

Alexandra (Ali) Fernández
Bureau Chief

Chris Barrott
Program Manager

Bureau of Long Term Care
Division of Medicaid
**Idaho Department of
Health and Welfare**



***Innovative Critical
Incident Monitoring***
*Separate Paths
One Destination*

Mallika Thanky
Data Scientist

Jason Helmandollar
Vice President of
Healthcare Solutions

Pulselight
Healthcare Data
Analytics

INFORMATION SOURCES

SEPARATE PATHS – One Destination



INDIVIDUALS
CAREGIVERS
PROVIDERS



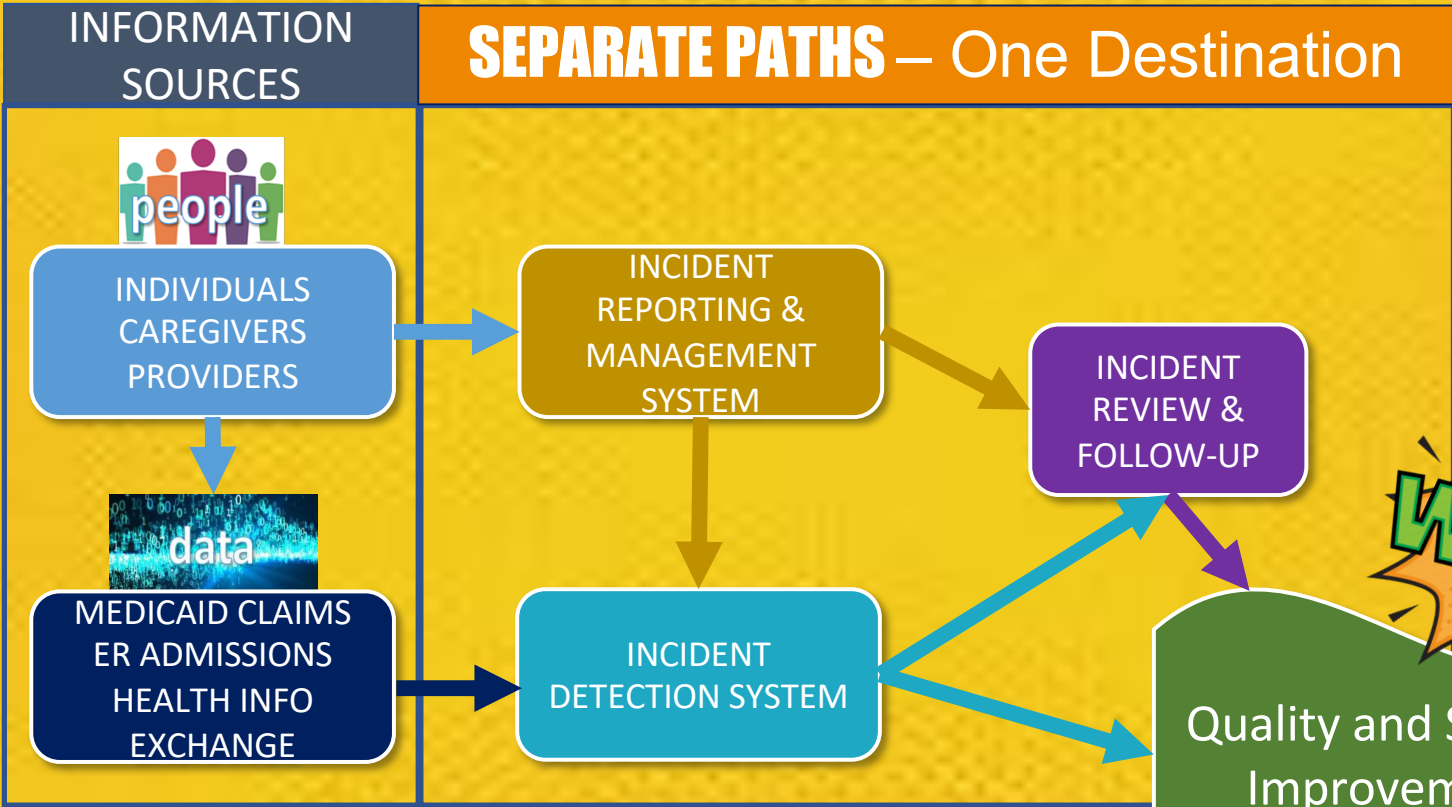
MEDICAID CLAIMS
ER ADMISSIONS
HEALTH INFO
EXCHANGE

INCIDENT
REPORTING &
MANAGEMENT
SYSTEM

INCIDENT
DETECTION SYSTEM

INCIDENT
REVIEW &
FOLLOW-UP

Quality and System
Improvement





**For every ONE
report of Abuse,
Neglect or
Exploitation, 24
incidents will go
unreported**



Help is on the way!

