

EIM Incidents Involving Abuse, Neglect, and Exploitation

In EIM when an **Incident Report Primary Category** is Abuse, Neglect, or Exploitation, users must make specific selections and take specific actions in accordance with OLTL Critical Incident Policy. These selections will alter the process flow of the Incident Report significantly from the process flow involved in a standard Incident Report where the **Primary Category** is not Abuse, Neglect, or Exploitation.

This User Guide will overview the process of properly completing an Incident Report in EIM where the **Primary Category** is Abuse, Neglect, or Exploitation.

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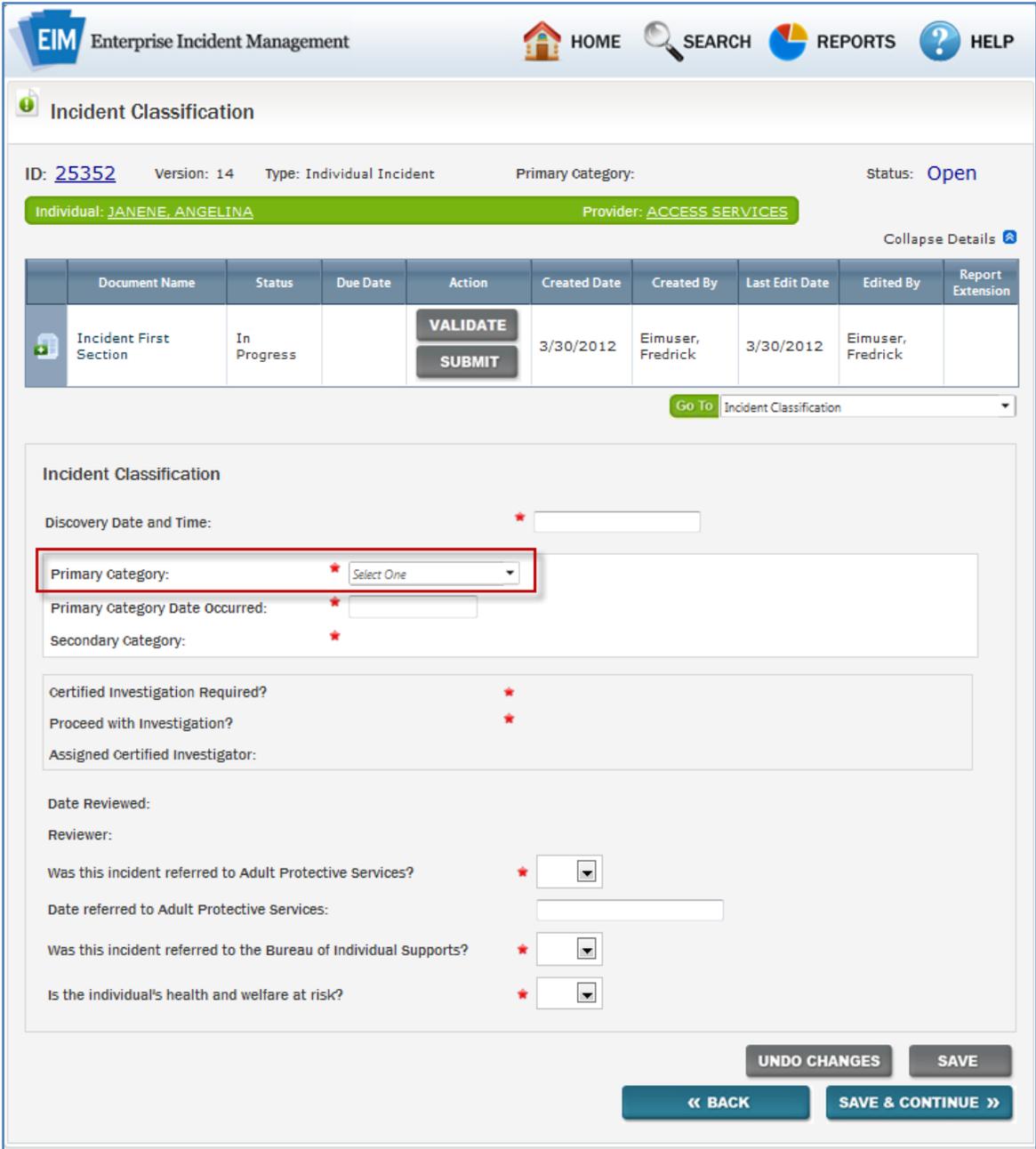
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Abuse, Neglect, and Exploitation

