

Overview:

This job aid is intended to familiarize users with terminology related to the Office of Long-Term Living (OLTL) and the Enterprise Incident Management (EIM) system. The document is separated into two categories, Key Terms and Acronyms. **Note:** Underlined waver definitions have links that will connect you directly to the state portal for further information.

Table of Contents

Acronyms:	2
Key Terms:	4

Acronyms:

AAA	Area Agency on Aging
APS	Adult Protective Services
BIS	Bureau of Individual Support. A bureau within the Office of Long-Term Living (OLTL)
BPS	Bureau of Provider Support. A bureau within the Office of Long-Term Living (OLTL)
DOB	Date of Birth
DOH	Department of Health
DPW	Department of Public Welfare
DRN	Disability Rights Network
EIM	Enterprise Incident Management. The system used by the Office of Long-Term Living for incident management for the under 60 waiver/programs
FAQ	Frequently Asked Questions
FEIN	Federal Employer Identification Number
ID	Identification
ID Number	Identification Number
LMS	Learning Management System
LPN	Licensed Practical Nurse
MA	Medical Assistance
MCI Number	Master Client Index number
NF	Nursing Facility

Acronyms:

OLTL	Office of Long-Term Living
PDA	Pennsylvania Department of Aging
PERS	Personal Emergency Response System
Q & A	Questions and Answers
QA	Quality Assurance
QMS	Quality Management Strategy
QMU	Quality Management Unit
SC	Service Coordination
SC Entity	Service Coordination Entity
SSA	Social Security Administration
SSN	Social Security Number

Key Terms:

Abuse

One of the Primary Categories in EIM. May include verbal, emotional, sexual and physical abuse

Acknowledged

The status of a Final Section document that does not require additional information to be entered by provider users. Final Section documents are given this status by OLTL staff

Aging Waiver

The Aging Waiver provides long-term care services to qualified older Pennsylvanians living in their homes and communities. Incidents for Aging Waiver participants are not reported using EIM

AIDS Waiver

The AIDS Waiver provides home and community based services to eligible persons age 21 or older who have symptomatic HIV Disease or AIDS. Incidents for AIDS Waiver participants are not reported using EIM

Attendant Care Waiver/ Act 150 Program

Services for mentally-alert Pennsylvanians with physical disabilities between the ages of 18 and 59

Authorized Services

Services that have been approved on a participant's individual service plan (ISP)

Case Management System

EIM is integrated with a Case Management System (HCSIS) to obtain participant and provider demographic information to be used in incident reports

Certified Investigation

An investigation conducted by a Certified Investigator. OLTL does not use Certified Investigators for incident management

Closed Incident Reports

Incidents reports that are no longer open. Incidents are closed once the First Section, Final Section and Management Review documents have been submitted

COMMCARE Waiver

Home and community-based program developed for individuals who experience a medically determinable diagnosis of traumatic brain injury

Conditionally

Fields that become mandatory only if another field has required the user to

Key Terms:

Mandatory	provide additional details
Created Date	The date that the incident report was created and first entered into EIM. This date may be different from the discovery date
Deleted Status	A report or document that has been deleted is placed into Deleted status
Demographic Information	Basic information about a participant or provider such as name, address, phone number, SSN, etc
Discovery Date	The date that the incident was discovered by a provider staff member. This date may be different from the created date
Document	The first section, the final section, the management review and the review investigation are each documents in the incident report
Document Age	The age of the document in terms of days from the incident created date
Document Status	The status of the four documents in the Incident Report will display as being in either Created, In Progress, Reviewed, Pending or Submitted status. The status of the Incident Report itself will display as being in either Open or Closed status
Documents Requiring My Attention	Located on the <i>My Dashboard</i> screen , this panel displays the documents for which the user is required to take action
Due Date	The date that documents when the incident report should be completed and submitted. The due date is based on the discovery date
EIM	Enterprise Incident Management. The system used by the Office of Long-Term Living for incident management for the under 60 waiver/programs
EIM Search Screen	The EIM search screen enables users to search for participants, provider or incident information

Key Terms:

