



Division of Health Improvement

Incident Management System



Trends Data SFY 2003
July 1, 2002 - June 30, 2003

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July 1, 2002 through June 30, 2003

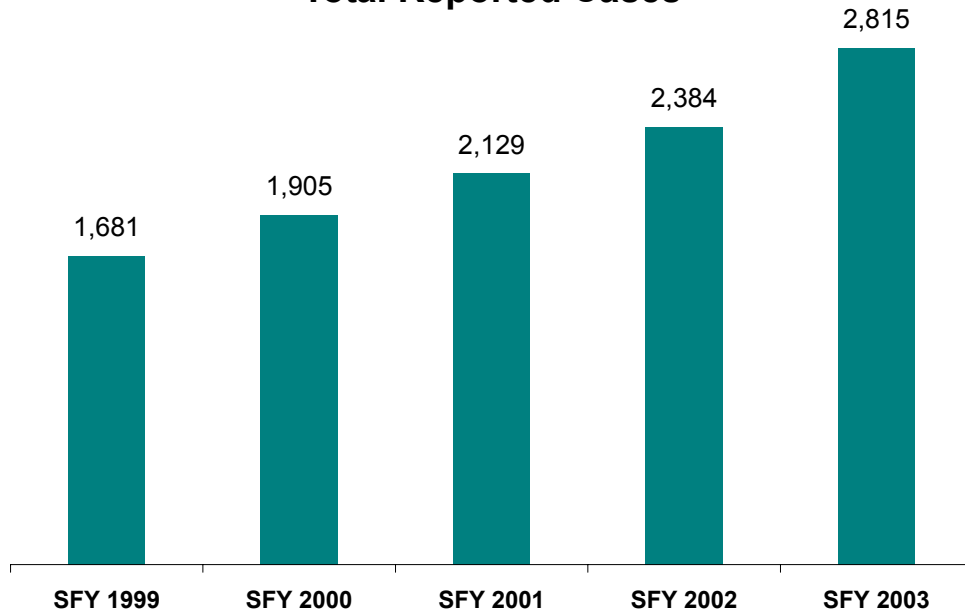
General Observations

- This fiscal year showed an 18% increase in the number of reported incidents over the previous fiscal year. Incident Management has experienced an increase of 32 % in reported incidents over the past two fiscal years. The population served has only experienced an increase of 8% during the same time frame.
- Although there was an increase in the number of incidents reported, the percentage of allegations of abuse, neglect or misappropriation (exploitation) remained stable. 37% of all reported incidents involved allegations of ANE.
- The percent of confirmed allegations of ANE was 44 %.

