

Incident Reporting and Analysis System (IRAS) and Continuous Quality Improvement

Requirement: Contract requirements per LSFHS Standard Contract Attachment I and The Department of Children and Families (DCF) CFOP 215-6: Incident Reporting and Analysis

Frequency: Ongoing

Due Date: Ongoing

I. Purpose

In addition to the requirements outlined in LSFHS Standard Contract Attachment I and CFOP 215-6, LSF Health Systems is committed to working in partnership with providers to ensure the effective utilization of the Incident Reporting and Analysis System (IRAS) in alignment with the Department of Children and Families (DCF) guidelines. This document establishes clear expectations for timely, accurate incident reporting and submission of required documentation, ensuring accountability and improving incident management.

II. Provider Responsibilities for IRAS Access and Incident Coordination

Network Service Providers must designate an Incident Coordinator(s) to manage and track IRAS reporting and are fully responsible for obtaining and maintaining uninterrupted access to the IRAS system. All required documentation and training for gaining access to IRAS will be provided by the LSFHS Continuous Quality Improvement (CQI) Specialist or Clinical Care Manager.

- Providers requesting access to IRAS for the first time, must create a ticket in the Carisk ticketing system, (<https://carisk.supportsystem.com/>), and submit the following forms with handwritten signatures (digital signatures are not accepted by DCF):
 - Security Agreement Form (Form CF 112),
 - LSFHS Database Access Request Form,
 - HIPPA Basic Training (DCF Trainings can be found at: <https://www.myflfamilies.com/about/training>), and
 - Security Awareness Training (DCF Trainings can be found at: <https://www.myflfamilies.com/about/training>)
- If Providers already had access and are having trouble accessing the system, they should call the DCF Help Desk at 850-487-9400.
- If the designated Incident Coordinator changes, the Network Service Providers must update the ME within five (5) business days of any changes.

III. Required Reports

- All incidents must be reported in IRAS within 24 hours of occurrence, as outlined in LSFHS Standard Contract Attachment I. Providers must notify the ME by phone for specific incidents that may result in potential media involvement in addition to the IRAS submission.
- Missing or incomplete information must be submitted within 24 hours of the ME's request.

Monthly and Quarterly Scorecards

The ME will issue monthly scorecards to monitor compliance. Scorecards will include data on:

- Total Incidents reported during the month.
- Timeliness and accuracy of reports.
- Incidents that are open or pending documentation requested by the ME.

In addition to monthly scorecards, Network Service Providers will receive a quarterly and year-to-date (YTD) summary. These summaries will provide a broader view of progress, trends, and areas for improvement over time.

Internal Investigations and Documentation

Critical incidents (Overdose, Suicide attempts, Death)

- Network Service Providers should conduct internal Investigations for all overdoses, suicide attempts, and deaths. These efforts must align with Statewide Office for Suicide Prevention (SOSP) as referenced in Incorporated Document 32 – Suicide Prevention Best Practices
- Internal findings must be submitted to the ME within 10 business days from when the incident occurred to identify gaps and areas for improvement.
- Providers should collaborate with Medical Examiners to obtain death certificates and Autopsy reports for all reported deaths.
- Autopsy reports and death certificates must be submitted to the ME as soon as they are available. If delays occur, Network Service Providers must notify the ME with an anticipated timeline.

Submission of requested Documents

- Network Service Providers must submit requested documentation, including client records and staff training logs, within two (2) business days of a request if such documents are available.
- For documents requiring additional preparation, a timeline must be agreed upon between the Network Service Providers and ME.
- For critical incidents (e.g., overdoses, suicide attempts, or deaths), Network Service Providers must conduct an internal investigation and submit findings to the ME within 10 business days. Autopsy reports and Death Certificates must be submitted as soon as they are available.

Compliance Monitoring

- The ME will monitor compliance with technical assistance, performance improvement plans, and scorecards.
- Network Service Providers who fail to report incidents correctly, submit timely documentation, or maintain access to IRAS may face corrective action plan as outlined in LSFHS Standard Contract Attachment I.