

MERCER GOVERNMENT  
HUMAN SERVICES  
CONSULTING



## INCIDENT MANAGEMENT: Prevention And Identification Strategies For The 21st Century

### Shift from Institutional to Home and Community Based Services

As more individuals choose home and community based services over institutional services, there are opportunities and risks. These risks can be mitigated through the implementation of an incident management system.

The Joint Report 2018 recommended compliance oversight components for states.



Reliable  
incident  
management  
and  
investigation  
processes



Audit protocols  
that ensure  
compliance  
with reporting,  
review and  
response  
requirements



Effective  
mortality  
reviews of  
unexpected  
deaths



Quality assurance  
mechanisms that  
ensure the delivery  
and fiscal integrity  
of appropriate  
community-based  
services

## HOW MERCER CAN HELP



Long term services and supports have evolved. It is necessary to not only identify abuse and neglect in group homes but also to develop strategies for reporting, tracking, trending and prevention of future occurrences. Effective Incident Management systems are crucial to states' success. *Mercer is working with states to help.*



### ANALYSIS

- Determine scope of issue through **evaluation** of state systems
- Review of HCBS **waiver** – Incident Management assurances
- Review and **analysis** of current protocols, policies and procedures Identify gaps



### STRATEGIC CONSULTING

- Stakeholder engagement
- Mechanisms for improvement
- Focus on data and person-centered strategies
- Development of system requirements, data elements for Incident Management systems
- Development of protocols, policies and procedures
- Work plan development
- Waiver, policy and practice monitoring update support
- Tracking and trending recommendations/support

**We help ready our clients for what's next:** the next policy, the next budget, the next administration, the next opportunity.

**Need assistance:** Contact your client leader or email us at: [mercergovernment@mercerc.com](mailto:mercergovernment@mercerc.com)

Our website:  
[www.mercer-government.mercerc.com](http://www.mercer-government.mercerc.com)