Late reports and Failure to report

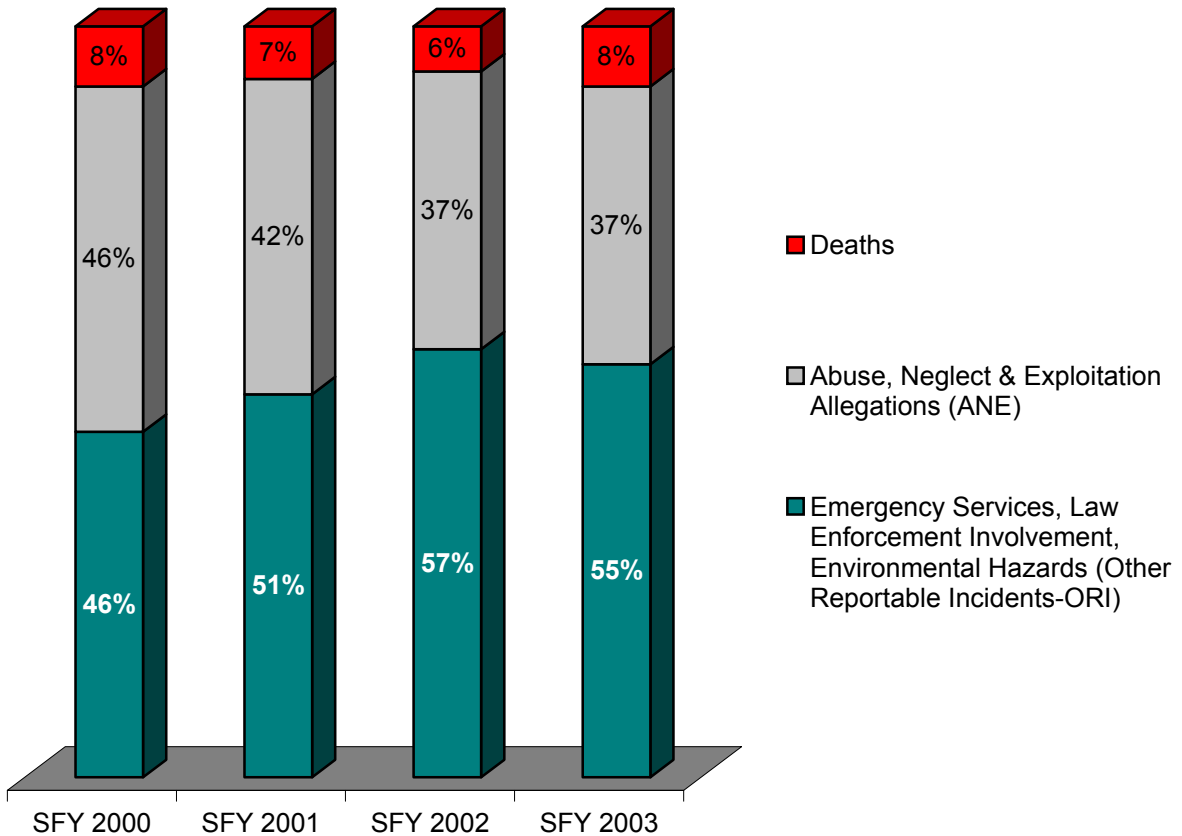
- The percentage of reports received later than required timeframe of 24 hours decreased over this fiscal year. Failure to report rates were at 14% of all incidents, however this year showed a decrease of 3%. There were 315 late reports.
- There were 292 incidents not reported. These incidents were reported by someone other than the responsible provider including CYFD, family members and other members of the community.

Total Reported Cases

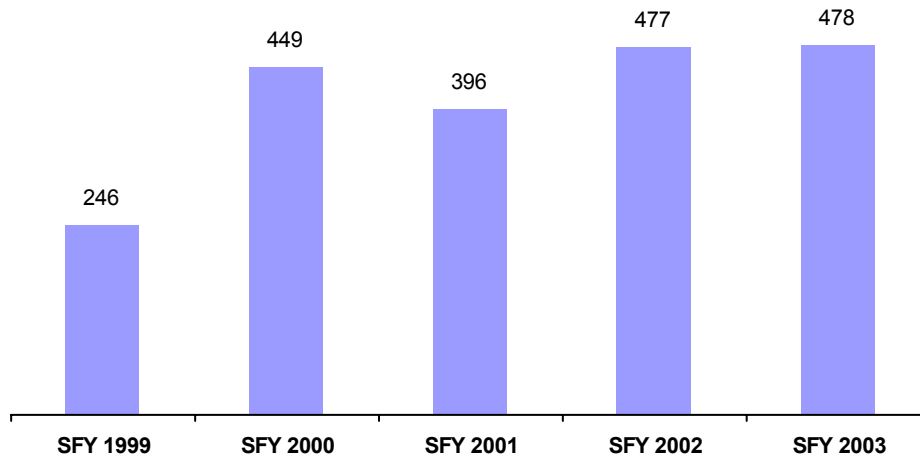


Includes: abuse, neglect, exploitation, emergency services, environmental hazards, law enforcement involvement and deaths.

