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Incident Management for Intermediate Care Facilities

Agenda

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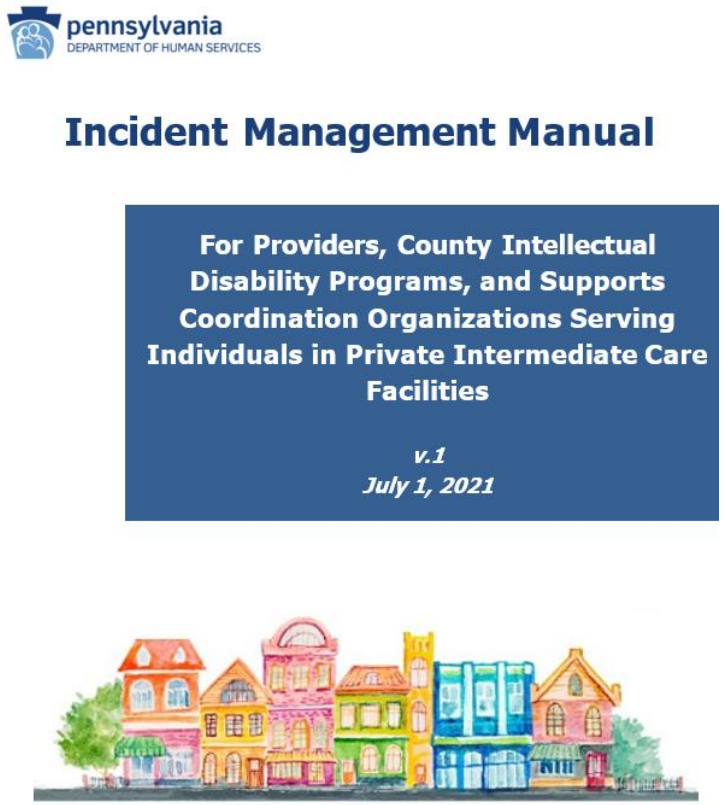
- Incident Management Policy
- Individual to Individual Abuse Reduction Initiative-Private ICF only
- Incident Management Data-Private ICF and State Center

Incident Management Policy

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"Do ICFs (6600 regs) follow the same IM Bulletin as Community Homes (6400/6100 regs)?"

- Incident Management Manual for Private ICFs
  - Derived from IM Bulletin 00-21-02
  - Adapted to align with ICF structure
  - IM processes fundamentally the same
- County/AEs and Regional ODP staff conduct management reviews for incidents entered by Private ICFs and for HCBS Providers



I2I Abuse Reduction Initiative

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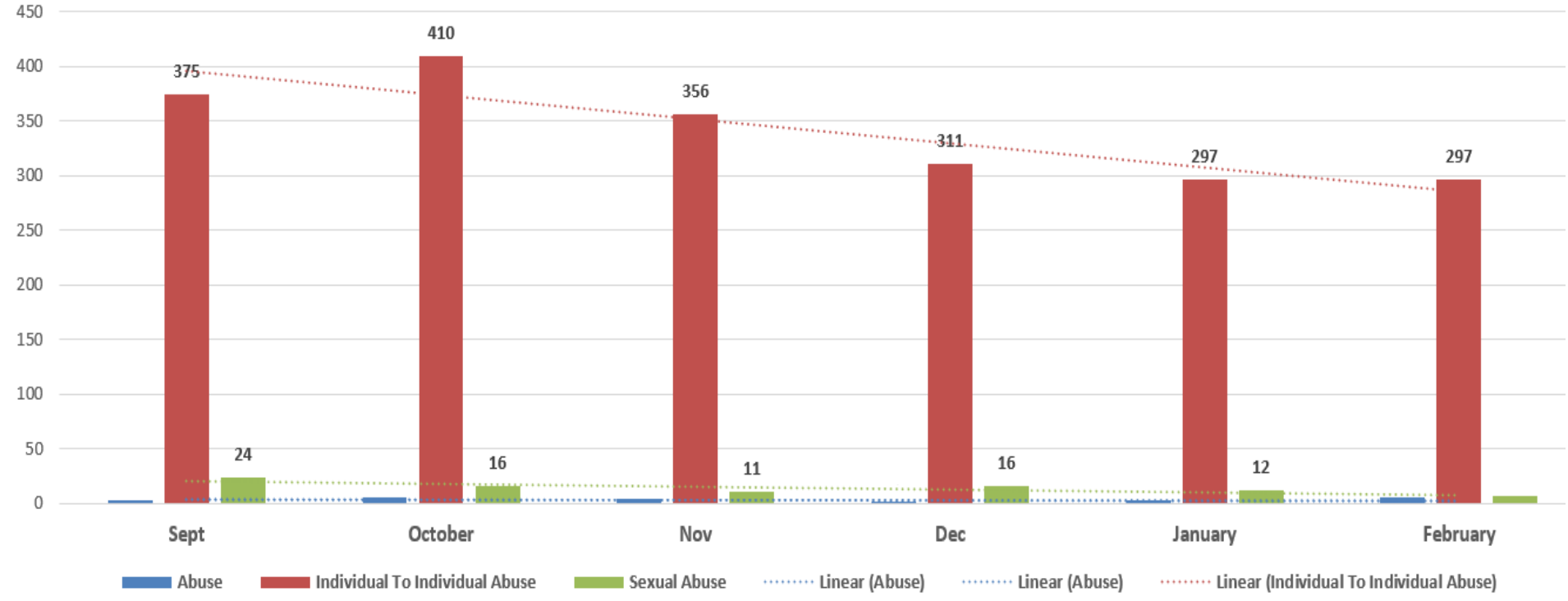
"Do ICFs fall into the 3 or more Ind. To Ind. Abuse Events in 30 days require a certified investigation?"

