

Pivoting from Critical Incident Detection to COVID-19 Insights

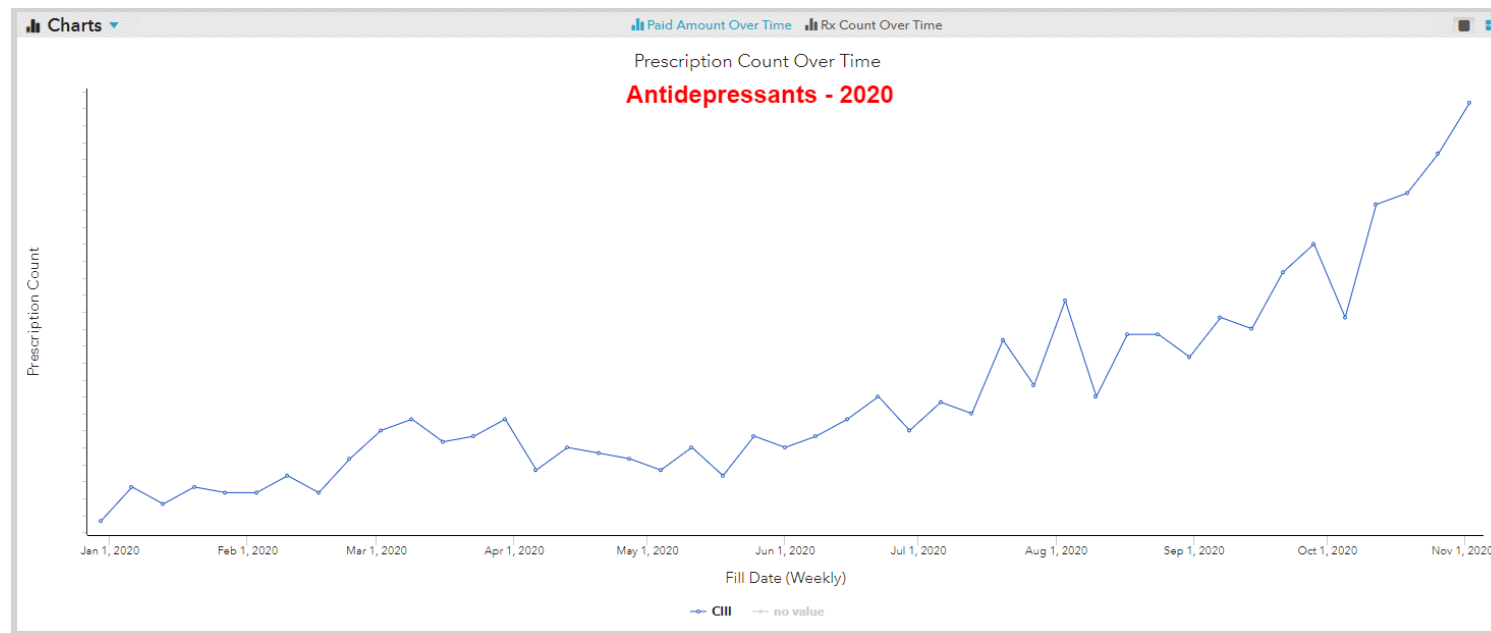
December 9, 2020



An Introduction

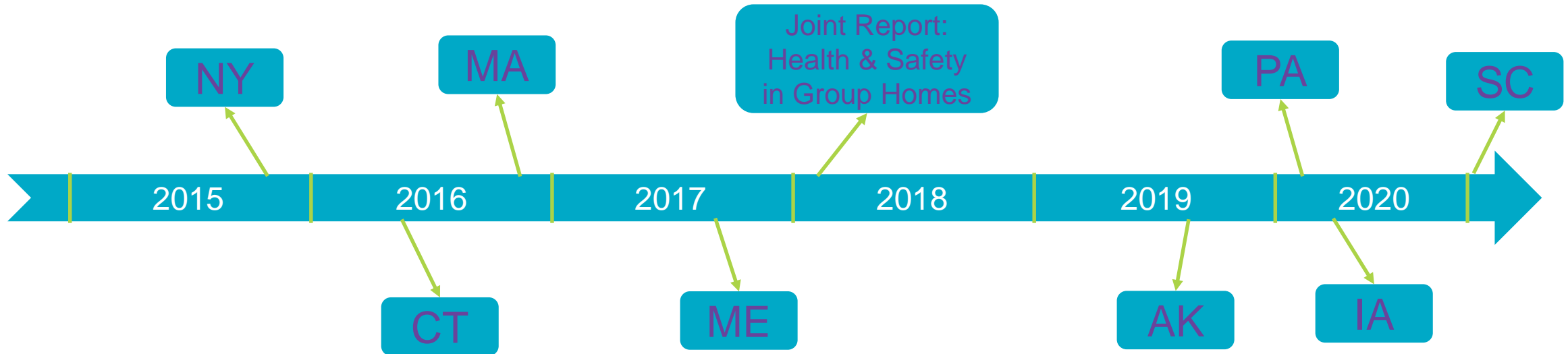
John Martin

Former Director of Ohio's Department of Developmental Disabilities



TIMELINE – Setting the Stage

HHS-OIG Audits of I/DD State Agencies

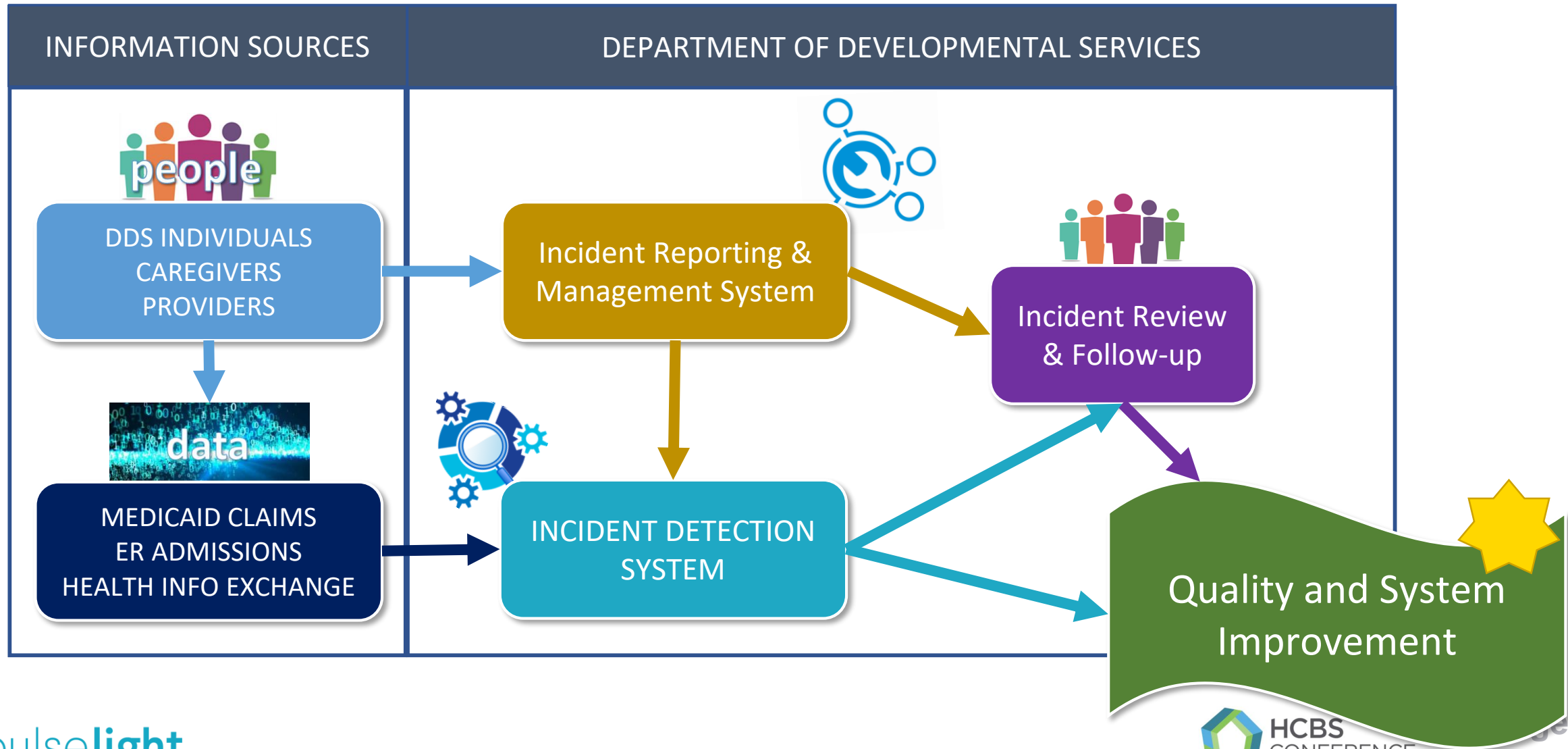


OIG Sample Recommendations

- work with community-based providers to ensure that all community-based providers' staff understand the requirements for reporting 24-hour reportable incidents within required timeframes;
- develop and provide training for staff of <agency> and group homes on how to identify and report critical incidents and reasonable suspicions of abuse or neglect;
- develop a policy to periodically match Medicaid emergency room visit and acute-care hospital stay claims to 24-hour reportable incidents recorded in the incident reporting system;
- work with <Medicaid Agency> to develop a data-exchange agreement and related analytical procedures to ensure ... access to the Medicaid claims data contained in ... MMIS to detect unreported and unrecorded critical incidents;
- obtain access to Medicaid claims data and to develop appropriate analytics

