

UPMC Health Plan understands that hospitals are committed to promoting excellence in patient care. In addition, we acknowledge that hospitals also recognize that Serious Preventable Events are events that are rare but notable and of considerable concern. Therefore, we intend to work very closely with our network hospitals and physicians and in collaboration implement a Hospital Quality Improvement program.

One goal of the health plan Hospital Quality Improvement Program is to align incentives to encourage prevention of hospital acquired conditions and adverse events. Therefore, UPMC Health Plan is implementing the following policies which will apply to all UPMC products (Commercial, Medicare, and Medicare Assistance) **effective July 1, 2008.**

- UPMC Health Plan network hospitals are required to submit **Present on Admission (POA)** indicators for all primary and secondary diagnoses on all claims involving inpatient admissions to acute care hospitals.

POA indicators should be submitted according to the Centers for Medicaid and Medicare Services guidelines that can be accessed online at <http://www.cms.hhs.gov/>. Select “Medicare.” Under “Medicare Fee-for Service Payment” select “Hospital-Acquired Conditions (Present on Admission Indicator).”

- UPMC Health Plan will implement a policy requiring identification of the following **Serious Preventable Events** which will result in denial of payment for the care made necessary by the event.
 - Blood incompatibility (ICD-9: 999.6 CC)
 - Foreign object (surgical) (ICD-9: 998.4 CC)
 - Intravascular air embolism (ICD-9: 999.1 MCC)
 - Wrong body part (surgical)
 - Wrong patient (surgical)
 - Death or disability due to medication error

The policy requires providers to report the details related to *all* Serious Preventable Events to UPMC Health Plan within ten days of the provider’s determination that the event occurred on a UPMC Health Plan member. Notification should include the following case details: member name and number, date of service, attending physicians, description of the event. Event information should be sent to:

Manager of Quality Improvement
UPMC Health Plan
One Chatham Center
112 Washington Place
Pittsburgh, PA 15219

Providers should also use appropriate codes to identify Serious Preventable Events when available. Please review the enclosed document, “Serious Preventable Events – Identification

and Review Process” for information about the health plan’s process for identifying and reviewing Serious Preventable Events.

In addition to identifying Serious Preventable Events through provider reporting, the health plan will identify events through claims, quality of care complaints, and concurrent review.

When Serious Preventable Events are identified, UPMC Health Plan will initiate a quality of care review. The health plan Quality Improvement Department will work with the hospital to validate that the event occurred, identify the root cause of the event and develop a corrective action plan. UPMC Health Plan will communicate the reimbursement decision to providers.

Please communicate this information to relevant personnel at your facility. If you have questions about the policies or processes please contact Margaret Bruno, Manager of Quality Improvement, 412-454-7961.

Thank you for your assistance with this important initiative to improve patient safety.