Considerations for your homegrown complaint and critical incident database

Build it for the audience

The system design should be easy for the end user to navigate and make them feel safe submitting complaints.

Build it with data in mind

The system should include elements that will provide meaningful data that can be used for process improvement, accountability and reporting purposes.

Build it to hold your staff accountable

The system should be transparent enough to easily hold staff accountable to required timelines for intake, investigation and resolution of complaints.

Keep costs low

With internal technology resources, Idaho built its system for less than \$15,000. Funding and system complexity are usually correlated, so keep this in mind during the design phase.

Keeping it Simple

An effective Complaint Submission System is simple enough that end users can easily navigate the submission of any type of complaint.

The management side of the system should also be straightforward and allow users with various processing roles to intuitively navigate the system at each step of the complaint resolution process.

POW!



Plan the
right next
steps



*Use your Super Powers to design
the system of your dreams*



Needs
What do you need from
the system?

Wants
Prioritize the wants
\$\$\$

Design
Don't overthink the
design. Keep it
simple!

Beta Test
Test, test and then
test some more

Market
Get buy in from staff
and stakeholders



Triage

*Assign complaint
type and Intake
Manager*

Investigate

*Conduct interviews
and report to other
entities if needed*

Resolve

*Staff must
complete required
steps*

Lateral Integration

Saving the world from CHAOS!

One complaint system for all users

Design ONE web-based system for complaint submission for both external and internal users. The system is web based for easy access.

User Roles

The system can have as many user roles as needed for internal staff including:

- Admin
- Triage staff
- Intake Managers
- Quality Assurance
- External users

One size CAN fit all

Idaho's system was built for both fee-for-service complaints and managed care entities. This allows the state to monitor the resolution of complaints and provide data to the managed care entities on a monthly basis.

Customizable for multiple programs

The basic design can be expanded to route complaints to various business units within the organization.



Data Mining to the Rescue

Simple reporting tools can yield mountains of meaningful data

- Consider what data points are meaningful to your program
- Idaho's system was built with the following needs in mind:
 - Ability to monitor staff adherence to processes and timelines
 - Ability to identify trends; patterns with specific providers, types of complaints, geographic-specific issues
 - Ability to monitor managed care vendor performance and compliance with certain contract requirements
- Idaho's system is built on an SSRS platform, enabling us to create report specifications using any data point within the system.





New System
is 1.5 days
from
complaint
submission
to
investigation



Old System
took 10 days
from
complaint
submission
to
investigation





Behind the mask

- **There is no ego in this work**, just stay committed to the cause which is to encourage reporting of abuse, neglect and exploitation
- **Be prepared to work hard** for staff buy-in. Not everyone will be happy about a transparent system.
- **Celebrate the victories** – an increase in reports means more people have a voice. This enables us to identify gaps and develop better programs
- **Our philosophy is that trying and failing is better than never trying at all.**

Contact Us

Ali Fernández

Alexandra.Fernandez@dhw.Idaho.gov

Chris Barrott

Chris.Barrott@dhw.Idaho.gov

208-732-1482



IDAHO DEPARTMENT OF
HEALTH & WELFARE
DIVISION OF MEDICAID

We'd love to meet with your team to demonstrate Idaho's system and provide technical assistance!