Source: HHS-OIG Reports A-01-14-00002, A-01-14-00008, A-03-17-00202

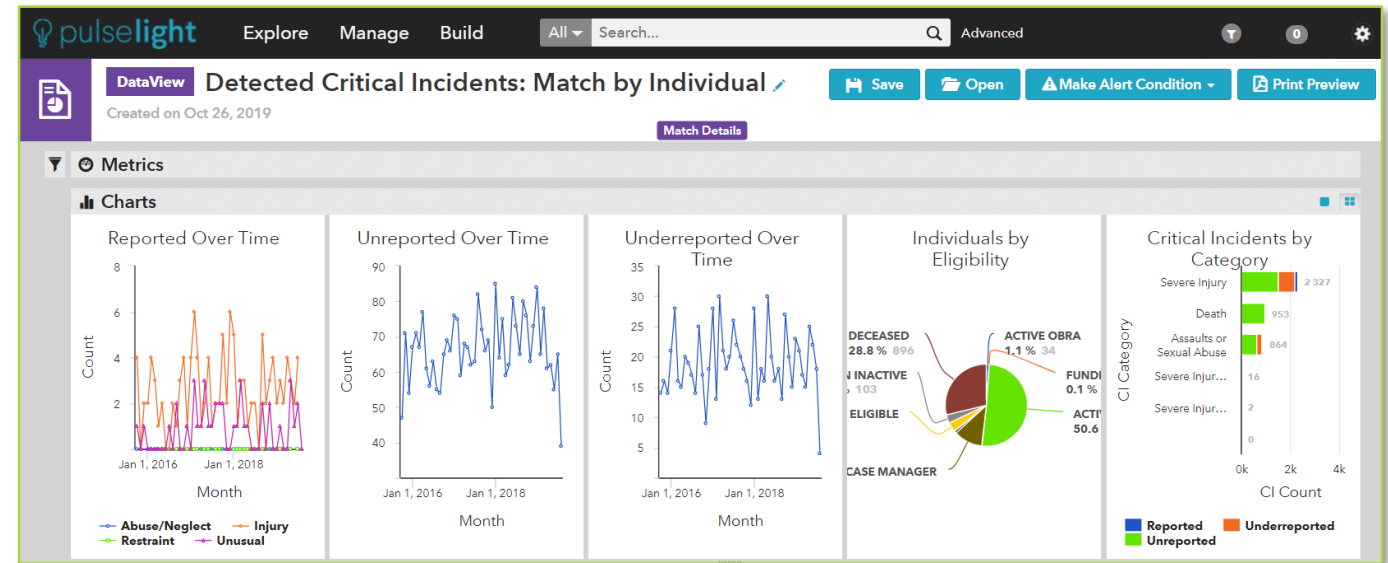
Pulselight Response



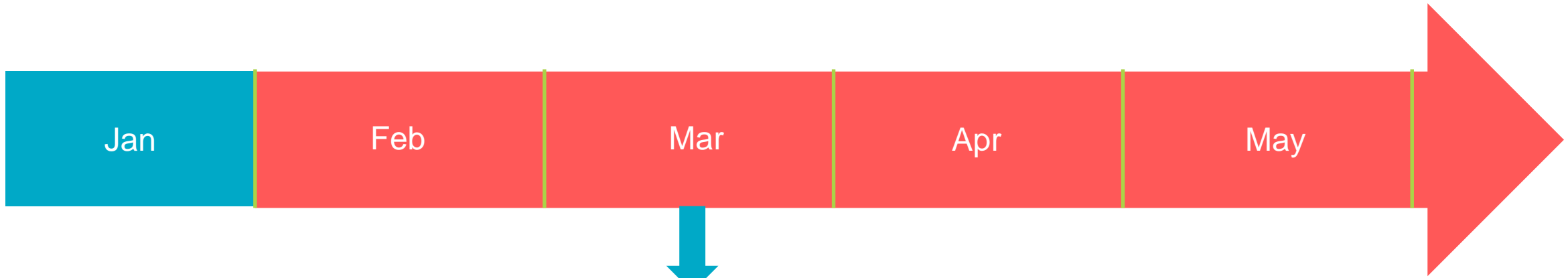
PulseLight Incident Detection System

An analytic solution that:

- Utilizes healthcare claims and data from reported incidents
- Detects critical incidents in claims data – using state definitions & categorizations
- Matches detected critical incidents with reported critical incidents
- Prioritizes incidents for better resource allocation
