

Aging and Long-Term Support Administration

# **APS Fatalities & Near Fatalities – The Washington Quality Assurance Approach**

*Presentation to the National Adult Protective Services Association*

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# APS Fatalities & Near Fatalities – The Washington Quality Assurance Approach

## ***This presentation will cover:***

- **The evolution of Adult Protective Services**
- **The current Fatality Review process**
- **The Near Fatality Review process**
- **The future of the Fatality and Near Fatality Review processes**

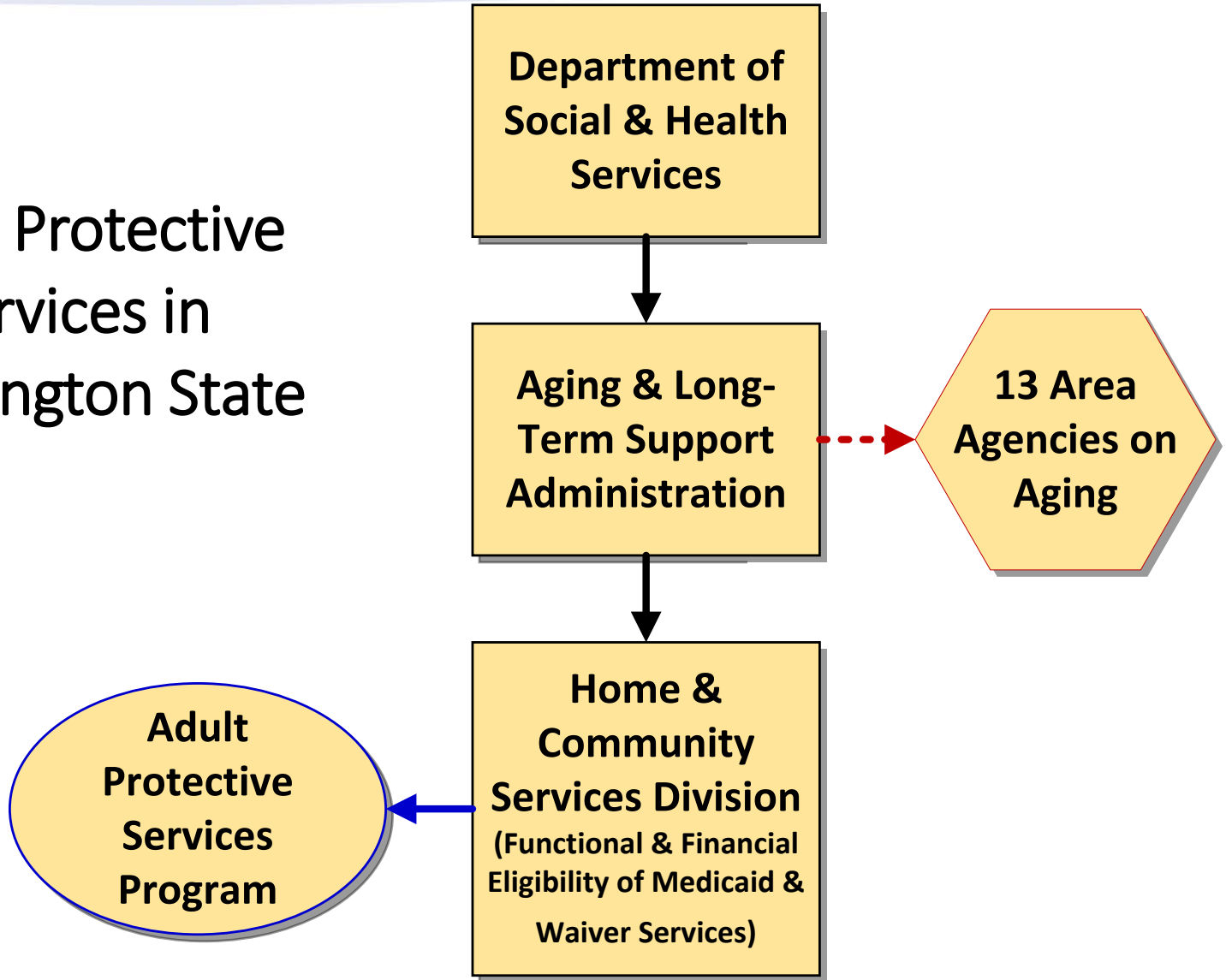


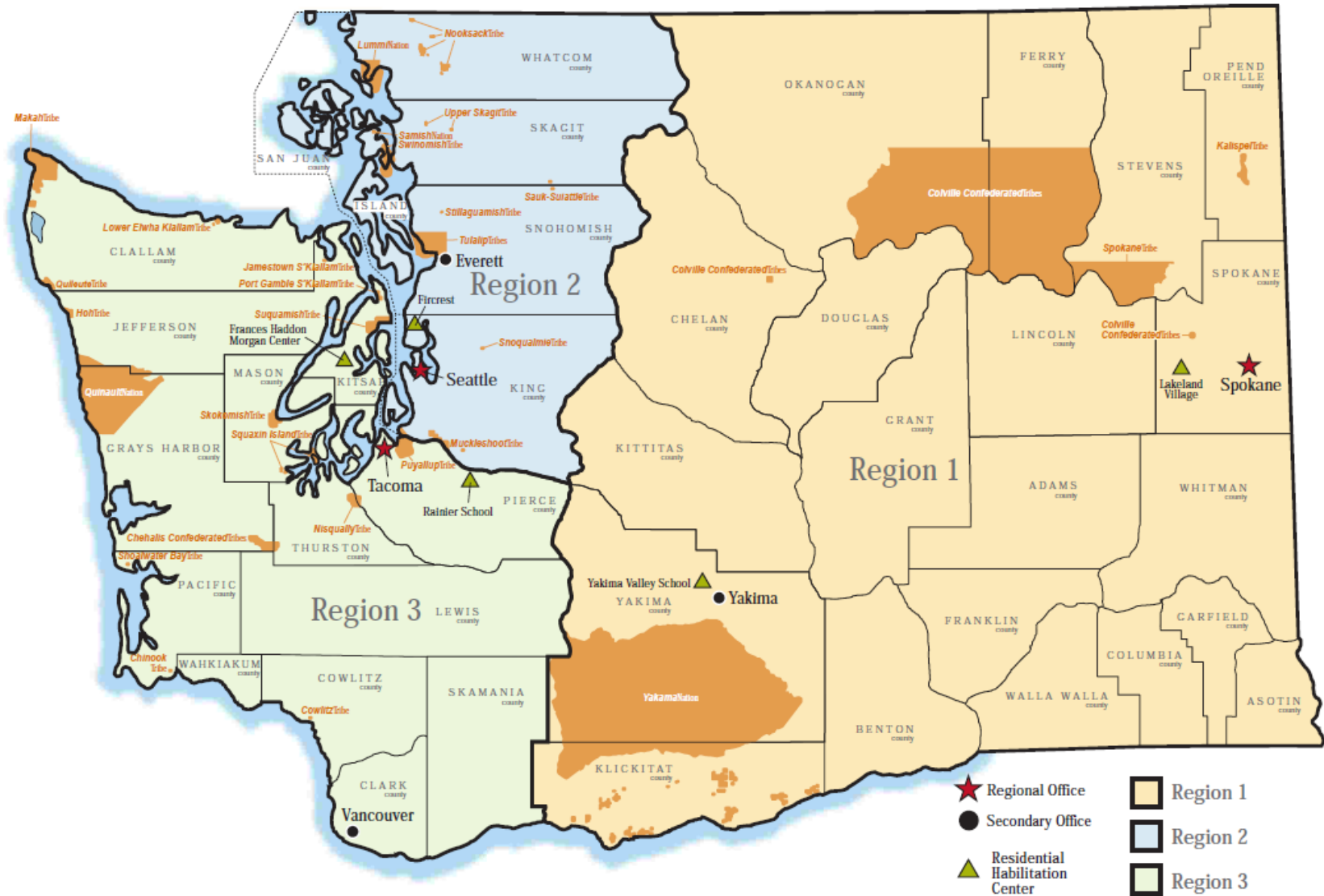
# Evolution of Adult Protective Services in Washington State