Percentage of Received Cases by Type

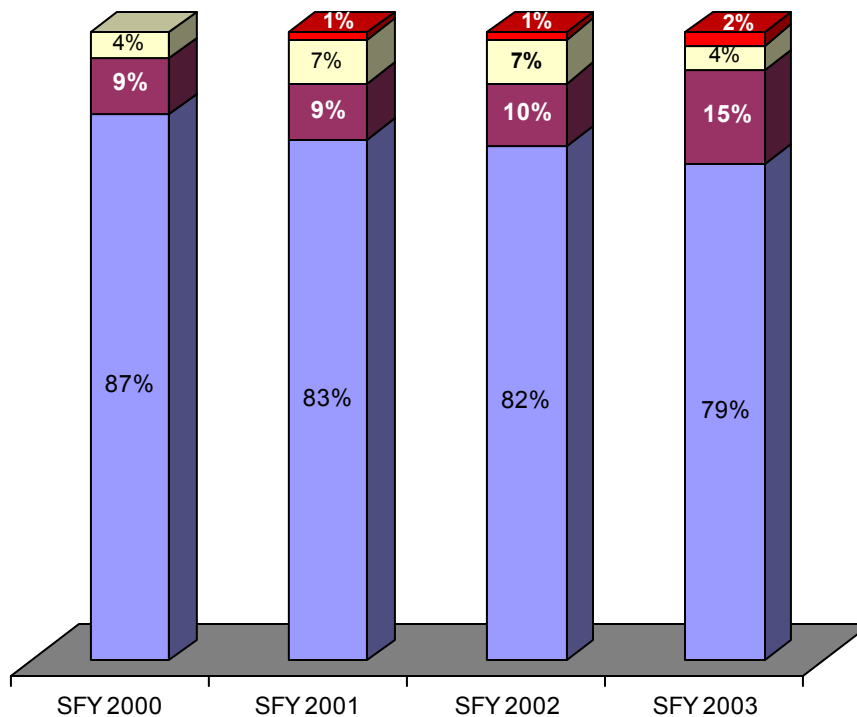


Confirmed Cases of Abuse, Neglect & Exploitation (ANE)



High rates of confirmation serve as an indication of appropriate reporting by providers, with minimal over-reporting or under-reporting. Cases are “confirmed” if a situation posed a threat of harm to a client. Neglect is “confirmed” when a provider agency fails to meet its contractual responsibilities to a client, actual harm is not required.

Percentage of Cases by Funding Source



■ DD=Developmentally Disabled	■ D&E=Disabled & Elderly
■ ICF-MR=Intermediate Care Facility-Mentally Retarded	■ BHS=Behavioral Health Services Division

BHS: Medically Fragile Waiver, Traumatic Brain Injury & Family, Infant & Toddler programs equal less than 1%.