- Analyzes volumes and trends of incidents by individual, residence or provider



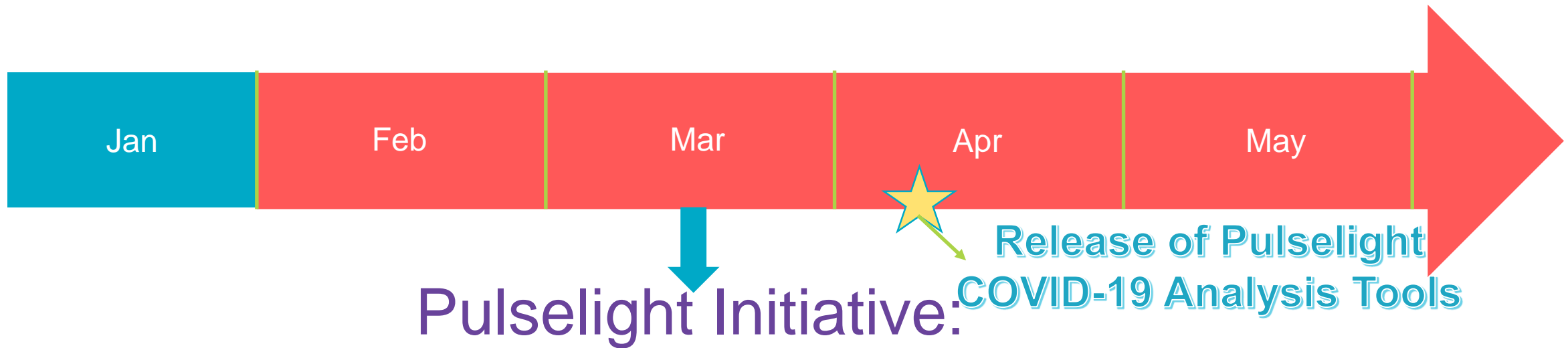
TIMELINE – 2020



I/DD Agency Challenges:

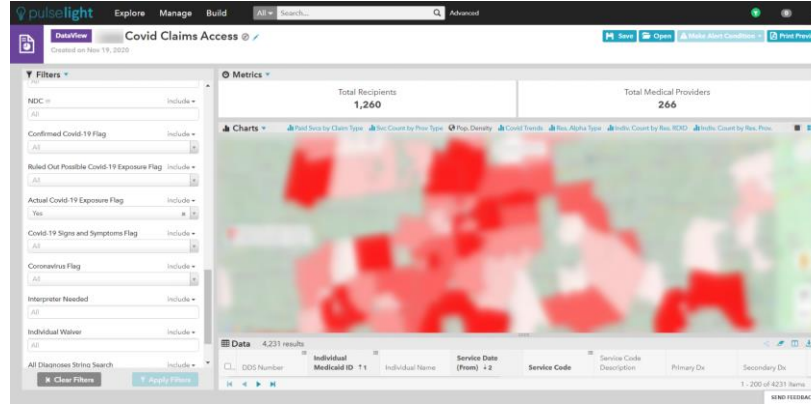
- Vulnerable population living in congregate care
- SARS-CoV-2 virus exposure and COVID-19 not an established Critical Incident
- Providers/Caregivers lacked mechanism to report exposure/disease – only way to report was in a notes section
- Lists from Health Department were sporadic and difficult to leverage

