

Grievance Resolution and Incident Team (GRIT) IRIS Tips And Suggestions

PROVIDER INFORMATION

1. **Host County** – the county where the services were provided. The Physical Address' City should match the Host County.
Example: City – Asheville/Host County – Buncombe
2. **Home County** – the county where individual's Medicaid is based (which may be different than the county of residence).
Note: This information can be found on the member's Medicaid card.

MEMBER INFORMATION

Make sure the following information is correct:

1. LME #
2. Date of Birth
3. Gender

CATEGORIES

Listed below are the most requested resubmission categories and tips to help with the closure of the incident.

1. ALLEGATIONS

Vaya understands that it could take up to 90 days for your agency to receive the letter from DSS. The following information is needed to close incidents and can be obtained from DSS, members or relatives/caregivers:

- Was your report screen in or out?
- How is your agency continuing to serve the member?
- Attach a copy of the DSS report when it is received.
- If no DSS report is received;
 - Update the incident report with findings from the internal investigation, and
 - Update the incident report with steps taken to prevent this type of incident from occurring in the future.
- If the allegation occurred before your agency began services with the member, then this is a Level I incident.
 - See page 21 of the IRIS Incident Reporting Manual.
- In your prevention/comments, include:
 - What steps have been taken to prevent this type of incident from occurring again
 - Safety crisis/plan created/updated
 - Education/resources given to member/family

2. BEHAVIORS

Include the following sub-categories:

- Suicidal Behavior
- Inappropriate Sexual Behaviors
- Member Acts
- Aggressive
- Destruction
- Unplanned Absences, AWOL, Elopement
- Caused a Call to Law Enforcement

3. DEATHS – Level II

- Attach a copy of the Death Certificate within 30 days.
- If you are unable to get a copy of the Death Certificate from the family, you can obtain a copy from the county Register of Deeds where the member died.
 - We do not need a certified copy of the Death Certificate
 - An uncertified copy can be obtained from 25 cents from the county Register of Deeds

4. RESTRICTIVE INTERVENTIONS

- Any planned use (in member's PCP) administered appropriately and without discomfort, complaint or injury are Level I incidents.
 - See page 20 of IRIS Reporting Manual.
- If the Restrictive Intervention was not administered properly, please write a brief explanation as to why. Examples include:
 - Staff performing the Restrictive Intervention (RI) is not trained in an approved RI curriculum
 - Improper technique

SUPERVISOR ACTIONS SECTION

1. **Cause:**
 - a. What triggered the incident?
2. **Prevention:**
 - a. The focus should be on what your agency can do to prevent this type of incident for happening in the future (with this member, or with other members).
3. **When resubmitting:**
 - a. Write a brief explanation (in comments section or in resubmission section).
 - b. Check the attestation box agreeing that all information provided on incident form is true and correct to the best of your knowledge.

IRIS TRAINING/LINKS/CONTACT INFORMATION

If you are interested in IRIS Training, please email IncidentReport@vayahealth.com.

IRIS Reporting Manual: <https://files.nc.gov/ncdhhs/documents/files/incidentmanual2-25-11.pdf>

IRIS Technical Manual: <https://files.nc.gov/ncdhhs/documents/files/iris6-4-10dhhsmanual.pdf>

DHSR Complaint Intake Unit: <https://info.ncdhhs.gov/dhsr/ciu/complaintintake.html>