Improving Critical Incident Monitoring: Separate Paths, One Destination

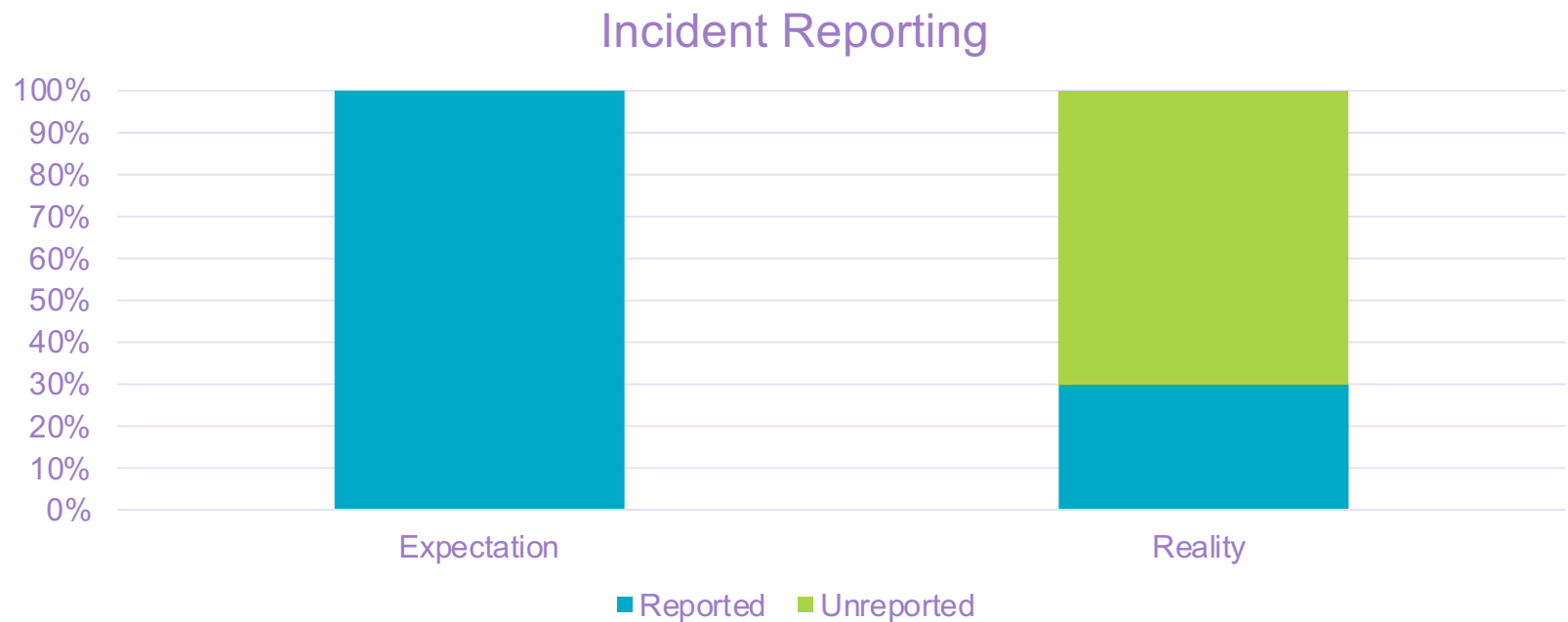
December 8, 2020



PulseLight Proprietary and Confidential



Better incident reporting is critical, but we shouldn't rely on reporting alone



There are multiple reasons reporting is not always comprehensive or accurate

I didn't recognize the event as an incident.