TIMELINE – 2020

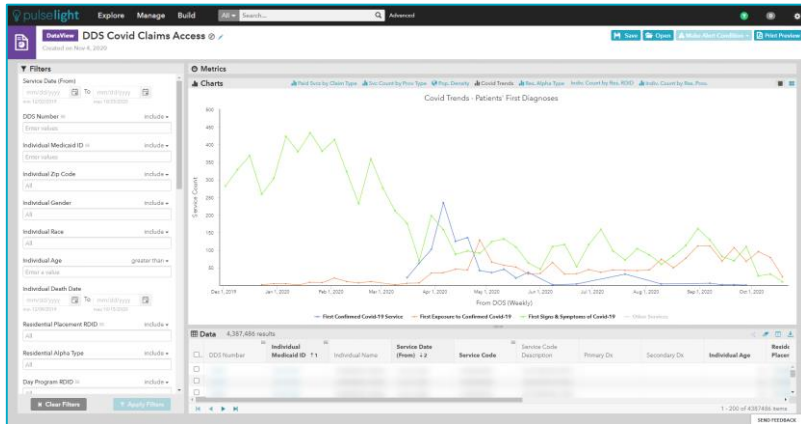


- Establish ability to identify virus exposure & disease confirmation in claims data
- Create analysis tools to help:
 - Identify individuals with virus exposure and/or disease confirmation
 - Understand provider resources being leveraged for these individuals
 - Track the progression of the disease and predict hot spots

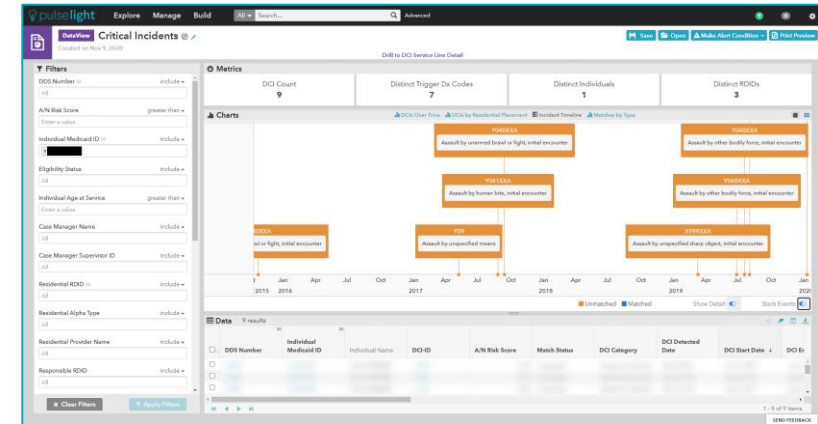
How We Helped



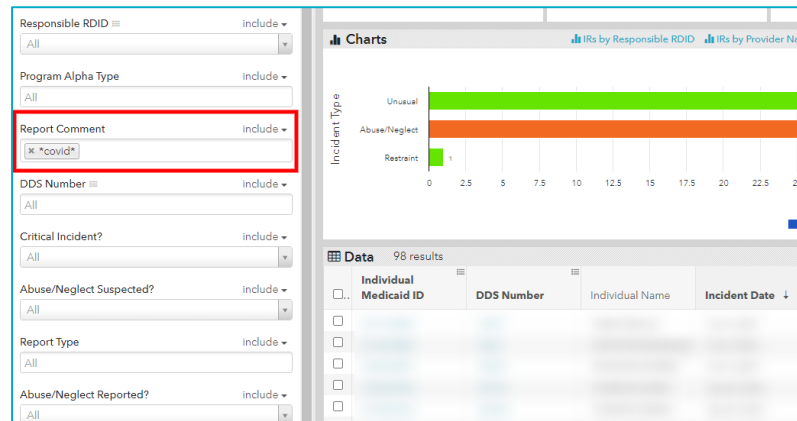
Maps & Hot Spots



Trends



Timelines



Report String Search PulseLight Confidential and Proprietary

Takeaways

- State agencies cannot rely solely on individuals to report adverse incidents
- Every state waiver agency should be utilizing claims data and have a system in place to identify incidents in claims data and match them to reports from providers and caregivers
- Having an existing framework for claims analysis and incident detection makes it far easier to pivot to unexpected or emerging circumstances

CONTACT US



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