



LEVEL II REPORTING PROCESS

Level II Reporting Guidance released in October 2010

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Key importance of Level II Reporting is to establish accountability and responsibility for improving the quality of the PACE experience for all Participants

**Alerts CMS of any unusual incident resulting in:
Serious adverse participant outcomes**

Negative national/regional notoriety related to PACE program

Requires internal investigation
and analysis of the event

Purpose

- Identify system failures
- Identify opportunities for quality improvement
- Goals of Level II Reporting is to identify strengths and weaknesses for continuous quality improvement

Reporting Process

- Incident occurs
- PACE Organization(PO)determines incident meets Level II reporting threshold
- Notifies and convenes IDT
- Within 48 hours of IDT notification, PO reports to CMS CO, RO, and SAA

Reporting Process (continued)

- Begin Root Cause Analysis (RCA)
- Complete RCA within 30 days
- Conference call scheduled with CO to discuss findings
- PO presents case summary on conference call

Reporting Process: Case Summary

- Care history summary
- Description of the patient
- Pertinent diagnoses
- Participant's involvement in the program
- IDT concerns related to the patient prior to the event

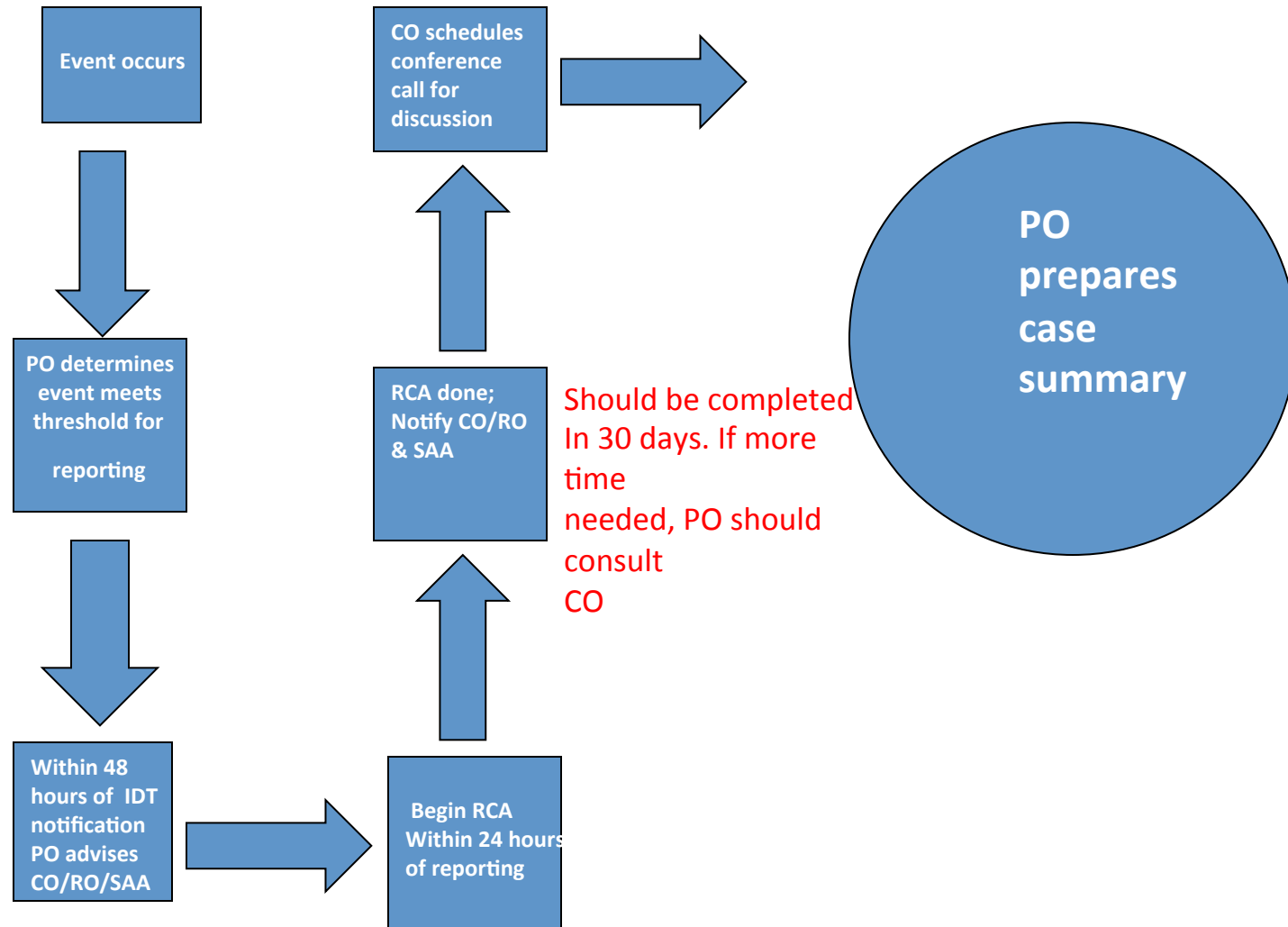
Reporting Process: Case Summary (continued)

- Summary of the incident
- Precipitating or contributing factors
- Participant's actions/involvement surrounding the event
- Immediate actions taken
- Participant's status

Reporting Process: Case Summary (continued)

- Description of relationship with contracted facility and/or services
- Compliance with PO's policies and procedures
- Identification of risk points
- Proposed areas for quality improvement

Reporting Process: Flow Chart



If there are questions or you need clarifications -

Always contact BOTH your Account Manager and the State Agency.