**RCW 74.34  
Abuse of  
Vulnerable  
Adults Act  
1984**



# Adult Protective Services in Washington State





# Evolution of Adult Protective Services in Washington State

***238.5 case carrying FTE and 95.9 non case carrying FTE***

## ***Case Carrying***

- **Investigators**

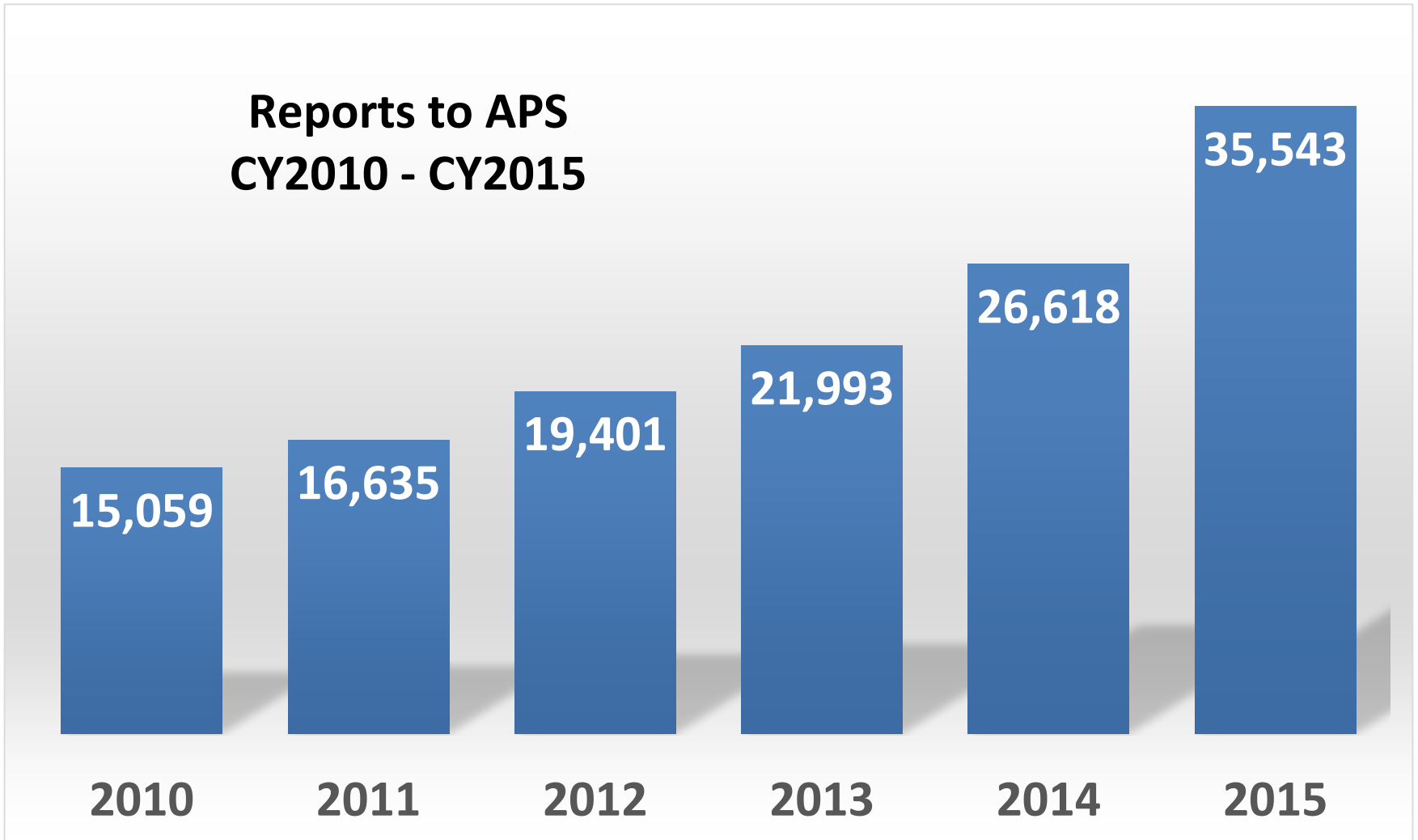
## ***Non-Case Carrying***

- **Intake Workers**
- **Supervisors**
- **Field Program Managers**
- **Legal Benefits Advisors (Attorneys)**
- **HQ Program Managers**