Yes, individuals residing in ICFs are included in the Individual-to-Individual (I2I) Abuse Reduction Initiative.

- Monthly data pull
- Incident categories include:
  - Individual-to-Individual Abuse
  - Abuse-when the target relationship is another individual receiving services
  - Sexual Abuse-when the target relationship is another individual receiving services
- At risk victims are identified by 3+ incidents in one calendar month (not any 30-day period)
- At risk targets are identified by being a named target in 3+ incidents in one calendar month (not any 30-day period)
- Follow up information is collected for each identified, at-risk individual (victims and targets) and an investigation will be initiated for the identified victim, using the most recently entered incident of I2I Abuse.

Initiative Volume (Sept-Feb)

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I2I Abuse-Victim/Target Follow Up

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From Sept 2025-Feb 2026:

- 52 Victims required follow up
  - <11 reside in Private ICF
- 77 Targets required follow up
  - <11 reside in Private ICF
- 21 Targets required follow more than once in the last 6 months
  - <11 resides in Private ICF

I2I Abuse- What Have We Learned?

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- Shared Space/Proximity 66%
- Transitions/Change 58%
- Medical 52%
- Behavioral Support Needs 50%
- Supervision/Staffing 49%
- Communication Limitations 36%
- Medication Changes 28%
- Meaningful Activity 20%

Medical Diagnosis Groupings

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We are not seeing a specific diagnosis connecting these individuals, but instead we are seeing patterns of comorbid conditions that create risk.

Medical Diagnosis Groupings

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Behavioral + GI Dysregulation

- Internal discomfort
- Heightened anxiety from gut-brain interaction
- General irritability without clear cause
- At risk for aggression without obvious trigger

52.5% of all individuals receiving residential services and **64.4%** of targets fall into this combination

Behavioral + Sleep Dysregulation

- Chronic exhaustion
- ↓ emotional control, ↑ stress response
- Increased impulsivity
- Heightened risk of aggression towards others

<11% of residential, but **11.1%** of targets and **28%** of top targets fall into this combination