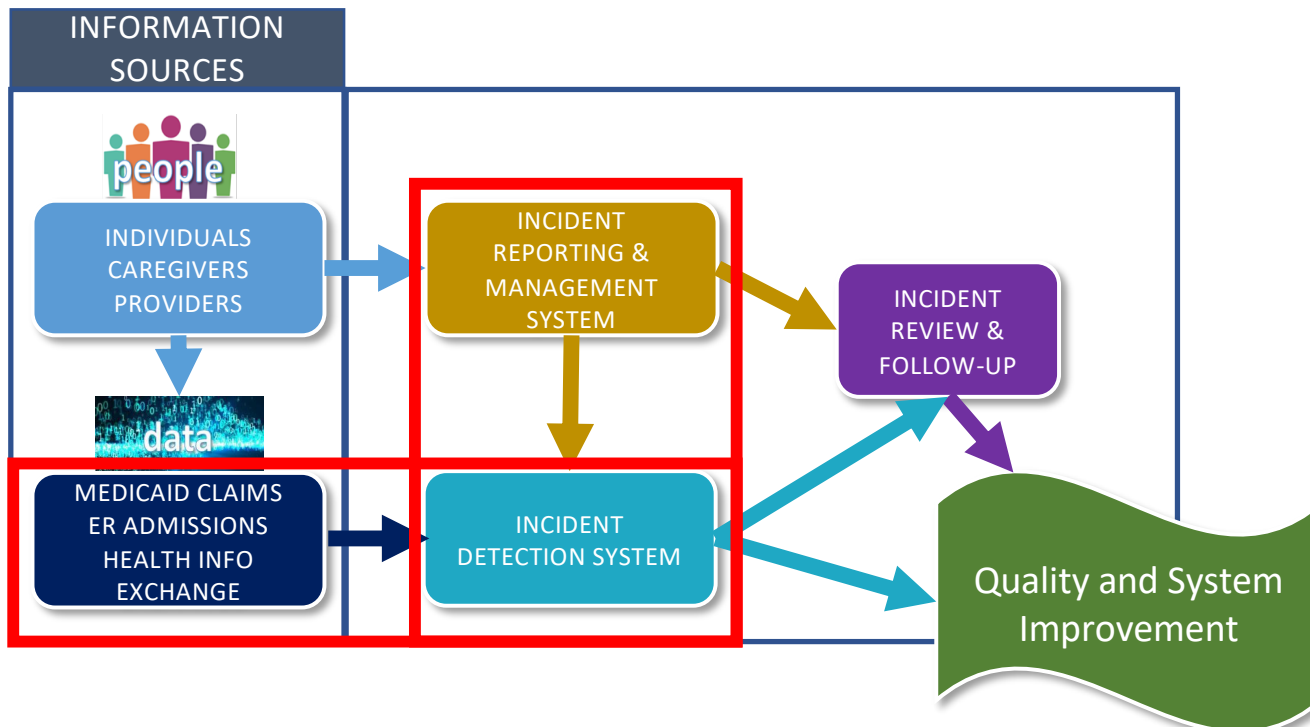
I did not have time or know where to file a report.

I don't want to implicate myself or someone I love.

I didn't realize how severe their condition was.

Their condition deteriorated after I reported.

By using claims and reporting data together, we can surface and address more adverse events