The Older Adult Protective Service Act (OAPSA) mandates the reporting of all allegations of abuse, neglect, and exploitation. Certain confidentiality requirements must be met under OAPSA, and EIM is specifically designed to maintain these confidentiality.

The Incident Report Primary Category

When users are completing an Incident Report in EIM, the **Primary Category** is selected on the *Incident Classification* screen in the Incident Report First Section (the Incident Classification screen is the 4th of 7 screens in the First Section).



EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Incident Classification

ID: [25352](#) Version: 14 Type: Individual Incident Primary category: Status: **Open**

Individual: [JANENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) Collapse Details

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
 Incident First Section	In Progress		VALIDATE SUBMIT	3/30/2012	Eimuser, Fredrick	3/30/2012	Eimuser, Fredrick	

Go To Incident Classification

Incident Classification

Discovery Date and Time: *

Primary Category: * Select One

Primary Category Date Occurred: *

Secondary category: *

Certified Investigation Required? *

Proceed with Investigation? *

Assigned Certified Investigator:

Date Reviewed:

Reviewer:

Was this incident referred to Adult Protective Services? *

Date referred to Adult Protective Services:

Was this incident referred to the Bureau of Individual Supports? *

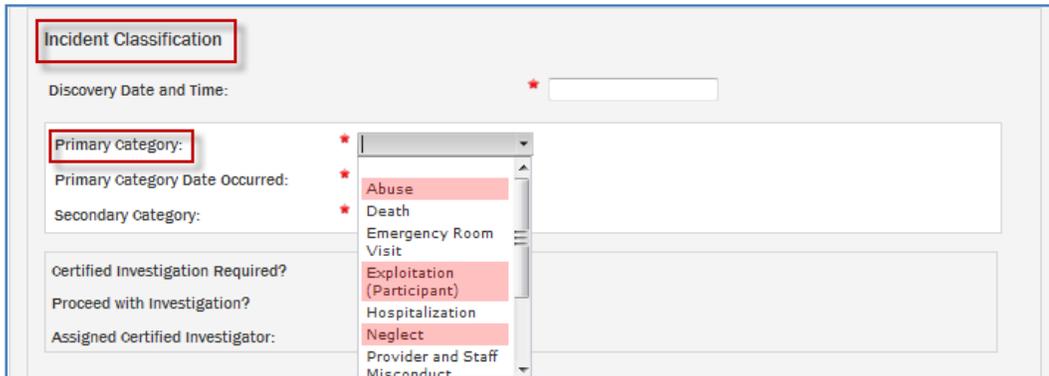
Is the individual's health and welfare at risk? *

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

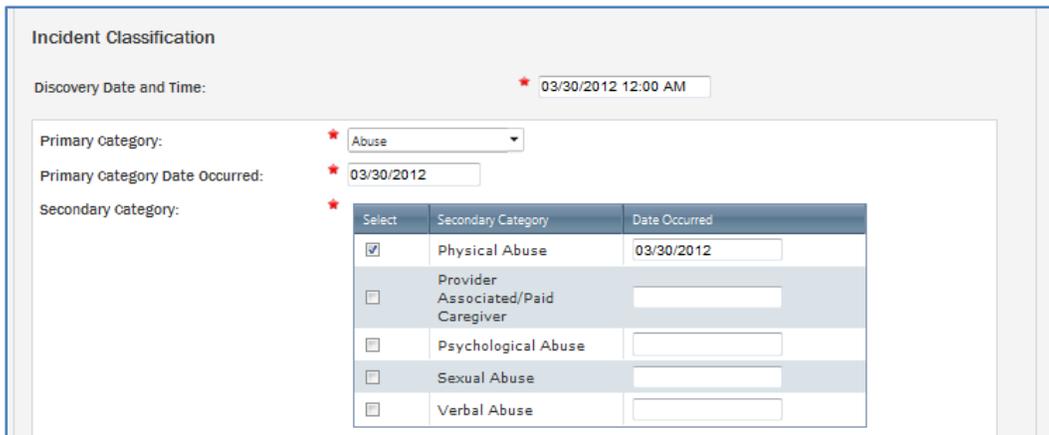
A Step by Step Guide:

1. In the First Section on the *Incident Classification* screen, a selection in the **Primary Category** drop-down field of Abuse, Neglect, or Exploitation requires the user to answer one of the agency referral questions at the bottom of the screen.



The screenshot shows the 'Incident Classification' form. The 'Primary Category' dropdown menu is open, displaying the following options: Abuse, Death, Emergency Room Visit, Exploitation (Participant), Hospitalization, Neglect, and Provider and Staff Misconduct. The 'Primary Category' field is highlighted with a red box.

2. After selecting a Primary Category, enter the Primary Category Date Occurred, the Secondary Category, and the Secondary Category Date Occurred.



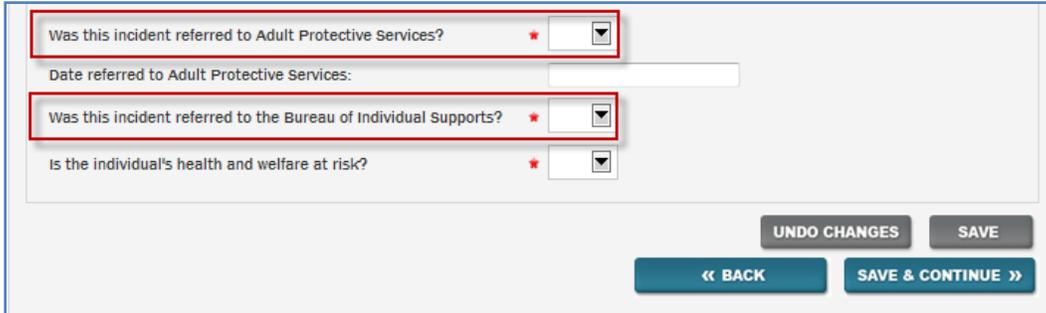
The screenshot shows the 'Incident Classification' form with the following data entered:

- Discovery Date and Time: 03/30/2012 12:00 AM
- Primary Category: Abuse
- Primary Category Date Occurred: 03/30/2012

The Secondary Category section contains a table with the following data:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Physical Abuse	03/30/2012
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Psychological Abuse	
<input type="checkbox"/>	Sexual Abuse	
<input type="checkbox"/>	Verbal Abuse	

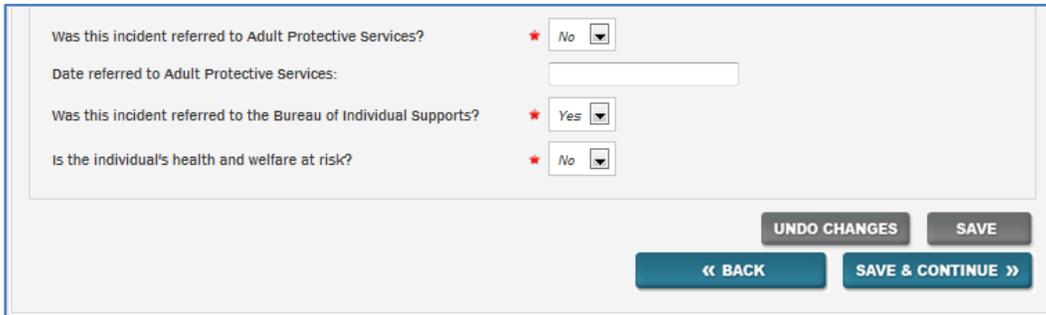
- The age of the participant determines the answers to the next two questions at the bottom of the *Incident Classification* screen.



