



Health New England
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Serious Reportable Events and Never Events

Effective Date 1/1/2021 | Revised Date 1/1/2021

Serious Reportable Events and Never Events

The purpose of this HNE policy is to increase patient safety and promote cost-effective, high quality health care by utilizing national and regional guidelines for the reporting, payment and treatment of Serious Reportable Events and Never Events.

Definitions

- **Serious Reportable Event**-(i) An event that results in a serious adverse patient outcome that is clearly identifiable and measurable, reasonably preventable, and caused by care management (rather than the underlying disease) or (ii) errors that occur from failure to follow standard care or institutional practices and policies.
- **Never Event**-Any wrong procedure(s) performed on the wrong side, wrong body part, or wrong person. These Never Events are not medically necessary as they are not required to diagnose or treat an illness, injury, disease or its symptoms, and are not consistent with generally accepted standards of medical practice. All Never Events involving a wrong procedure performed on the wrong side, wrong body part, or wrong person are considered not medically necessary.

The National Quality Forum (NQF), a not-for-profit membership organization created to develop and implement a national strategy for health care quality measurement and reporting, has identified 29 Serious Reportable Events and Never Events in one of seven categories: Surgical or Invasive Procedure Events, Product or Device Events, Patient Protection Events, Care Management Events, Environmental Events, Radiologic Events and Potential Criminal Events. A list of these 29 events will follow this section.

Reporting:

- All facilities that are required to report a Serious Reportable Event or Never Event to the Massachusetts Department of Public Health (DPH) shall report that event simultaneously to HNE when the event involves an HNE member. The facility shall accomplish this reporting requirement by faxing a copy of the DPH report currently identified in DPH Circular Letter DHCQ-08-07-496 to the Health New England Utilization Review Specialist at fax number 413-233-2700.
- In order to identify inefficient care and preventable conditions, all facilities must provide Present on Admission (POA) indicators on all inpatient claims. Failure to indicate POA conditions on an inpatient claim may result in delayed reimbursement or denial of the claim.
- HNE will not publicly disclose information reported under this section unless otherwise required to do so by law, statute, or regulation.

Reimbursement:

Effective January 1, 2009, HNE will not reimburse for services associated with the following Serious Reportable Events or Never Events:

- Surgery on the wrong body part
- Surgery on the wrong patient
- Wrong surgical procedure
- Retention of foreign object
- Incompatible blood-associated injury
- Air embolism-associated injury
- Medication error injury
- Artificial insemination/wrong donor
- Infant discharged to wrong family

These events are based on nationally acceptable definitions and are consistent with those identified by the Massachusetts Hospital Association (MHA) for which member hospitals have voluntarily agreed not to charge patients or insurers. This list may be amended from time to time.

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Providers shall not bill HNE members for charges associated with the Serious Reportable Events and Never Events for which HNE denies reimbursement, and for any subsequent care needed to address the events. Providers shall waive any copay or deductible due from the HNE member for the admission during which the Serious Reportable Event or Never Event occurred.

HNE shall retract payment for any services after payment has been made if the claim is identified to have met the requirements for non-reimbursement as a Serious Reportable Event or Never Event.

Scope:

This policy will be in effect for all facilities, such as hospitals, acute rehabilitation centers, skilled nursing facilities, visiting nurse associations, same day surgery centers, offices, and outpatient locations, both in-network and out-of-network, until such time as HNE deems it prudent to expand the policy to encompass all providers. Notwithstanding the foregoing, upon notification of a Serious Reportable Event or Never Event to HNE's Chief Medical Officer, the Medical Director and Health Services Department may review the claim(s) to determine whether to extend non-payment to other service professionals (nurse practitioners, anesthesiologist, etc.) involved in the services of said event.

HNE will continue to evaluate and monitor these regulations to determine any additional specifications.

National Quality Forum (NQF) List of Serious Reportable Events and Never Events
Surgical or Invasive Procedure Events
<p>1A. Surgery or other invasive procedure performed on the wrong site Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>1B. Surgery or other invasive procedure performed on the wrong patient Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>1C. Wrong surgical or other invasive procedure performed on a patient Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>1D. Unintended retention of a foreign object in a patient after surgery or other invasive procedure Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>1E. Intraoperative or immediately postoperative/postprocedure death in an ASA Class 1 patient Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices</p>
Product or Device Events
<p>2A. Patient death or serious injury associated with the use of contaminated drugs, devices, or biologics provided by the healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>2B. Patient death or serious injury associated with the use or function of a device in patient care, in which the device is used or functions other than as intended Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>

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<p>2C. Patient death or serious injury associated with intravascular air embolism that occurs while being cared for in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, long-term care/skilled nursing facilities</p>
<p>Patient Protection Events</p>
<p>3A. Discharge or release of a patient/resident of any age, who is unable to make decisions, to other than an authorized person Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>3B. Patient death or serious injury associated with patient elopement (disappearance) Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>3C. Patient suicide, attempted suicide, or self-harm that results in serious injury, while being cared for in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>Care Management Events</p>
<p>4A. Patient death or serious injury associated with a medication error (e.g., errors involving the wrong drug, wrong dose, wrong patient, wrong time, wrong rate, wrong preparation, or wrong route of administration) Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>4B. Patient death or serious injury associated with unsafe administration of blood products Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>4C. Maternal death or serious injury associated with labor or delivery in a low-risk pregnancy while being cared for in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers</p>
<p>4D. Death or serious injury of a neonate associated with labor or delivery in a low-risk pregnancy Applicable in: hospitals, outpatient/office-based surgery centers</p>
<p>4E. Patient death or serious injury associated with a fall while being cared for in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>4F. Any Stage 3, Stage 4, and unstageable pressure ulcers acquired after admission/presentation to a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, long-term care/skilled nursing facilities</p>
<p>4G. Artificial insemination with the wrong donor sperm or wrong egg Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices</p>
<p>4H. Patient death or serious injury resulting from the irretrievable loss of an irreplaceable biological specimen Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>

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<p>4I. Patient death or serious injury resulting from failure to follow up or communicate laboratory, pathology, or radiology test results Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>Environmental Events</p>
<p>5A. Patient or staff death or serious injury associated with an electric shock in the course of a patient care process in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>5B. Any incident in which systems designated for oxygen or other gas to be delivered to a patient contains no gas, the wrong gas, or are contaminated by toxic substances Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>5C. Patient or staff death or serious injury associated with a burn incurred from any source in the course of a patient care process in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>5D. Patient death or serious injury associated with the use of physical restraints or bedrails while being cared for in a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>Radiologic Events</p>
<p>6A. Death or serious injury of a patient or staff associated with the introduction of a metallic object into the MRI area Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices</p>
<p>Potential Criminal Events</p>
<p>7A. Any instance of care ordered by or provided by someone impersonating a physician, nurse, pharmacist, or other licensed healthcare provider Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>7B. Abduction of a patient/resident of any age Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>7C. Sexual abuse/assault on a patient or staff member within or on the grounds of a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>
<p>7D. Death or serious injury of a patient or staff member resulting from a physical assault (i.e., battery) that occurs within or on the grounds of a healthcare setting Applicable in: hospitals, outpatient/office-based surgery centers, ambulatory practice settings/office-based practices, long-term care/skilled nursing facilities</p>