

QA SPECIALIST TRAINING

CRITICAL INCIDENT MANAGEMENT SYSTEM

Lisa Roush, Incident and Complaint
Specialist, Iowa Medicaid's QIO
HCBS unit

May 15, 2025

Learning Objectives



Introduce the new function for editing/correcting critical incidents in the Critical Incident Reporting (CIR) and Management System.



Learn about the role of the QA Specialist:

Quality assurance of CIR.
Use the CIR Management System to issue and manage corrections to reporters.



Background

In July 2023, an online, centralized system was created for entering and storing critical (aka major) incidents for the HCBS population.

The CIR Management System runs through the Iowa Medicaid Portal Access (IMPA) and using IMPA's security features and system role assignment functions.

This enhancement introduces a feature for correcting/editing critical incident reports (CIR).



Background continued...

The editing function requires MCO and Iowa Medicaid's QIO to establish "QA Specialists" within the CIR Management System.

The QA Specialist(s) review CIR for errors and issue corrections to the reporter as needed.

Until now, the only option for correcting a CIR was to request it be deleted from the system and start over, often resulting in confusing dates and duplicate reports.

This feature will help to ensure the integrity of the data and uniformity across the MCO and FFS CIR.



Selecting QA Specialists

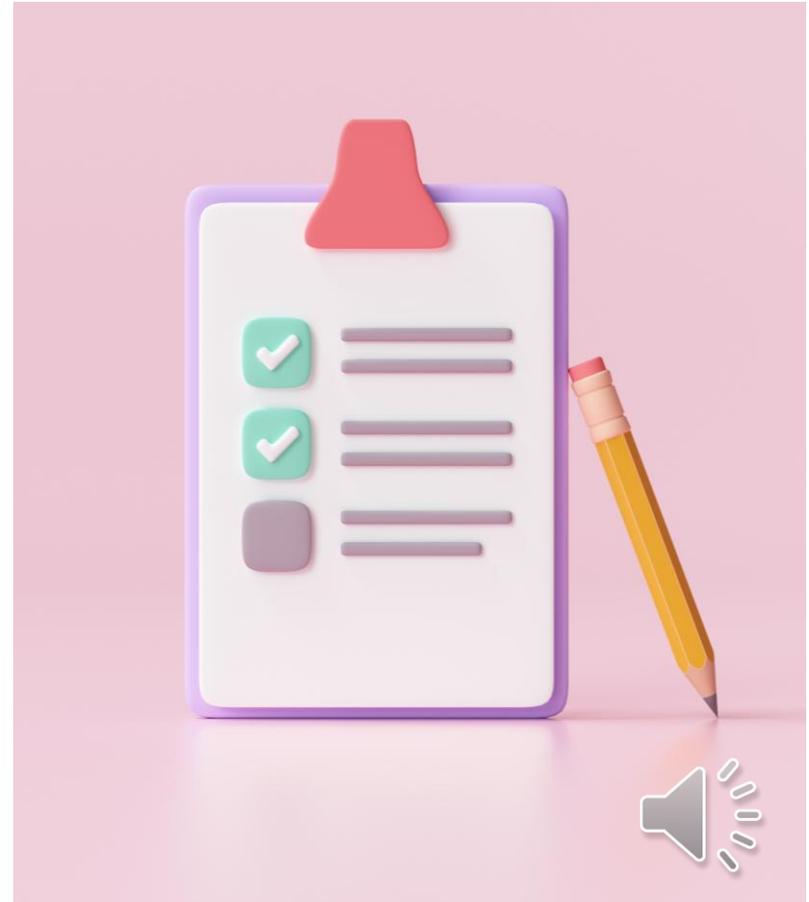
- ▶ Each MCO and Iowa Medicaid's Quality Improvement Organization (QIO) must assign at least one person the "QA Specialist" role in IMPA.
 - Exclusively for MCO and Iowa Medicaid's QIO designee. No other CIR Management System user types may assign this role.
 - Regularly performs quality assurance reviews on CIR, looking for errors or inadequate responses.
 - Uses the functionality in the system to issue the correction to the reporter.
 - Monitors the CIR to ensure it gets corrected and follow the prompts in the system to accept/reject the fix.



What to Look For

General Accuracy & Completeness

- Right member information
 - MCO
 - Program
- Responsible provider
- Incident details
 - Adequate and clear description
 - Correct dates and times
 - Root cause
 - Immediate resolution
- Completeness



Incident Description

The “incident description” section of the critical incident report must accurately and adequately describe the incident including:

The dates and times the incident occurred, was discovered, and was reported.

A narrative description of the incidents.

Details about the “kind” and “cause” of the incident from the available selections.

A narrative description of the root cause of the incident.

A narrative description of the immediate resolution of the incident.

Dates and Times

Narrative Description

“Kind” Selections

“Cause” Selections

Root Cause Narrative

Immediate Resolution



Dates and Times



DATE OF
INCIDENT



DATE OF
DISCOVERY



REPORT
DATE



CREATED
DATE



Incident Description & “Kind Selections”



Narrative description must be factual, detailed, make chronological sense, and adequately explain what happened, when it happened and who was involved.



Each incident type has checkbox selections to indicate what kind of incident it was (e.g. what kind of physical injury, what kind of emergency mental health treatment, what kind of medication error).



The selection made must make sense with the narrative description.



Root Cause Selections & Narrative



Narrative root cause descriptions must be factual, detailed, and make sense to the situation.



Each incident type has checkbox selections to indicate the cause from the available options.



The selection made must make sense with the written description of the root cause.



Immediate Resolution

- ▶ What was done to immediately resolve the issue?
- ▶ To bring the member back to baseline?
- ▶ To address the member's immediate health and safety needs?
- ▶ To help the member get out of the situation?



Long-Term Remediation



Long-term remediation is what needs to be done to prevent future, similar issues from occurring:

- With the member
- With the responsible provider
- Systemically



Responsible Provider

Yes

The HCBS provider that was responsible for the member at the time the incident occurred.

- Daily SCL provider
- Day Habilitation provider
- Supported Employment provider

No

The following should not be listed as a “responsible provider”

- MCO
- Mental health professionals
- Medical professionals
- Personal emergency response
- Hospitals



Trending

- ▶ The MCO should track and trend errors and issues found through quality assurance reviews of critical incidents.
- ▶ Work with the reporter to remediate negative trends such as but not limited to:
 - Untimely reports.
 - Frequent errors in a certain area.
 - Large numbers of critical incidents for individual members.
 - Any other areas in need of improvement.



Acronym Definitions



- ▶ IMPA- Iowa Medicaid Portal Access
- ▶ CIR- Critical incident report (also known as a major incident)
- ▶ MCO- Managed Care Organization
- ▶ FFS- Fee for Service (members not enrolled in with an MCO)
- ▶ QIO- Quality Improvement Organization
- ▶ HCBS- Home and Community Based Services



Resources and Contacts

IMPA CIR Management System User Guide: <https://secureapp.dhs.state.ia.us/imp/Init.aspx>

Incident Trainings: <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

Incident FAQ: At the link above and here: <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

IMPA Helpdesk: impahelpdesk@hhs.iowa.gov

IMPA Support: impasupport@hhs.iowa.gov

Incident Management Mailbox: hcbsir@hhs.iowa.gov

HCBS Specialist Contacts: <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

MCO QA Specialist emails:

- Wellpoint: IACriticalIncidents@amerigroup.com
- Iowa Total Care: qoccir@iowatotalcare.com
- Molina: MolinaIACritIncidents@molinahealthcare.com





Questions

Please direct questions to:
hcbsir@hhs.iowa.gov



Health and
Human Services