- If the consumer is OVER 60 years old, users must select **YES** from the **Was this incident referred to Adult Protective Services?** drop-down field.
 - NOTE:** Users will also be required to enter the **Date referred to Adult Protective Services**.
- If the consumer is UNDER 60 years old, users must select **YES** from the **Was this incident referred to the Bureau of Individual Supports?** drop-down field.

IMPORTANT NOTE: EIM will not automatically notify Adult Protective Services or the Bureau of Individual Supports. Users are expected to notify the appropriate agency by telephone or email immediately once the First Section has been submitted.

- Click [SAVE & CONTINUE] to save the information on the *Incident Classification* screen and proceed to the next required screen in the Incident Report First Section.



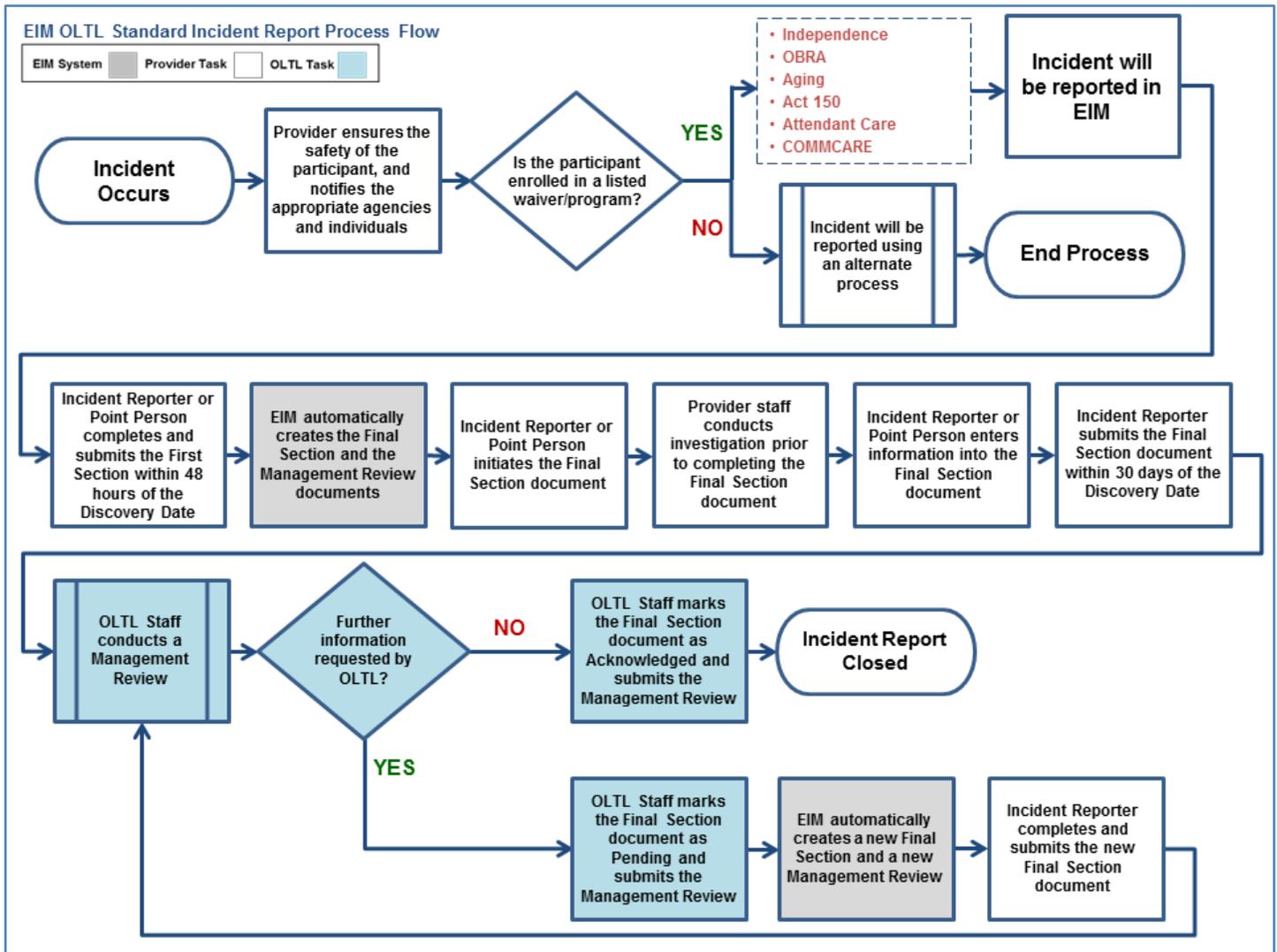
5. When users click [SAVE & CONTINUE] on the *Incident Classification* screen, they will be taken to the *Reporter Information* screen where they will enter information on the individual who has first-hand knowledge of the incident.
6. When users click [SAVE & CONTINUE] on the *Reporter Information* screen, they will be taken to the *Incident Detail* screen where they will Validate and Submit the First Section. EIM will not display the final two screens in the First Section,(the *Incident Description* screen and the *Initial Action Taken* screen). These screens do not appear in order to prevent the user from entering any detailed information about the incident into EIM.
7. When the user submits the First Section, EIM automatically submits the Final Section and creates a Management Review for OLTL staff to complete.
8. Users are expected to monitor the status of the incident until the Management Review is complete and the incident is closed.