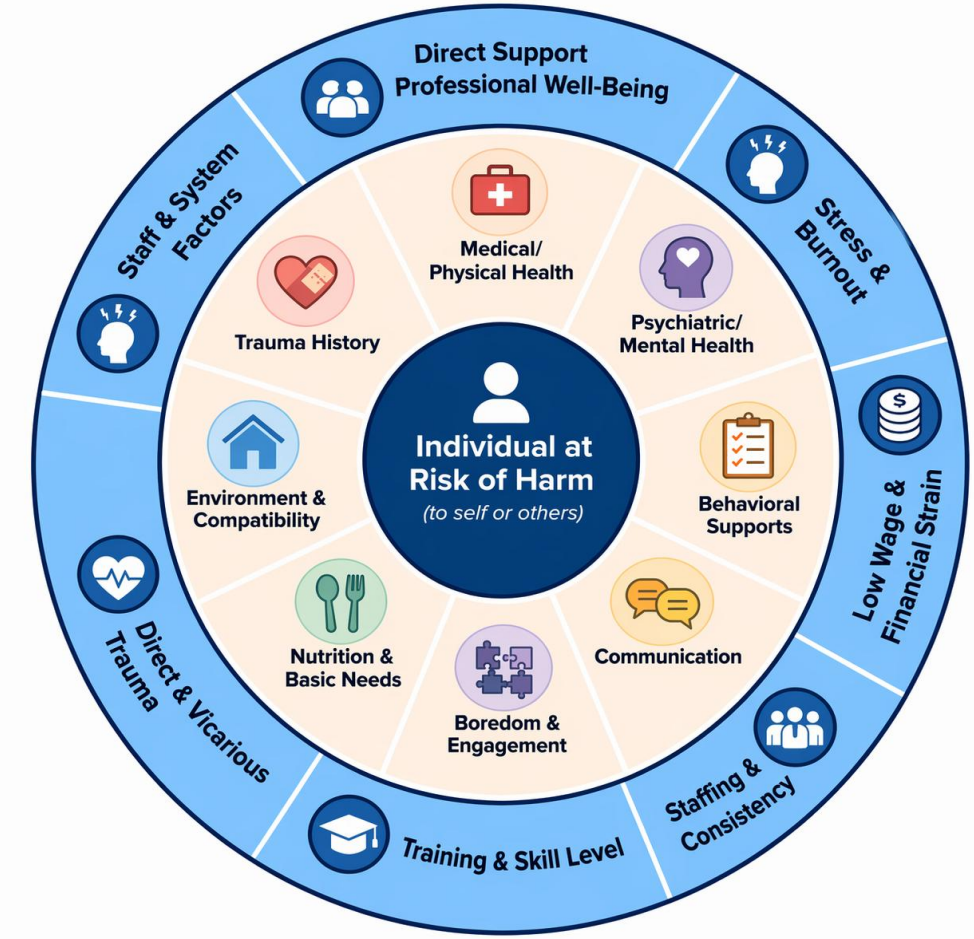
Mixed + Medical Complexity

- Physical fatigue + possible chronic pain
- Emotional instability layered with physical illness
- Heightened risk of fluctuating behavior that does not match environment

Consider All Factors

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Abuse between individuals rarely stems from one cause.



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Incident Management for Private Intermediate Care Facilities

Methodology

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Data Source:

Enterprise Incident Management (EIM) System

Discovery Date:

Calendar Year 2025 (1/1/2025-12/31/2025)

Incident Type:

Individual and Site Level

Categories:

Excludes Optionally Reportable Events (OREs) and Illness

Provider Type:

03. Extended Care Facility

Volume & Rate by Primary Category 2025

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Primary Category	Total	Incident rate per 1,000 enrolled	% enrolled with 1+ incidents
Serious Illness	786	512.5	26.3%
Medication Error	672	438.1	24%
Serious Injury	666	434.2	22.1%
Neglect	458	298.6	21.8%
Individual To Individual Abuse	316	206	11.9%
Abuse	221	144	11.7%
Physical Restraint	107	69.8	<11%
Death	62	40.4	<11%
Site Closure	39	-	-
Rights Violation	36	23.5	<11%
Exploitation	18	11.7	<11%
Behavioral Health Crisis Event	<11	-	-
Fire	<11	-	-
Sexual Abuse	<11	-	-

