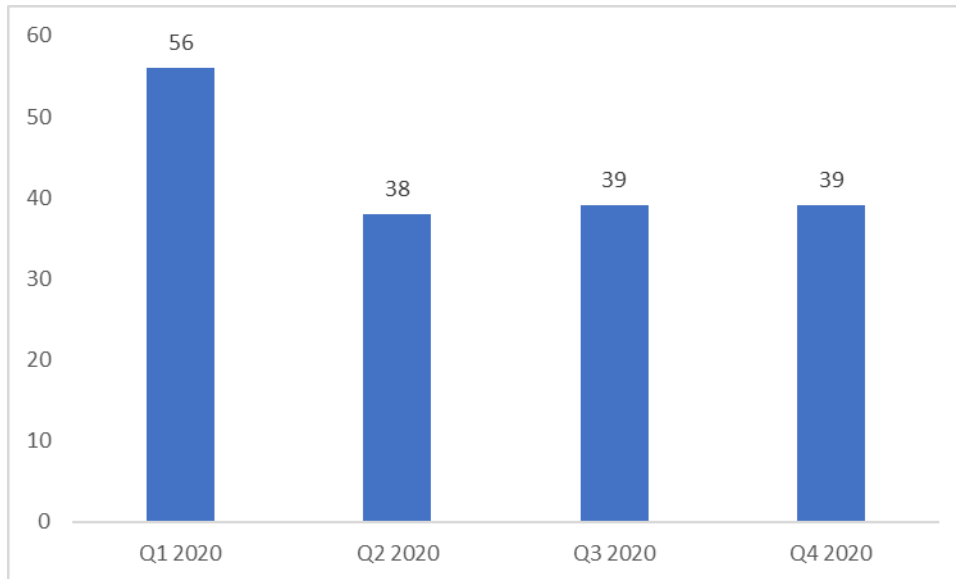


Incident Management Team Report

Serious Incident Types

Suicide Attempt: 39

ODDS compared 4 quarters of data and observes consistency in the number of reported Suicide Attempts over the last 3 quarters. This data was analyzed against SIs closed with No Recommended Actions, and was determined that nearly half had been closed with No RA selected.

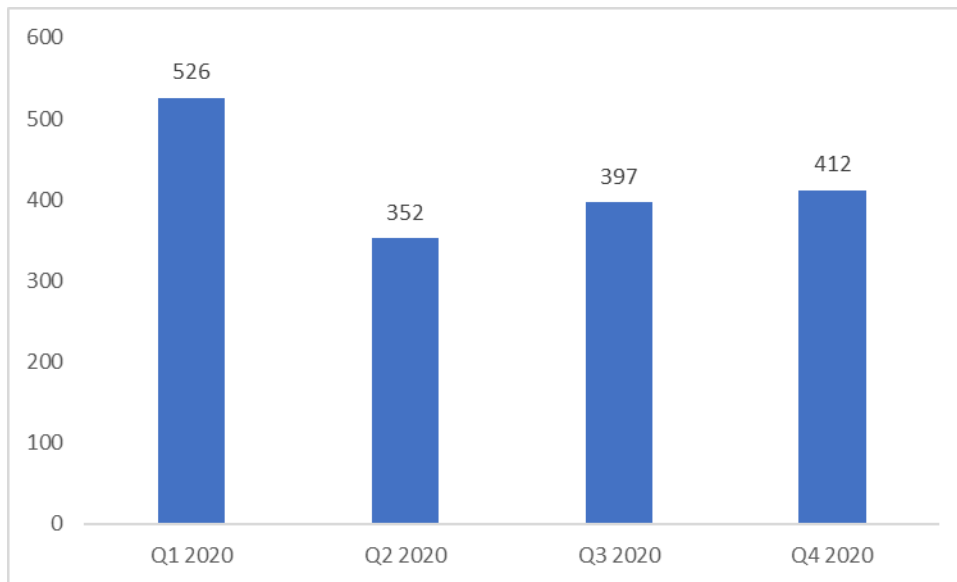


Incident Management Team Report

Serious Incident Types

Unplanned Hospitalization: 412

ODDS reviewed 4 quarters of data. We'll continue to monitor for identifiable trends.