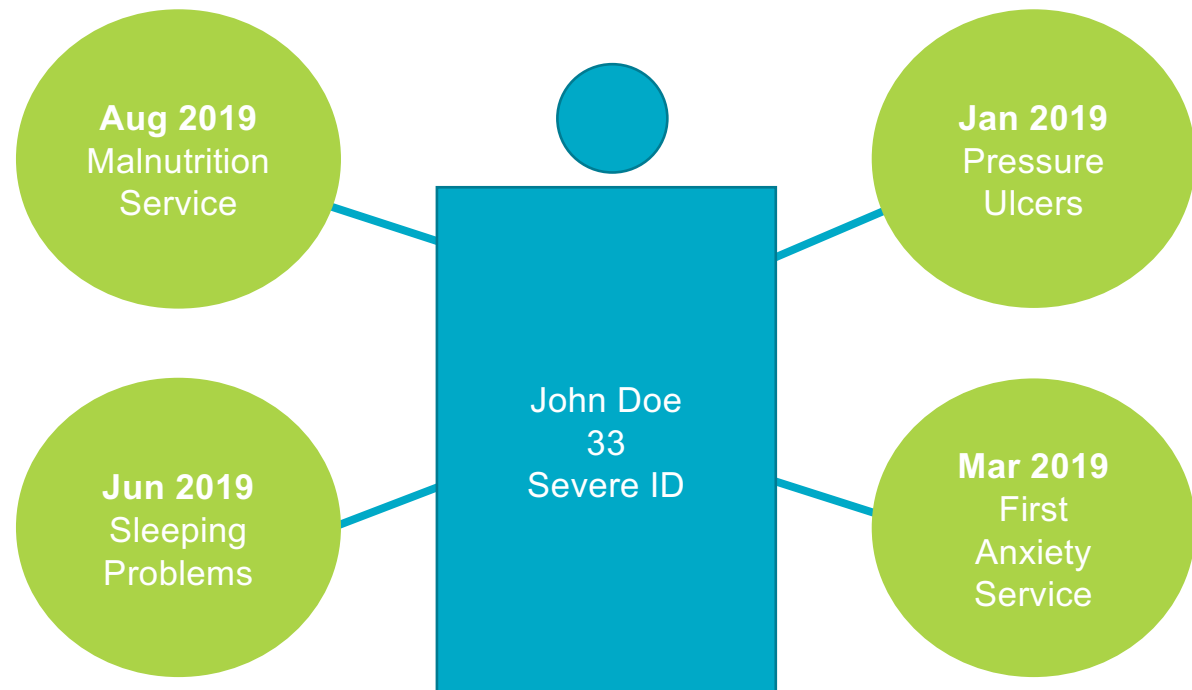


Claims contain a wealth of information

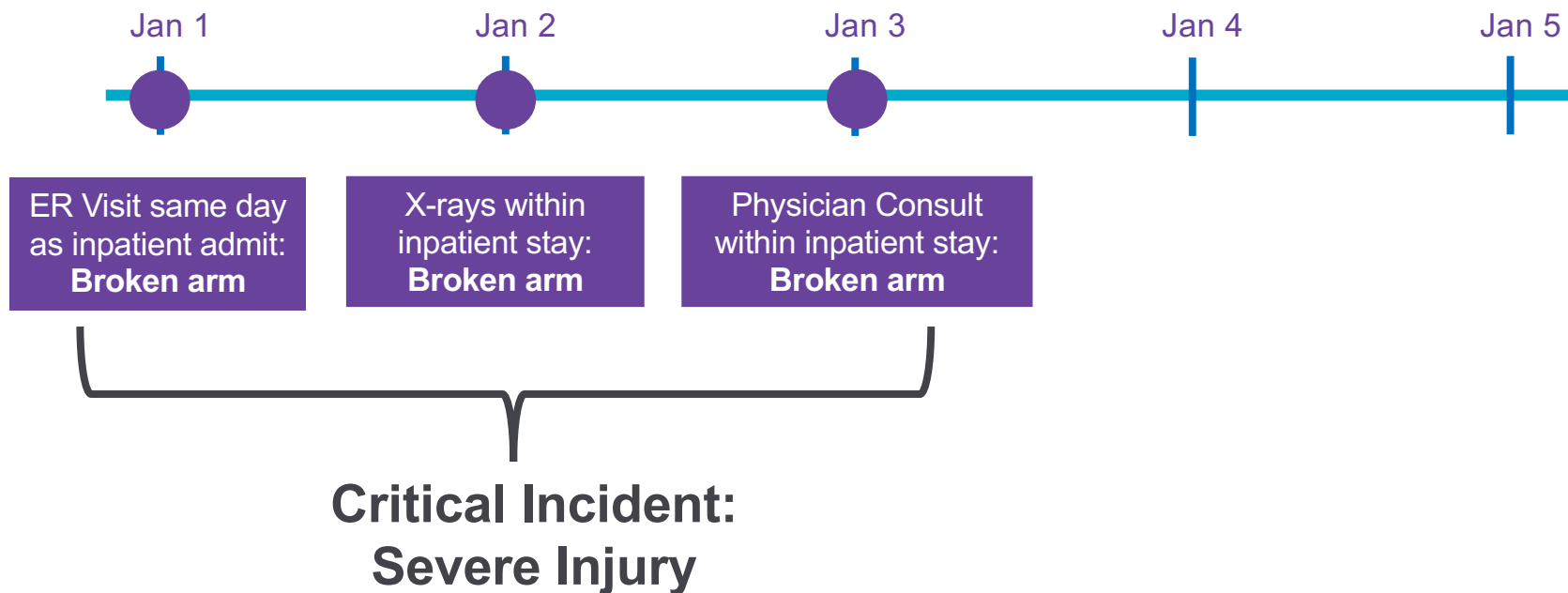


Claims data can surface signs of abuse, neglect, and more

- Systematically analyze large groups of services for patterns
- Dig into specific details
- Person-centric analysis:
 - Understand individuals' histories
 - See context around events



Using claims we can detect episodes around adverse events



USE CASE: Possible unreported abuse or neglect

Client A

- Lives in a family home, no day program
- Mild intellectual disabilities, schizophrenia, behavioral challenges
- One incident report ever submitted to DD agency, by a nurse
- Family did not report