IMPORTANT NOTE: EIM will not automatically notify Adult Protective Services or the Bureau of Individual Supports. Users are expected to notify the appropriate agency by telephone or email immediately once the First Section has been submitted.

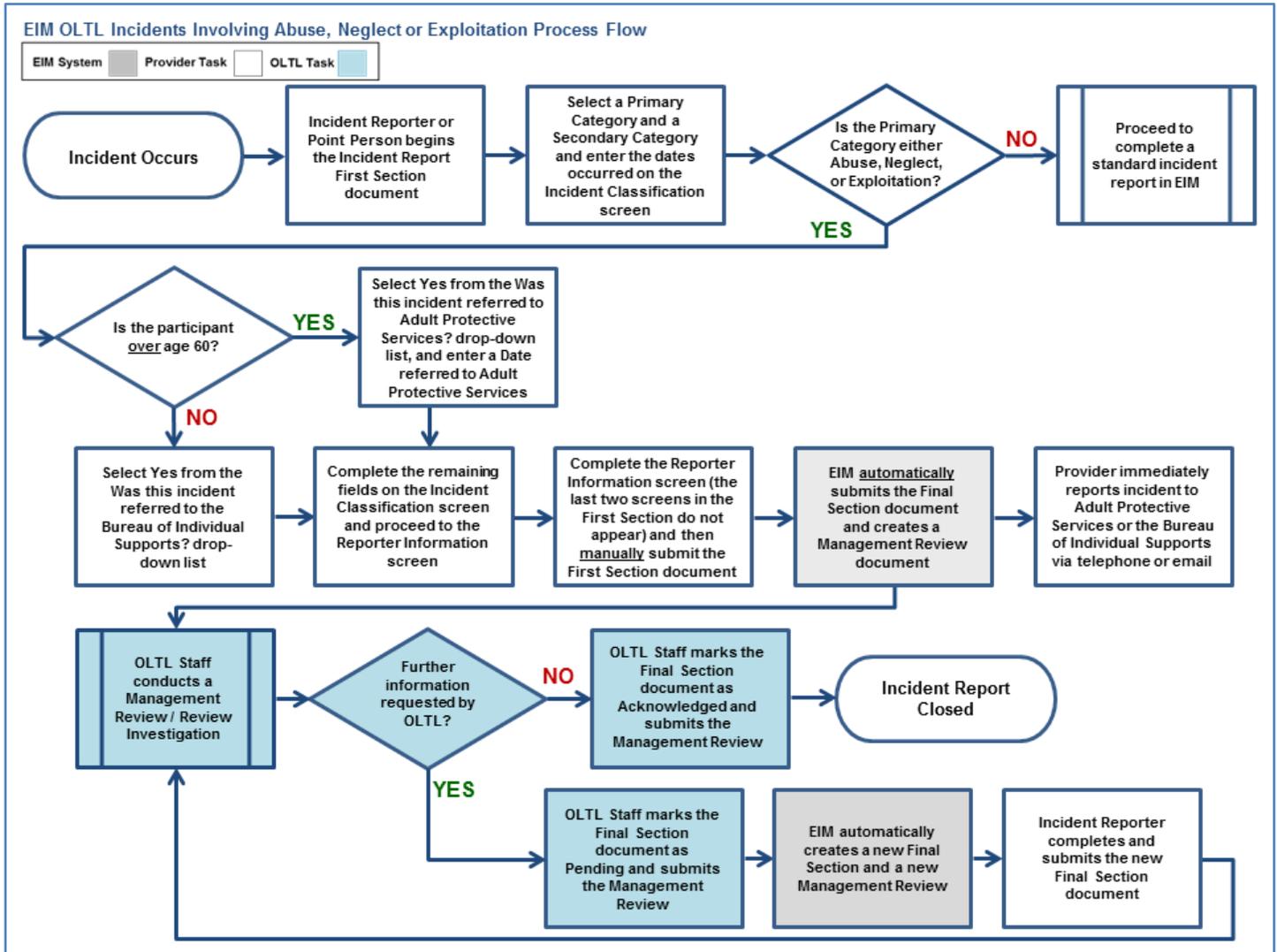
IMPORTANT NOTE:

- A. IF the participant is OVER 60 years old and the **Primary Category** is Abuse, Neglect or Exploitation, users must select **YES** from the **Was this incident referred to Adult Protective Services?** drop-down list. Failing to select **YES** will produce an error message when the user Validates the Incident Report First Section.
- B. IF the participant is UNDER 60 years old and the **Primary Category** is Abuse, Neglect or Exploitation, users are expected to select **YES** from the **Was this incident referred to The Bureau of Individual Supports?** drop-down list. If users select **NO** from this drop-down list, EIM will not produce an error upon Validation and EIM will treat the Incident Report as a standard Incident Report, displaying the final two screens in the First Section and expecting the user to manually complete and submit the Final Section document.

Standard Incident Report Process Flow



Incident Report Involving Abuse, Neglect, or Exploitation Process Flow



Additional Resources

EIM Training Materials

Users can access the EIM Training Materials by clicking [TRAINING MATERIALS] on the *EIM Landing Page*. Clicking this button will take the user to the Learning Management System (LMS), which contains a library of materials such as job aids and Captivate tutorials. The user will need an LMS User ID and password to access the LMS. Provider staff who do not have an LMS User ID should contact their organization's Business Partner Administrator (BP Admin).

Department of Aging Website

All of the EIM training materials are also available on the Department of Aging website in the OLTL section. Users can access the Department of Aging website via the url:

<http://www.portal.state.pa.us/portal/server.pt?open=514&objID=1021477&mode=2>

Office of Long Term Living Bulletins

Users can access OLTL's bulletins via the url: <http://www.aging.state.pa.us/portal/server.pt/community/bulletins/19451>.

Online Help

For additional information on any of the fields on the EIM screens, refer to the EIM Online Help by clicking [HELP] located in the upper right corner of each screen in EIM.

Frequently Asked Questions

You can access **EIM Frequently Asked Questions** by clicking [FAQs] on the *EIM Landing Page*.

HCSIS Help Desk

If you have any questions or difficulty with the EIM System, please e-mail c-hcsishd@pa.gov or call the HCSIS Help Desk at **1-866-444-1264** from Monday to Friday 8:00 A.M. to 5:00 P.M.

Additional Questions

For all other questions, please contact the Implementation Planning team at RA-OLTL_EIMimplement@pa.gov