**Budget  
Approximately  
\$27 Million**

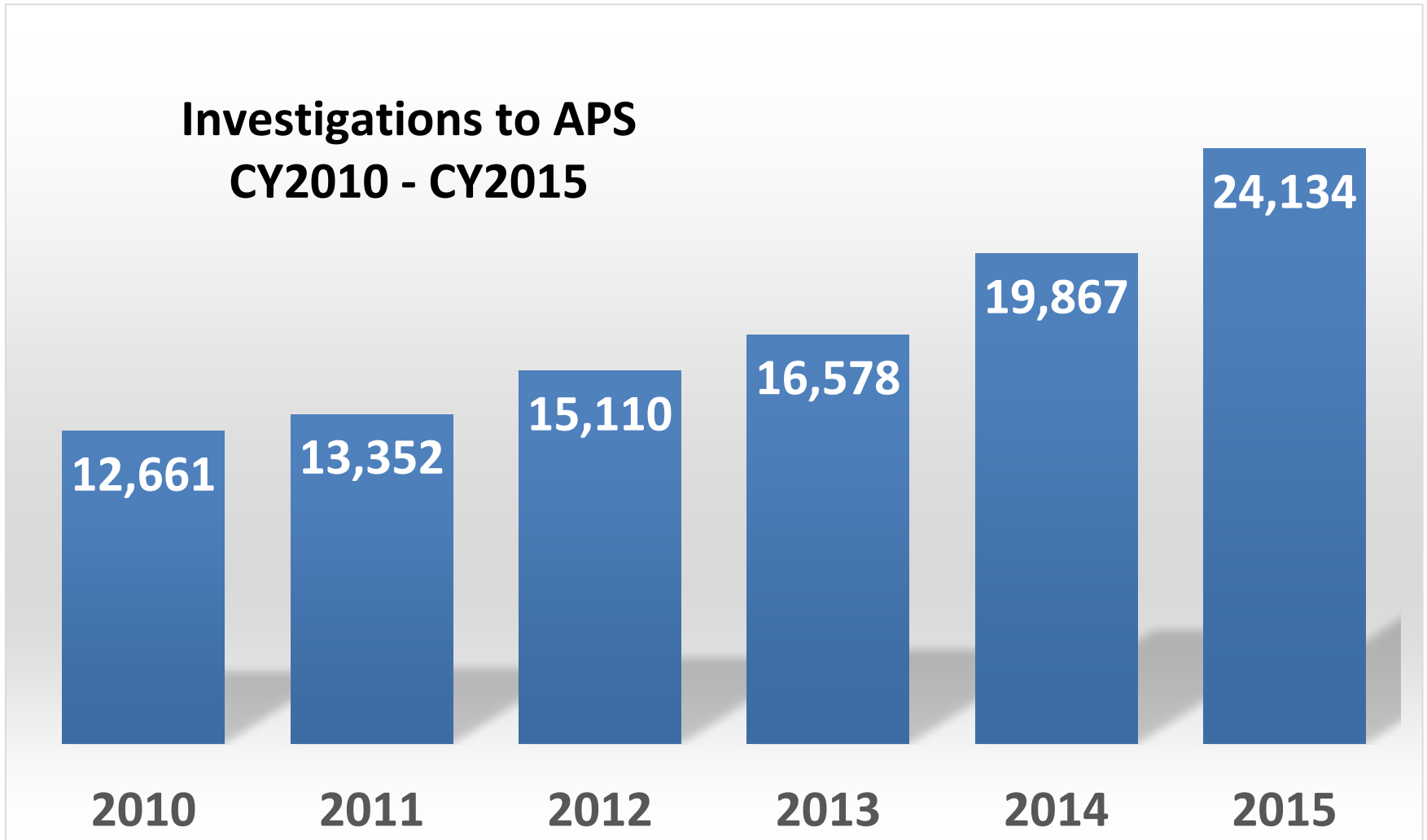
# 136% Growth in Reports

**Reports to APS  
CY2010 - CY2015**



# 91% Growth in Investigations

**Investigations to APS  
CY2010 - CY2015**





# Fatality Reviews



# Fatality Reviews

## *Revised Code of Washington 74.34.300*

- **Conduct vulnerable adult (VA) fatality reviews**
- **Reason to believe the death may be related to abuse, abandonment, financial exploitation, or neglect of the vulnerable adult or may be related to the vulnerable adult's self-neglect**