Serious Illness/Hospitalizations

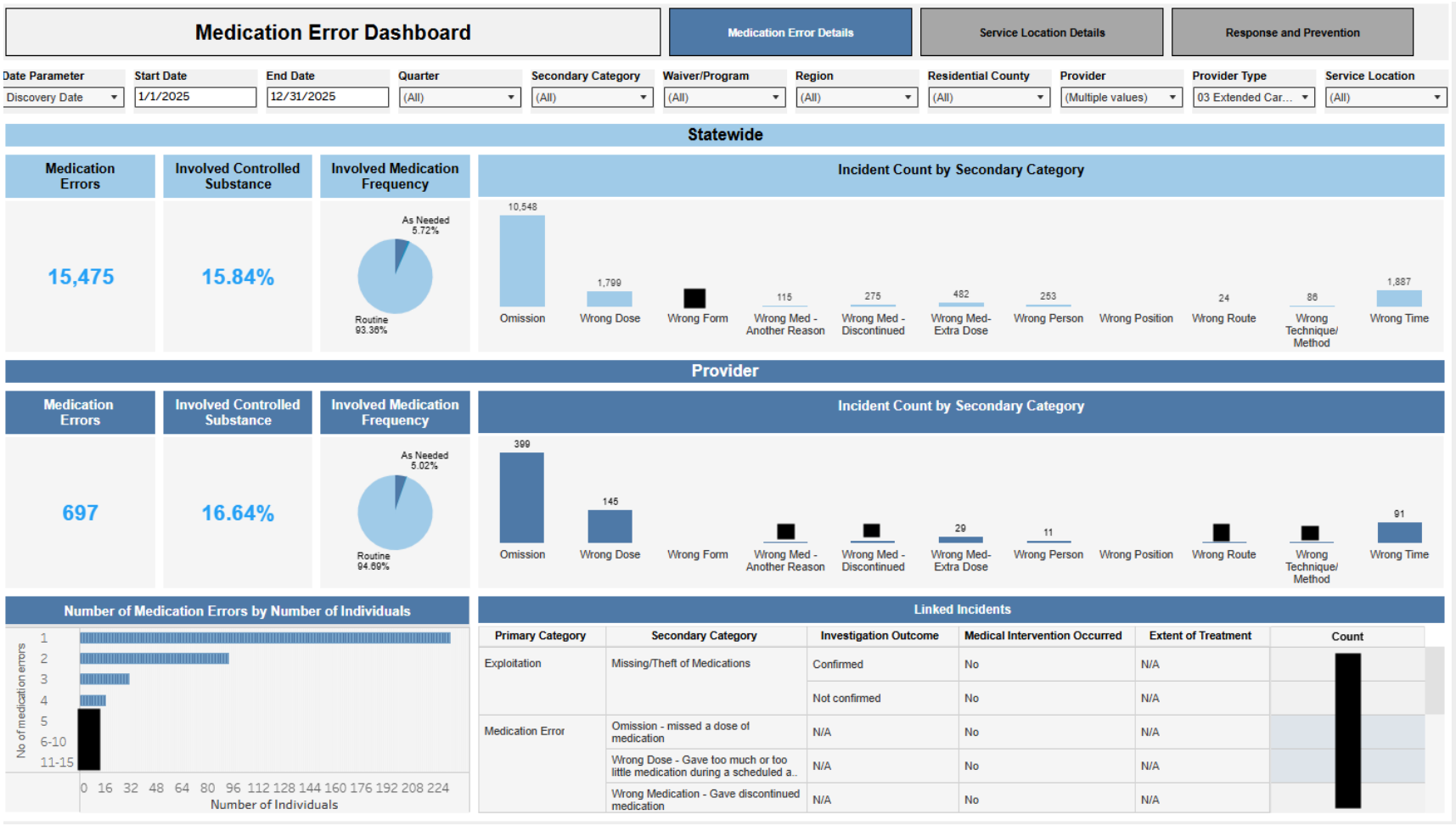
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Most common diagnoses upon admission

Sepsis
Pneumonitis Due To Inhalation Of Food And Vomit
Acute Respiratory Failure
Pneumonia
Chronic Respiratory Failure
Intestinal Obstruction

