

Summary of Reported Rider Injury and Incidents
October – December 2013

At the request of members of the Transportation Advisory Committee, SCDHHS will prepare a quarterly summary of our review of all rider injuries and incidents reported.

Notification Process

The brokers are required to report to SCDHHS all occurrences of injuries and other incidents, including all accidents, as soon as they are made aware of an occurrence. Notification to SCDHHS is required for all accidents regardless of reported injuries, all reports of injury or possible injury to Medicaid members, and all incidents involving Medicaid members that are out of the ordinary. Once SCDHHS is notified of the initial occurrence, follow up communications between SCDHHS and the broker continue as needed until the situation is fully investigated and the appropriate action is taken.

Summary Analysis of Injury and Incidents

During the second quarter of state fiscal year 2014, the broker reported the occurrence of 115 incidents and injuries for the 467,193 trips taken. A 90% increase over the previous quarter. There were 37 incidents and 78 injuries. Each incident and injury was reviewed by two members of the SCDHHS program staff independently to determine the level of severity of each occurrence. Incidents and injuries rated with a severity of one are most severe and include injuries resulting in members being taken to the emergency room for evaluation and or treatment. Incidents and injuries rated with a severity of two or three are less severe and include incidents reported for such things as member or driver rudeness. The severity rating is based on the description of the injury or incident included in the detailed compliant submitted to SCDHHS.

SCDHHS also reviewed the incidents for common factors and patterns that may identify specific problem areas or causes where resources might be needed to address specific shortcomings. For this reporting period, drivers had the highest occurrence rates of primary responsibility for the incidents and injuries reported. Members had at least some responsibility for 43 of the reported occurrences. The member category includes family members and escorts. One transportation provider had more than one serious injury or incident. Based on our detailed reviews, it appears that there were more incidents and injuries caused by member slips and falls going to and from vehicles. We also determined that 16 incidents or injuries involved members in wheelchairs. In those cases, Logisticare is requiring drivers to retake the wheelchair safety training course.

Classification of Injury and Incidents for Analysis

Based on the details included in the report to SCDHHS by the broker, occurrences of injuries and incidents for the three month period from October 2013 – December 2013 have been analyzed and classified as outlined in the tables below.

Incident Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Incident	1	4
	2	17
	3	16
Incident Total		37

Injury Summary by Severity

Complaint Type	Severity (1-3, 1=most serious)	Total
Injury	1	7
	2	23
	3	48
Injury Total		78

Summary by Primary Responsibility and Severity

Primary Responsibility	Severity (1-3, 1=most serious)	Total
Driver	1	8
	2	14
	3	16
Member	1	1
	2	10
	3	12
Member And Driver	1	1
	2	7
	3	12
Other Driver	1	0
	2	6
	3	18
Other	1	1
	2	3
	3	6
Total		115

Summary by Provider and Severity
(Providers with at least two severity 1 injuries)

Provider	Severity (1-3, 1=most serious)	Total
Provider One	1	2
	2	1
	3	0