## *Amended Statute*

- **Within the job duties of one APS Program Manager at Headquarters**

# Fatality Reviews

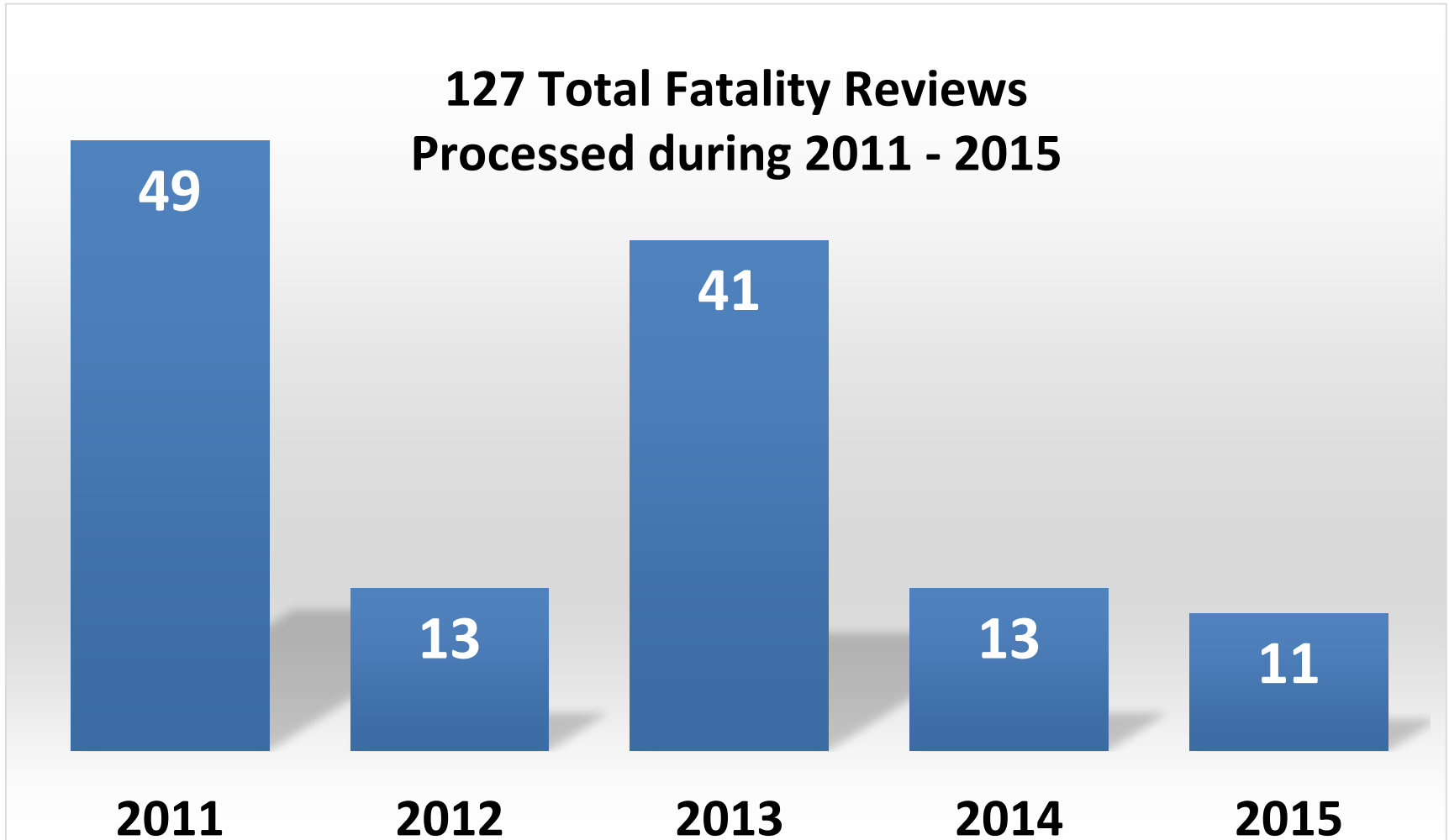
## *Policy Mandate*

- **Receiving Home and Community Based Services in his or her own home or licensed or certified settings within 60 days preceding his or her death, or**
- **Living in his or her own home or licensed or certified settings and was the subject of an APS report within 12 months preceding his or her death**

## *Fatality Review Notices*

- **Field notification**
- **Systems crosswalk**
- **Critical Incident Reports**

## Metric: Fatality Reviews



# Fatality Review Findings

## ***2011 - 2015***

- **Enhance training**
- **Recommend RCW/WAC changes**
- **Recommend policy and procedural amendments**
- **Increase community collaboration and coordination**

# Washington's Approach to Quality Assurance

## *2015 Statewide APS Quality Assurance Team*

- February, two APS Quality Assurance Program Managers hired
- Creation of a new APS Quality Assurance Tool
- January 2016 APS Quality Assurance Team started reviewing cases statewide
- Efficient method of looking at the process and educating staff

## *Fatality Reviews as a Component of the APS Quality Assurance Process*

- Focus of the department to enhance and improve our fatality review program
- September 2015, awarded grant from the Administration for Community Living (ACL)
- November 2015, first dedicated APS Fatality Review Program Manager hired

# Washington's Approach to Quality Assurance

## *Research, Research, and More Research*

- **Other states processes**
- **Multiple meetings, calls, emails, and observations to start new approach to fatality reviews**
- **Development of new policy**
- **Development of definition of a “Near Fatality”**
- **Development of new After Event Review Quality Assurance Tool**