Medication Errors

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Investigation Outcomes

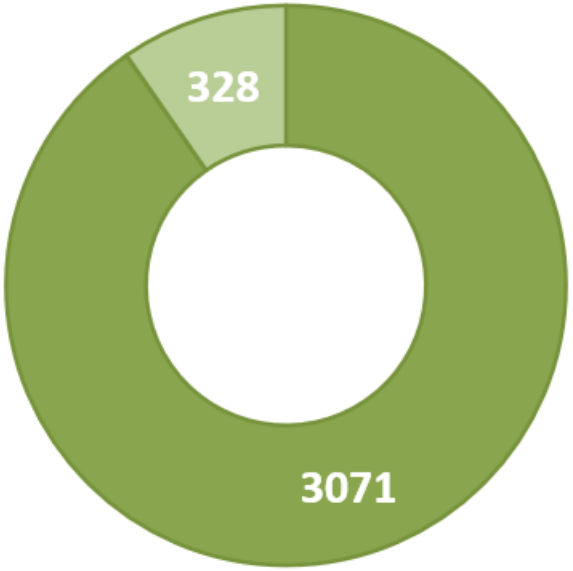
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Primary Category	Confirmed	Not Confirmed	Inconclusive	Blank	Total
Abuse	126 (57%)	79 (36%)	12 (<11%)	<11	221
Exploitation	<11	<11	<11	<11	18
Neglect	383 (84%)	67 (15%)	<11	<11	458
Rights Violation	33 (92%)	<11	<11	<11	36
Sexual Abuse	<11	<11	<11	<11	<11

Timely Reporting & Extension Usage 2025

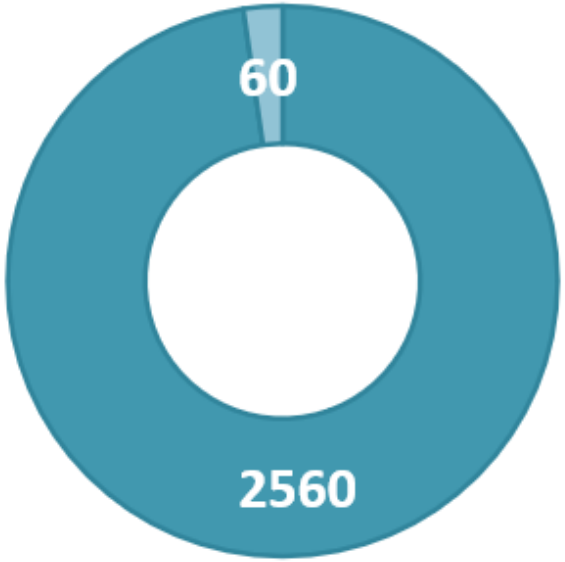
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First Section



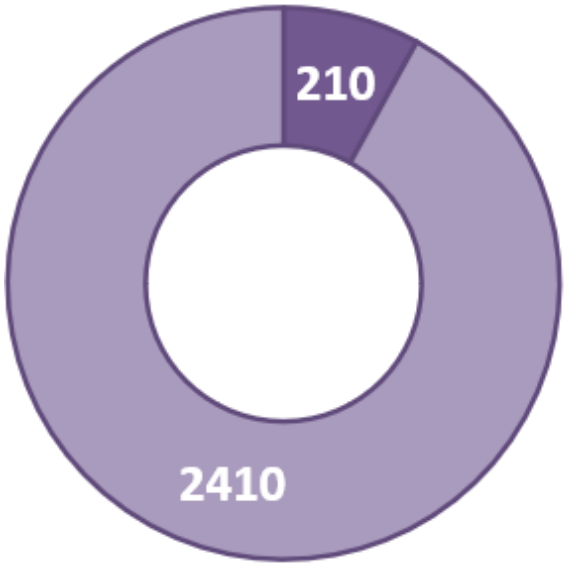
90% Compliant

Final Section



97% Compliant

Extensions



8% w/extension

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Incident Management for State Centers

Methodology

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Data Source:

Enterprise Incident Management (EIM) System

Discovery Date:

Calendar Year 2025 (1/1/2025-12/31/2025)

Incident Type:

Individual and Site Level

Categories:

Excludes Optionally Reportable Events (OREs) and Illness

Provider Type:

State Centers

Volume & Rate by Primary Category 2025

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Primary Category	Total	Incident rate per 1,000 enrolled
Serious Illness	552	1404.6
Neglect	402	1022.9
Abuse	391	994.9
Serious Injury	221	562.3
Physical Restraint	119	302.8
Medication Error	33	84.0
Rights Violation	33	84.0
Death	27	68.7
Exploitation	16	40.7
Behavioral Health Crisis Event	12	30.5
Sexual Abuse	<11	-
Missing Individual	<11	-
Suicide Attempt	<11	-
Fire	<11	-
Law Enforcement Activity	<11	-