DOH/DHI Incident Management System

Annual Report DD Waiver Residential and Habilitation Providers

SFY 2003 - 7/1/02 - 6/30/03

Provider Name - Number	Clients*		Total Confirmed ANE	Abuse Confirmations/ Total Abuse Cases	Neglect Confirmations/ Total Neglect Cases	Exploitation Confirmations/ Total Exploitation Cases	Emergency Services	Law Enforcement Involvement	Environmental Hazard	Death	Late Reporting/ Total Provider Cases	Confirmed Cases not Reported by Responsible Provider/ Total Unreported Cases
	Res	Hab										
ResCare of NM - 834	225	152	76	12/25	64/109	0/5	157	34	4	3	35/337	17/49
Los Lunas Ctr. For Persons with DD - 761	160	90	41	6/18	31/41	4/7	103	9	0	2	25/180	4/10
Tresco, Inc. - 703	98	144	23	3/24	19/45	1/8	66	27	1	0	16/171	2/15
Mentor of NM - 776	103	88	21	1/8	20/29	0/1	34	9	0	0	20/81	3/7
Residential Resorts - 785	31	16	21	3/4	17/29	1/4	15	12	1	0	5/65	7/25
WNG, Inc., Comm, Living Svcs. - 462	26	49	20	1/4	19/27	0/0	12	6	0	0	3/49	10/17
ARCA - 318	249	103	17	5/16	11/13	1/3	80	11	6	0	15/130	4/7
Mosaic - 379	45	68	15	0/4	12/17	3/11	34	5	0	1	7/72	6/13
Progressive Residential Services - 487	56	74	14	3/9	9/13	2/3	24	15	0	1	7/65	4/11
Adelante Development Center - 305	88	399	11	2/6	9/16	0/0	56	3	0	1	8/82	2/6
Challenge NM - 733	31	66	10	2/6	8/16	0/0	15	6	0	2	4/45	1/6
Coyote Canyon Rehabilitation Center - 108	15	17	10	0/2	10/17	0/0	1	0	0	0	2/20	8/12
Dungarvin of NM - 816	47	20	10	1/4	7/8	2/3	30	10	3	1	10/59	0/1
Tobosa Developmental - 617	35	49	10	3/4	7/8	0/0	25	5	0	1	4/43	1/3
Transitional Lifestyles Comm. - 477	102	0	10	1/4	9/14	0/1	48	10	0	1	7/78	5/8
Alliance Beh. Health Svcs. S. NM - 516	66	71	9	5/11	4/8	0/0	14	22	0	1	4/56	3/9
Leaders Industries - 624	32	44	8	1/2	7/7	0/0	22	0	0	0	5/31	0/0
Optihealth - 777	35	9	8	1/4	6/6	1/1	6	3	0	1	5/21	2/2
Life Quest (formerly SWSH) - 503	27	50	6	4/9	2/7	0/4	9	1	0	1	2/31	2/13
Otero County Arc - 616	19	24	6	2/4	3/7	1/1	11	5	0	0	8/28	0/0
A Better Way - 763	7	13	5	0/3	5/6	0/0	14	28	0	0	3/51	0/3
Goodwill Industries of New Mexico - 370	0	111	5	0/2	5/10	0/0	10	6	0	0	3/28	2/4
Residential CRF, Inc. - 489	22	24	5	1/2	4/4	0/0	7	4	0	0	0/17	2/3
RCI - 328	0	153	4	3/5	1/6	0/0	6	0	0	0	5/17	0/2
Share Your Care, Inc - 304	0	51	4	0/0	4/8	0/0	9	0	0	0	0/17	1/2
Zuni Entrepreneurial Enterprises - 123	12	19	4	0/0	4/7	0/0	2	7	0	1	3/17	1/1
Familes Plus, Inc. - 744	205	0	3	0/4	3/6	0/0	42	5	1	0	11/58	0/3

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	Res	Hab										
New Pathways, Inc - 642	20	7	3	0/1	3/8	0/0	8	1	0	0	1/18	2/3
R-Way - 682	80	67	3	0/4	3/4	0/0	17	12	0	0	11/37	0/1
Door of Opportunity - 613	17	21	2	2/2	0/1	0/0	2	0	0	0	1/5	0/1
New Vistas - 223	0	37	2	1/1	1/1	0/0	0	0	0	0	0/2	1/1
C.A.R.C. Inc. - 612	12	20	1	0/0	1/3	0/0	4	4	0	1	0/12	1/1
Cuidando Las Familias Inc. - 588	83	13	1	0/0	0/0	1/1	2	3	0	0	1/6	0/0
ENMRSH - 402	75	93	1	0/0	0/0	1/2	31	9	1	0	1/43	0/1
La Vida Felicidad - 348	4	14	1	0/0	1/1	0/0	0	0	0	0	0/1	1/1
MaxCare - 764	18	15	1	1/1	0/0	0/0	3	4	0	0	0/8	0/0
PMS - 107	0	31	1	1/2	0/0	0/0	1	0	0	0	0/3	1/1
Santa Maria El Mirador - 224	17	17	1	0/0	1/1	0/0	11	0	0	0	3/12	0/0
VSA arts of NM(formerly Very Special) - 459	0	87	1	0/0	1/3	0/0	4	0	0	0	2/7	0/0
Zia Therapy Ctr. - 619	0	24	1	0/0	1/1	0/0	1	0	0	0	0/2	1/1
21st Century Living, Inc. - 848	2	0	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Alta Mira Specialized Family Services - 322	89	0	0	0/4	0/1	0/0	22	3	0	1	4/31	0/2
Angel Care of New Mexico - 597	4	0	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Basin Coordinated Healthcare, Inc. - 725	0	17	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Bright Horizons, Inc - 860	2	0	0	0/0	0/0	0/0	1	2	0	0	0/3	0/0
Campo Behavioral Health - 630	18	21	0	0/0	0/1	0/0	4	4	0	0	2/9	0/0
Career Svs for Persons with DD - 803	0	2	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Carino Case Management, Inc. - 540	0	1	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Carlacare Inc. - 680	1	0	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Carol Henry Behavior Therapy Service - 717	0	2	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Casa Alegre, (MEND) - 732	13	12	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Cibola Homecare Inc. - 471	2	2	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Citizens for the Developmentally Disabled - 220	19	31	0	0/0	0/0	0/0	3	1	0	0	0/4	0/0
Community Options, Inc - 491	0	80	0	0/1	0/1	0/0	1	2	0	0	0/5	0/1
Connections, LLC - 669	0	26	0	0/0	0/1	0/0	0	0	0	0	0/1	0/1
Cornucopia, Inc. - 730	0	12	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Disability Services, Inc fr MORE - 109	26	28	0	0/0	0/0	0/0	14	0	0	0	2/14	0/1