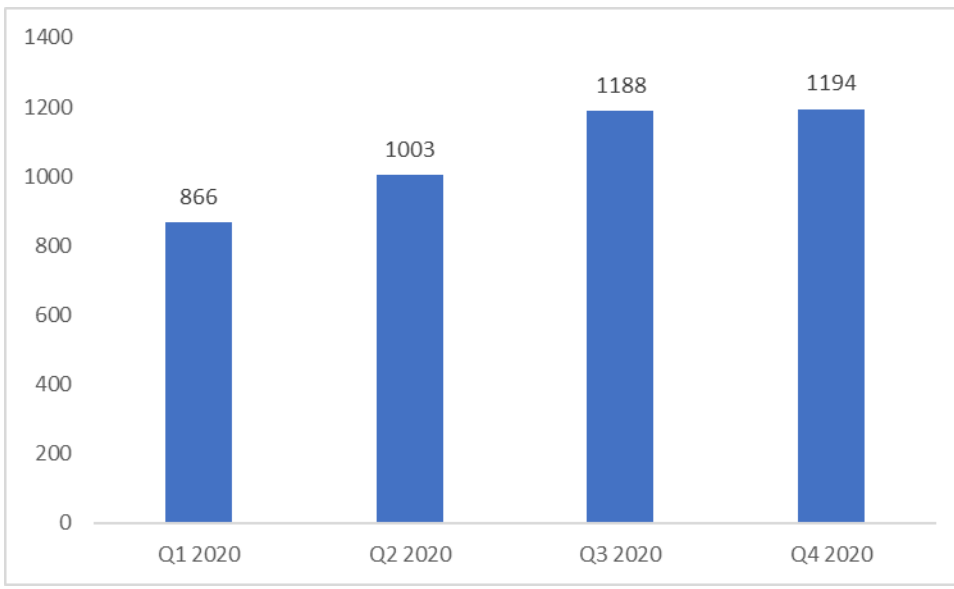
Incident Management Team Report

Serious Incident Types

Abuse Data Entry

Abuse Allegations: 1194

ODDS reviewed 4 quarters of data. The number of Allegations of Abuse are increasing slightly with each quarter. ODDS will continue to work with OTIS to identify trends and meaning behind this increase. During 2020, Counties had a staggered rollout into CAM for this data, which may speak to the rise in captured allegations in the system.



Death Review: 50

- # of death reviews completed by the due date: 22

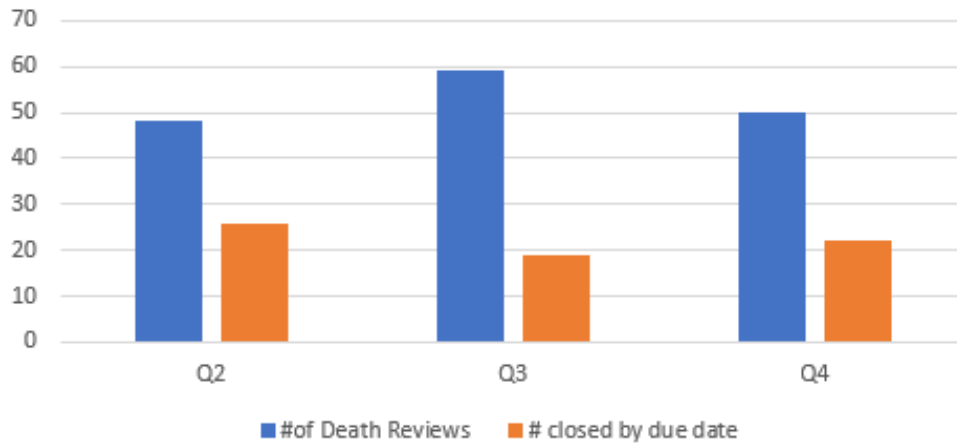
OTIS and ODDS are currently working on identifying the reason many of these reviews are not being closed within their allowable timeframe.

Incident Management Team Report

Serious Incident Types

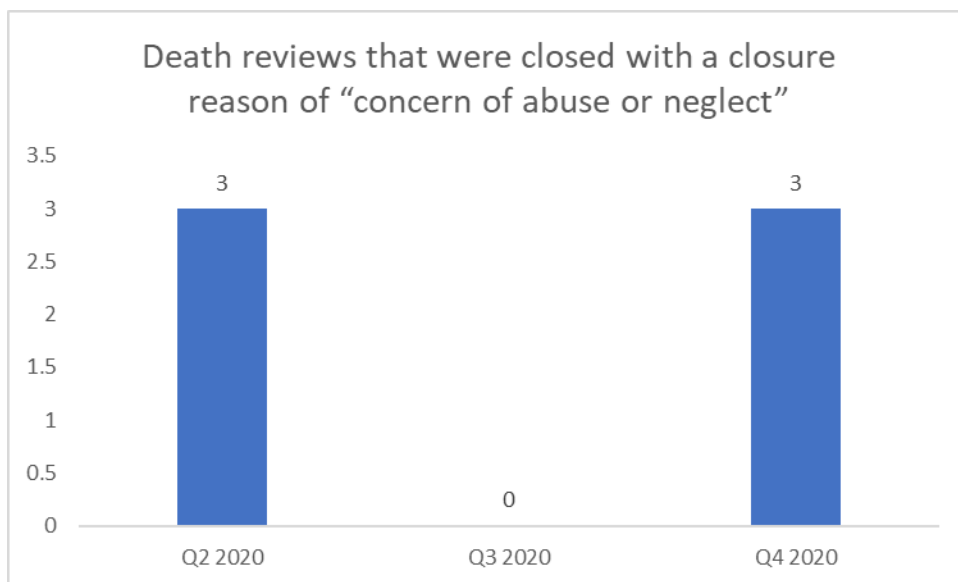
Death Reviews closed by due date

Range 32 - 54%



- Death reviews that were closed with a closure reason of “concern of abuse or neglect”: 3

Ongoing conversations have been happening between ODDS and our internal, external, partners.



Incident Management Team Report

Serious Incident Types

Communication/training:

This transmittal will be discussed during the next Monthly Transmittal Review. These meetings are held the second Wednesday of every month at 2 pm using the TEAMS platform. The link to participate is here: [Join Microsoft Teams Meeting](#), or you can call 971-277-2343 using conference ID: 468 508 153# to hear only the audio portion of the meeting. Please send questions in advance to ODDS.Questions@dhsoha.state.or.us.

If you have any questions about this information memorandum, contact:

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