



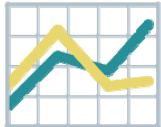
pennsylvania

DEPARTMENT OF PUBLIC WELFARE

OFFICE OF MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES

Community Risk Management

OMHSAS works in partnership with county mental health (MH) programs and community MH providers in managing risk for individuals with Serious Mental Illness who live in the community. Using HCSIS (Home and Community Services Information System), incidents are tracked for adults living in Long Term Structured Residences (LTSRs), adult Community Residential Rehabilitation (CRR) facilities, and CHIPP (Community Hospital Integration Projects Program) participants.



How Are We Doing?

HCSIS has proven to be a very efficient data tracking method to report incidents. County follow up with providers and the incident review process has improved. With data being more readily accessible, we are better able to ensure proper action was taken to help to reduce the number of future incidents.

"...we are better able to ensure proper action was taken to help reduce... future incidents."

Talking Points:

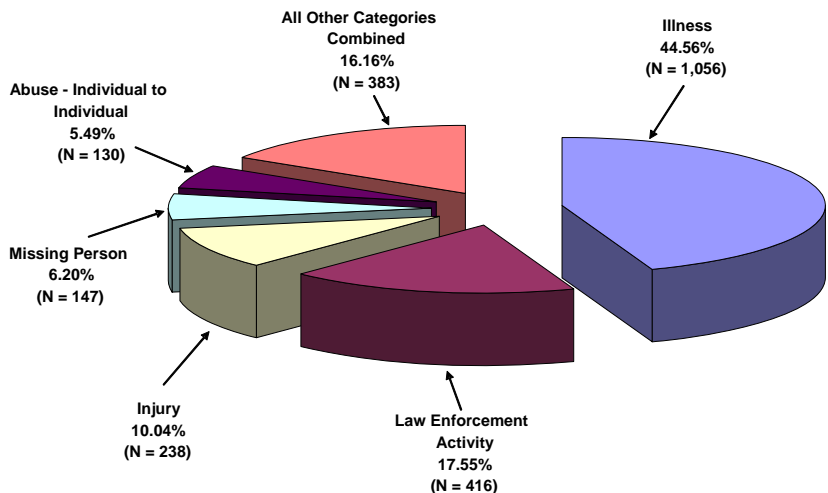
✔ **Crisis intervention** comprised **38%** of all **law enforcement activity**.

✔ **Incident Management** helps to **ensure the health & safety** of those receiving services, **prevents reoccurrence of incidents**, and **promotes continuous quality assurance**.

✔ For some categories, the **incident reporting includes** cases of **alleged activity**.

✔ **HCSIS**, a **web-based reporting tool**, facilitates **real-time risk management**.

Community Risk Management: Most Frequently Reported Incident Categories for Adults in 2009



What Do the Findings Mean? The top five incident categories are noted in the graph. The majority of incidents fell into the “Illness” category. “Abuse, Individual to Individual” had the least number of reportable incidents of the five. The rates of incidents for most categories remained stable from 2008 to 2009. The top five incident categories for 2009 were identical to 2008.

What Did We Measure? Using data from HCSIS, OMHSAS examined the Calendar Year incident counts, by category for all OMHSAS-reportable incidents. The counts were then analyzed by regional OMHSAS Field Office. Where significant variability occurred for any incident category, the Field Office staff will follow-up with the respective providers and County Programs for quality improvement and risk monitoring purposes.

The Office of Mental Health and Substance Abuse Services (OMHSAS) is the state entity charged with ensuring that Pennsylvania’s citizens have access to a broad array of behavioral health services. **QUIC Facts** can be found online at: www.parecovery.org/omhsas_quality.shtml