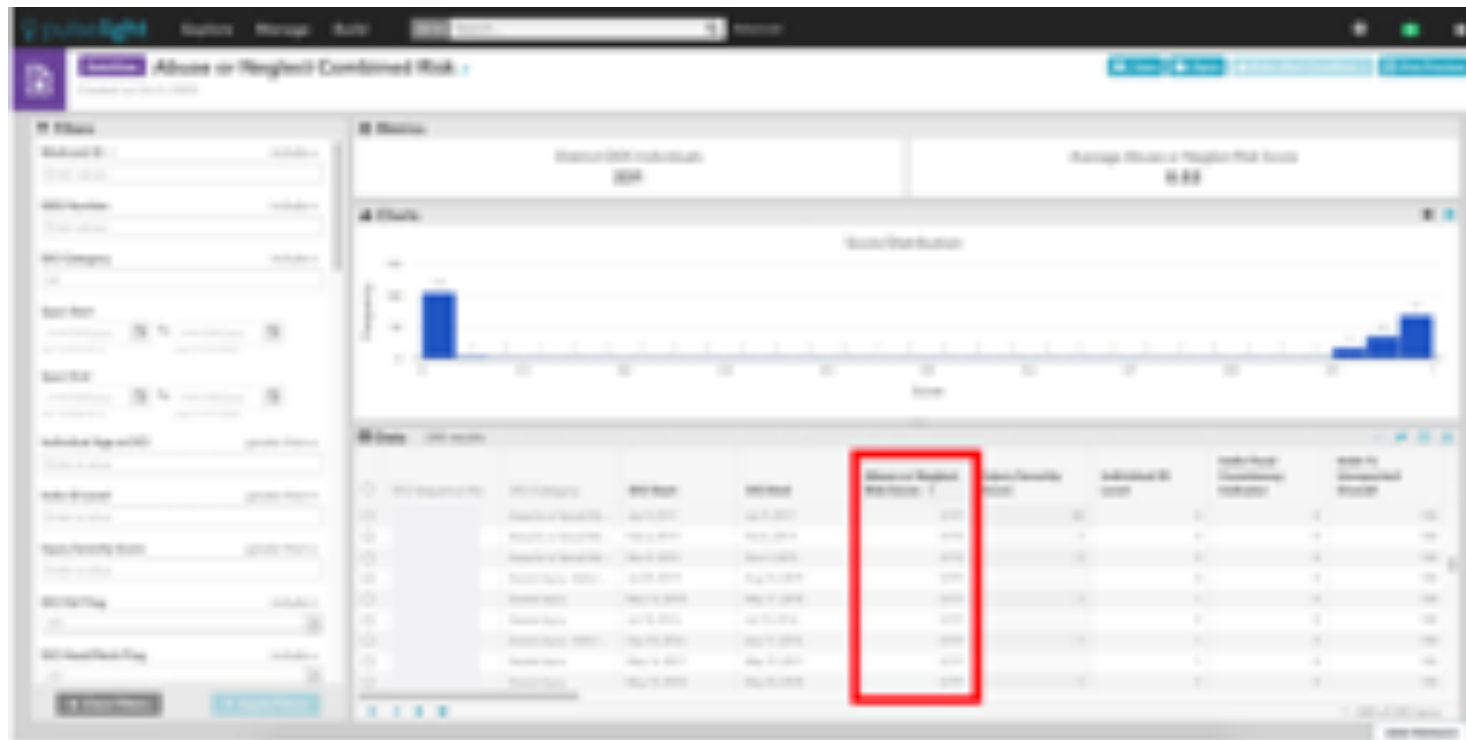
Looking across claims can reveal patterns which may indicate abuse or neglect



Claims can provide context around an event



Separate indicators can be combined into a “risk score” for more holistic, resource-friendly review



Combining better reporting with claims analysis can lead to improved outcomes

1. More comprehensive monitoring of health and safety of individuals
2. Better understanding of how to support providers and placements
3. More visibility into family homes and independent living situations
4. Enhanced trend and pattern analysis → earlier, proactive interventions



CONTACT US



Jason Helmandollar
VP Healthcare Solutions
jhelmandollar@pulselight.com

Mallika Thanky
Data Scientist
mthanky@pulselight.com

Website: pulselight.com