Expand Icon	The expand icon is a green plus sign located on the Incident Detail Panel. The expand icon is used to expand the document name to display each of screens within the document. Users can also expand the screen names to view any errors located on the screen
Filters	Filters are located on the <i>My Dashboard</i> screen to allow users to narrow the information displayed in the Documents Requiring My Attention panel. Filters are also located on the search results to narrow search results
Final Section	The incident report document where the incident reporter provides specific details about an incident including the results of the provider's investigation
First Section	This incident report document is where the incident reporter documents the initial incident findings and basic demographic information after the discovery of an incident
Functionality	The navigation features of EIM
Home Page	In EIM, the <i>My Dashboard</i> screen. Allows users to manage their incident reports
Identifier Type/ Identifier	In EIM, either a Master Client Index (MCI) Number, a Social Security Number (SSN), or a Master Provider Index (MPI) Number
Incident ID Number	The unique number that EIM automatically generates to track the incident within the system
Incident Point Person	One of two EIM roles a provider organization user may have that has access to record incidents in EIM. The Incident Point Person can initiate the Incident Report First Section and the Incident Report Final Section, but cannot submit the Final Section
Incident Report	The Incident Report is made up of 4 documents – the First Section, the Final Section, the Management Review and the Review Investigation
Incident Reporter	One of two EIM roles a provider organization user may have that has access to record incidents in EIM. The Incident Reporter can initiate incidents, and

Key Terms:

is the only role in a provider organization that can submit the Incident Report Final Section

Incident Type

OLTL has one incident type in EIM: Individual Incident

[Independence Waiver](#)

The Independence Waiver provides services to persons with physical disabilities to allow them to live in the community and remain as independent as possible

Individual

On EIM screens, an individual refers to the participant for whom the incident report is recorded

Investigation

For providers, a mandatory investigation will be conducted by provider staff. If an OLTL management review determines a review investigation is required for an incident report, OLTL will conduct an investigation

Investigation Assignment

When appropriate, OLTL will assign an OLTL investigator to an incident

Management Review

Review of the incident report by OLTL

Management Review Document

One of the four Incident Report documents. The Management Review is conducted by OLTL and is used to determine if the Incident Report Final Section is Acknowledged or Pending

Mandatory Fields

In EIM, fields that must have information entered for the document to be properly submitted

MCI Number

Master Client Index number

MPI Number

Master Provider Index number

My Dashboard

In EIM, the *My Dashboard* screen, allows users to manage their incident reports

Key Terms:

Neglect	One of the Primary Categories in EIM. Defined as ignoring the needs of individuals who are not capable of caring for themselves
New Final Section	The pre-populated Final Section created by EIM when an Incident Report Final Section is placed into Pending status because changes were requested by the OLTL management reviewer
New Management Review	The new Management Review is generated by EIM when an Incident Report Final Section is placed into Pending status. The new Management Review document is used to review the new Final Section
<u>OBRA Waiver</u>	The OBRA Waiver provides services to persons with severe developmental physical disabilities, such as cerebral palsy, epilepsy or similar conditions
OLTL Staff Reviewers	Office of Long-Term Living staff that conduct management reviews and review investigations
Participant	A participant with an MCI number in the HCSIS system with authorized services on their plan
Pending Status	The status of a Final Section document that OLTL staff reviewers have determined requires additional information
Primary Category	The main Category under which an incident is classified in EIM
Program Office	The Department of Public Welfare program office, (for OLTL providers, the program office is OLTL)
Provider/Provider Agency	The direct service provider or Service Coordination (SC) agency serving the participant, in EIM, a provider or SC must have an authorized service on a participant's plan to file an incident for the participant
Residential County	County in which the participant resides
Re-submit	To submit a document after revisions

Key Terms:

Screen	Each document in the incident report is made up of multiple screens
Secondary Category	The subcategory of an incident
Service Coordinator	The entity managing a participant's plan in HCSIS
Service Location	The term used to define the type of service provided at a provider organization location. Each provider service location is identified by a service location ID number
Service Location ID Numbers	Service location identification number
Submission/ Submitted	When a completed document is entered into the EIM for review, it is considered submitted
User Training Materials	Instructional EIM resources available on the LMS tab when the user logs into EIM
Validate Button	Before an incident report document is submitted, the user will Validate the document to be sure all of the fields were completed correctly
Waiver/ Program	Medicaid waivers and state funded programs
Workload	Multiple open incident reports that require input from the user