Serious Illness/Hospitalizations

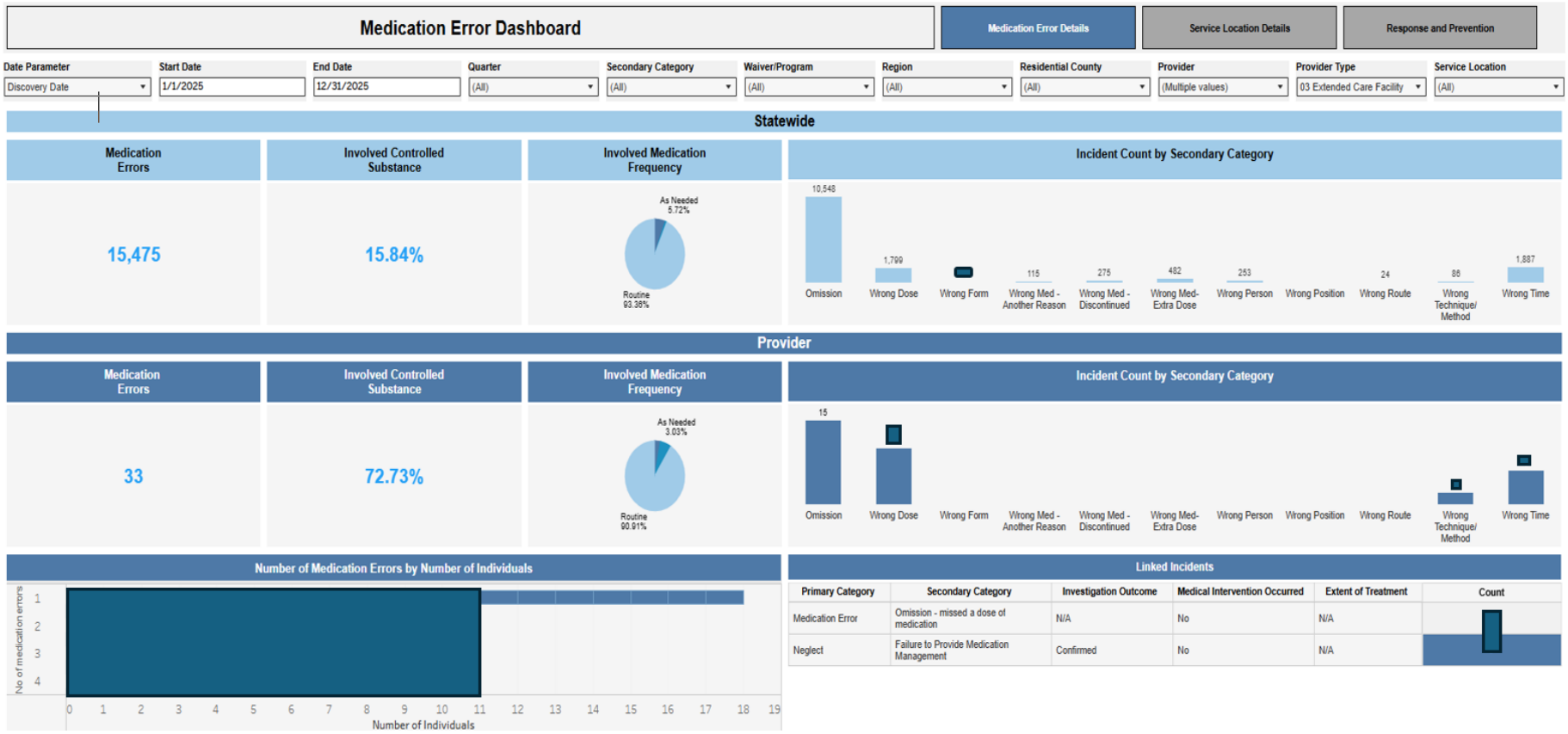
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Most common diagnoses upon admission

Sepsis
Acute Posthemorrhagic Anemia
Anemia, Unspecified
Glucose-6-Phosphate Dehydrogenase (G6Pd) Deficiency W/O Anemia
Enterococcus As The Cause Of Diseases Classified Elsewhere
Hypothyroidism