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	Res	Hab										
Grace Requires Understanding, Inc. - 467	58	0	0	0/1	0/1	0/0	5	0	1	0	1/8	0/0
Journeys Day Program Inc. - 856	5	21	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Las Cumbres Learning Ctr. - 221	24	25	0	0/1	0/1	0/0	9	0	0	0	1/11	0/1
MECA, LLC - 595	0	28	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
NM Highlands University- Vista Sin Li - 243	0	4	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Northern NM Vocational Training - 641	0	7	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Open Hands, Inc. - 569	0	6	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Plains Regional Medical Ctr. Home Health - 499	0	1	0	0/0	0/1	0/0	0	0	0	0	1/1	0/0
Preferred Rehabilitation Network - 773	0	5	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Salas Care, Inc. - 465	2	0	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0
Su Vida Services Inc - 739	22	5	0	0/1	0/0	0/0	2	0	0	0	0/3	0/0
Taos County Arc - 225	23	30	0	0/0	0/0	0/0	9	0	0	0	0/9	0/0
Tohatchi Area of Opportunity - 453	17	19	0	0/4	0/5	0/0	1	0	1	0	3/11	0/2
Victory Home Health - 531	0	4	0	0/0	0/0	0/0	0	0	0	0	0/0	0/0

Statewide Totals	Clients*		Total Confirmed ANE	Abuse Confirmations/ Total Abuse Cases	Neglect Confirmations/ Total Neglect Cases	Exploitation Confirmations/ Total Exploitation Cases	Emergency Services	Law Enforcement Involvement	Environ- mental Hazard	Death	Late Reporting/ Total Provider Cases	Confirmed Cases not Reported by Responsible Provider/Total Unreported Cases
	Res	Hab										
	2389	2739	395	65/207	312/519	18/55	1007	288	19	19	251/2115	94/251

Total Cases: 2115

- Total client numbers will not add up to DDW client total. Clients who elected to change providers during the specified time period will be counted in the totals of both providers.
- Client numbers are derived from claims data and include all clients for whom a claim has been submitted during the specified time period.
- Only closed cases are included (except deaths).
- Single cases with multiple allegations appear in this report in only one category. The category in which a case will appear is based on an allegation hierarchy as follows:

Death
Confirmed Abuse
Confirmed Neglect
Confirmed Exploitation
Law Enforcement Involvement
Environmental Hazard
Emergency Services

Res Includes

Supported Living
Supervised Living
Assisted Living
Homebased
Foursome Living

Hab Includes

Habilitation
Supported