

Coshocton County Board of DD- Provider Incident Notification Process

Effective 3/1/2021

For Unusual Incidents:

- (1) Send incident report as an attachment to the email of the individual's SSA. (If an individual resides in an Intermediate Care Facility, please send incident report to the assigned QIDP for the individual at their facility.)
- (2) Place incident information on the UIR log that providers are required to keep.
- (3) Complete planning with individual and team as appropriate.

For Potential Major Unusual Incidents:

- (1) Work to ensure individual's basic health and safety.
- (2) Notify the SSA on call at 740-502-1768 (during or after business hours) within four hours of knowledge of incident.
- (3) If the SSA on-call determines the incident is not a MUI you will be directed to send your incident report to the assigned SSA. If it is a potential MUI you will be asked to submit the incident report to the designated mui email account: mui@coshdd.org.
- (4) Email incident report for the potential MUI to mui@coshdd.org by at least noon the following business day.
- (5) SSA on-call will review and pass information for potential MUIs to MEORC. (SSA on-call will copy the assigned SSA into the communication at that point so they are aware.)
- (6) Provider will receive an email from MEORC letting you know if an MUI was filed or not.
- (7) If a MUI is filed, individual's team will work on prevention planning measures.

Notes:

- Please utilize email for reporting because this is the best record of your submission and allows for the quickest response times.
- You must call the SSA on-call for potential MUIs, it is not sufficient to email documentation to mui@coshdd.org without reporting by phone prior.
- Please only utilize the on-call phone and mui@coshdd.org for true potential MUIs.
- Please be understanding of timelines.

UIR Log Reviews:

- You will receive an email from UILog@meorc.com if you are selected to submit your provider UI log for any given quarter during the year. The email will include all instructions you will need for submission. You will receive something similar to the below:

Hello!

Per MUI rule requirements, we are writing to request a copy of your unusual incident log(s) for **September 2021**. ***In the event there were no incidents for the requested month, you will still need to submit your unusual incident log form and indicate on the log that no incidents occurred during the requested month.***

Logs should be submitted for ALL INDIVIDUALS for whom you provide supports within the above-referenced county and ALL LOCATIONS you operate within the county **by October 12, 2021** to uilogs@meorc.com. In order to protect confidentiality, please do not include individuals you support who receive service and support administration through another county board.

- Once the UI Log sample is gathered by MEORC each quarter they will be reviewed by Andrew Taylor, SSA Director and he will follow up with you related to any questions/concerns or unidentified trends etc.

Annual MUI Analyses:

- Your MUI Analyses for 2020 will need submitted to Bambi Zinkon (by 2-28-21 please). Your 2021 MUI Analyses (not due until 2022) will be submitted to MEORC when requested. You will receive an email from muiprovideranalysis@meorc.com that will prompt you to submit and provide all necessary information to you. You will receive something similar to the below:

Hello!

Re: Major Unusual Incident Analysis Mandated Submission (MUI Analysis)

WHY ARE YOU RECEIVING THIS EMAIL?

Per MUI rule requirements, we are writing to request a copy of your major unusual incident analysis (MUI analysis) for 2021 on behalf of the county board of developmental disabilities listed in the subject line.

WHAT IF YOU DO NOT PROVIDE SERVICES IN THE COUNTY?

We obtain a list ALL providers who have billed for services for a specific period. What we have learned is that the list that is provided to us is NOT always accurate to the day. If you do NOT provide services and received this notice, you should reply to this email informing us of such.

WHAT SHOULD YOU DO IF YOU HAVE NO “MAJOR UNUSUAL INCIDENTS” THAT OCCURRED?

In the event there were no MUIs, you will still need to submit your MUI analysis indicating that no MUIs occurred.

HOW OFTEN DO YOU AS A PROVIDER NEED TO SUBMIT THE MUI ANALYSIS

The MUI rule requires providers to submit MUI analysis annually.

YOU RECEIVED THIS NOTICE BUT YOU ARE NOT THE PERSON RESPONSIBLE FOR THIS REQUIREMENT

Your name is identified on DODDs provider list as the contact person. However, if you are not the person responsible for this task, you need to forward this request to your supervisor.

WHAT SHOULD THE MUI ANALYSIS INCLUDE?

The MUI analysis should be submitted for all individuals within your county for whom you were providing supports at the time of the incidents. (A MUI analysis form is attached for reference)

Per the MUI rule, the MUI analysis should contain the following required information:

- Date of review
- Name(s) of person completing the analysis
- Time period of the analysis
- Comparison of MUI data for 2021, 2020, and 2019
- Explanation of data
- Data for review by major unusual incident category type
- Specific individuals involved in trends and patterns (5 MUIs of any kind within 6 months or 10 MUIs of any kind within 1 year, or any other pattern identified by the team)
- Specific trends by residence, region, or program
- Previously identified trends and patterns; and
- Action plans and prevention plans to address noted trends and patterns, and descriptions of follow up actions taken

WHEN SHOULD YOU COMPLETE AND SUBMIT YOUR MUI ANALYSIS?

The MUI analysis needs to be completed by January 31, 2022 and submitted by February 28, 2022.

WHERE DO YOU SUBMIT YOUR MUI ANALYSIS?

Please make sure to REPLY to this email and attach your MUI analysis.

By doing so, we can track that you have submitted your MUI analysis.

Reply to muiprovideranalysis@meorc.com

WHAT MUI ANALYSES WILL NOT BE ACCEPTED?

MUI analyses that do not contain the provider name, contact name AND information, and name of the county in which services are provided will be rejected. These are rejected because we cannot identify which County you were performing services.

WHAT WILL HAPPEN IF YOU DO NOT SUBMIT MY MUI ANALYSIS?

The county board will be notified that you did not submit the required MUI analysis.

WHERE CAN I LEARN MORE ABOUT MY RESPONSIBILITIES AS A PROVIDER IN THIS PROCESS?

<https://dodd.ohio.gov/wps/portal/gov/dodd/health-and-welfare/toolkit>

WHERE CAN I FIND AN MUI ANALYSIS FORM?

An analysis form is attached to this email. This is just an example and can be utilized as it contains all the fields required by DODD.

Thank you for your time and efforts!

- Once the MUI Analyses sample is gathered by MEORC each year they will be reviewed by Andrew Taylor, SSA Director and he will follow up with you related to any questions/concerns.