Medication Errors

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Investigation Outcomes

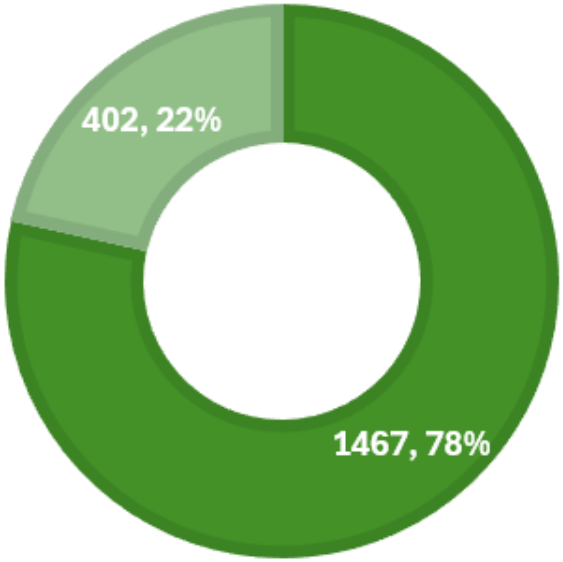
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Primary Category	Confirmed	Not Confirmed	Inconclusive	Blank	Total
Abuse	165 (42%)	147 (38%)	12 (<11%)	0	391
Exploitation	<11	<11	<11	<11	16
Neglect	383 (82%)	55 (14%)	<11	16 (4%)	402
Rights Violation	26 (79%)	<11	<11	<11	33
Sexual Abuse	<11	<11	<11	<11	<11

Timely Reporting & Extension Usage 2025

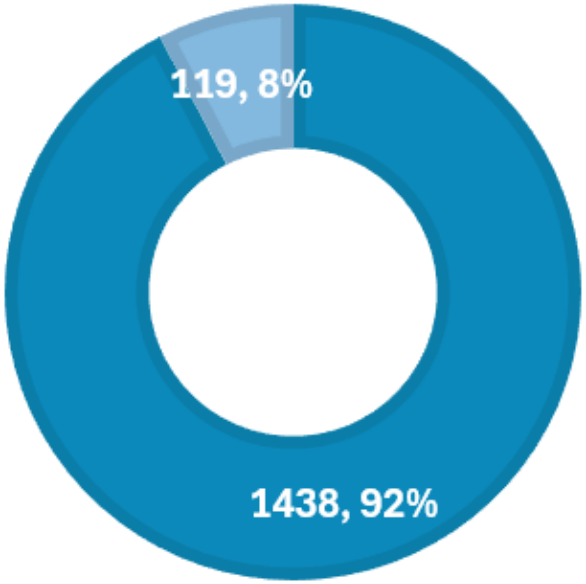
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First Section



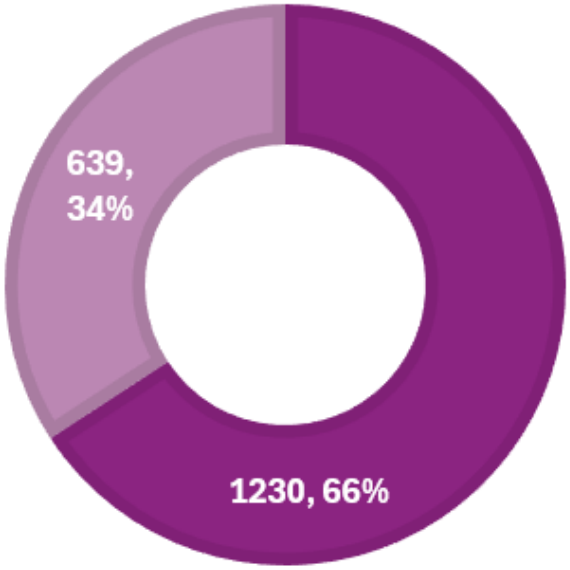
78% Compliant

Final Section



92% Compliant

Extensions



34% w/extension

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Resources

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Questions related to Incident Management policy can be sent to RA-impolicy@pa.gov

Questions related the EIM system can be sent to RA-PWODPEIMASSIST@pa.gov