# Washington's Approach to Quality Assurance

## *Statute amended RCW 74.34.300*

- Changed language from may to shall, and
- Added the requirement for the department to conduct fatality reviews in licensed and certified settings





# Washington's Approach to Quality Assurance

**A Near Fatality is when a physician has informed the department that the vulnerable adult is/was in serious or critical condition and their condition is suspected to be related to abuse and/or neglect.**

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## Near Fatality Factors

✓ <i>Abandonment</i>	✓ <i>Endangerment with a controlled substance</i>
✓ <i>Abuse</i>	✓ <i>Medical equipment or the application and monitoring of medical equipment</i>
✓ <i>Elopement</i>	✓ <i>Restraint or seclusion</i>
✓ <i>Exploitation</i>	
✓ <i>Neglect or Self-Neglect</i>	
✓ <i>Negligent treatment or maltreatment</i>	
✓ <i>Suicide</i>	

# Washington's Approach to Quality Assurance

## *ACL - Washington Enhanced Adult Protective Services Grant Outcomes*

- **Improve and expand APS reporting application to be consistent with NAMRS data collection**
- **Improve policy and procedures for APS clients at risk of fatality or near fatality based upon findings**
- **Establish and convene an After Event Review Team**
- **Gain knowledge regarding trends in practice that impact fatality or near fatality events for vulnerable adults served through APS**
- **Improve skills and capabilities of 300+ APS staff through training**
- **Development of an After Event Review Quality Assurance system that will track incidents**

## **DSHS Mission:**

*To Transform Lives*

## **AL TSA Mission:**

*To transform lives by promoting choice, independence and safety through innovative services.*



# Questions



## Contact Information

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