

Enterprise Incident Management Office of Long Term Living Provider Manual

Updated to include January 2012 Release changes

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Section 1: Overview

Enterprise Incident Management

Enterprise Incident Management (EIM)



Welcome to the EIM Provider Training

Primary Objectives:

1. To introduce users to the EIM system and the processes involved to effectively use EIM to record, track, and manage consumer-related incidents.
2. For users to depart the training and return to the workplace capable of implementing the full and consistent use of EIM by the October 24, 2011 "Go Live" date.

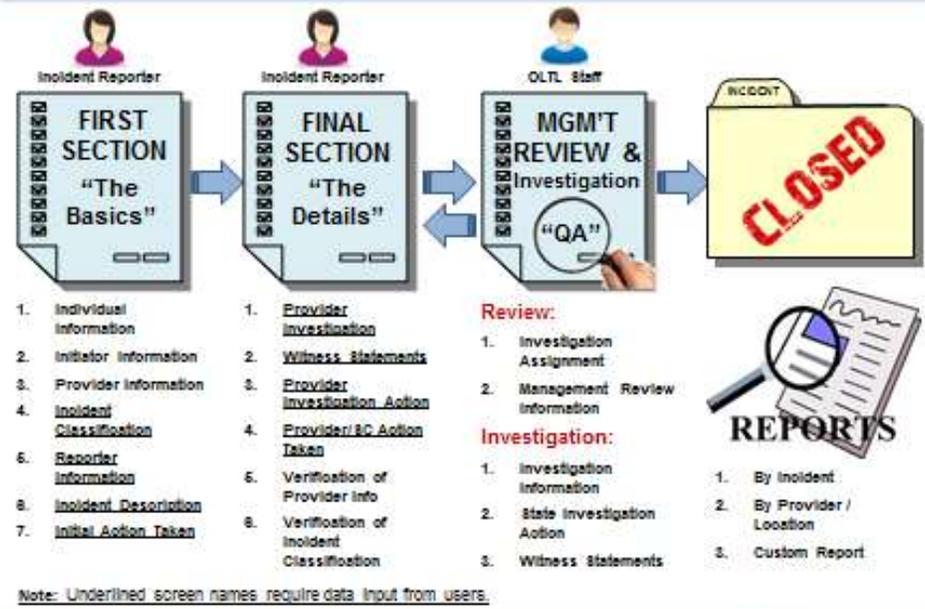
EIM for Providers: EIM Basic Functions

Today's training will cover:

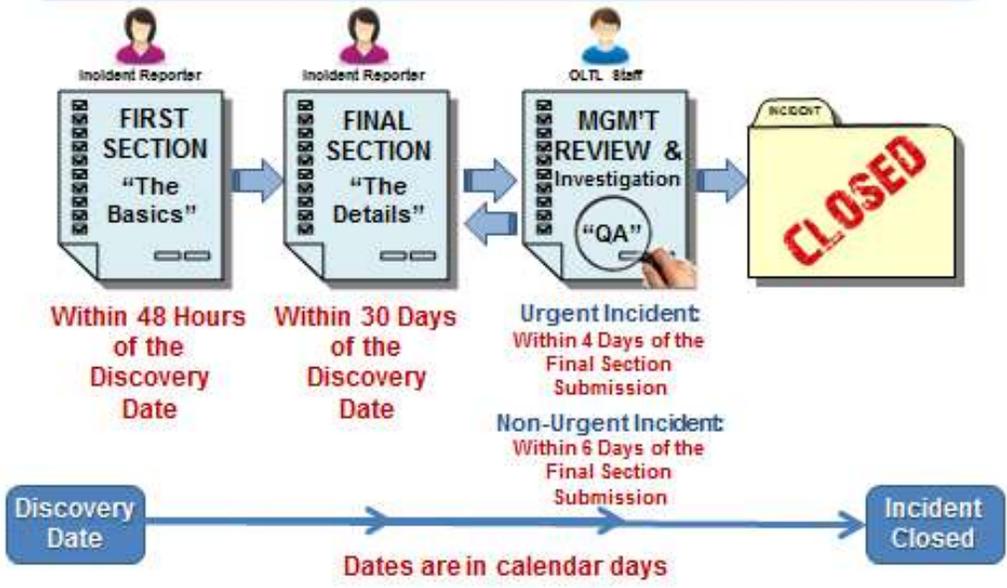
1. Logging in to EIM
2. Recording an Incident in EIM
3. Producing reports in EIM
4. Additional EIM functionality
5. Review EIM policies and procedures
6. Additional learning opportunities for EIM

Incident Report Basic Screens

Enterprise Incident Management – Incident Basic Screens



Enterprise Incident Management – Incident Flow Timeline



Enterprise Incident Management (EIM)



Section 2: Log In To EIM Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

This job aid is intended to guide a user through the process logging in to EIM. Users can access EIM either through an internet URL or from HCSIS. Both methods are described in this job aid.

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Log In To EIM From The Internet

Users can navigate to the *EIM Landing Page* screen directly from an internet browser without having to go through HCSIS. This is the preferred method to access EIM because the user will be able to view system news, access the Learning Management System (LMS) for training materials and EIM FAQs.

Step 1: Enter the URL: <https://www.hhsapps.state.pa.us/eim/default.aspx> in an internet browser and click [ENTER]. The *EIM Landing Page* screen appears.

Step 2: Click [LOGIN TO EIM].



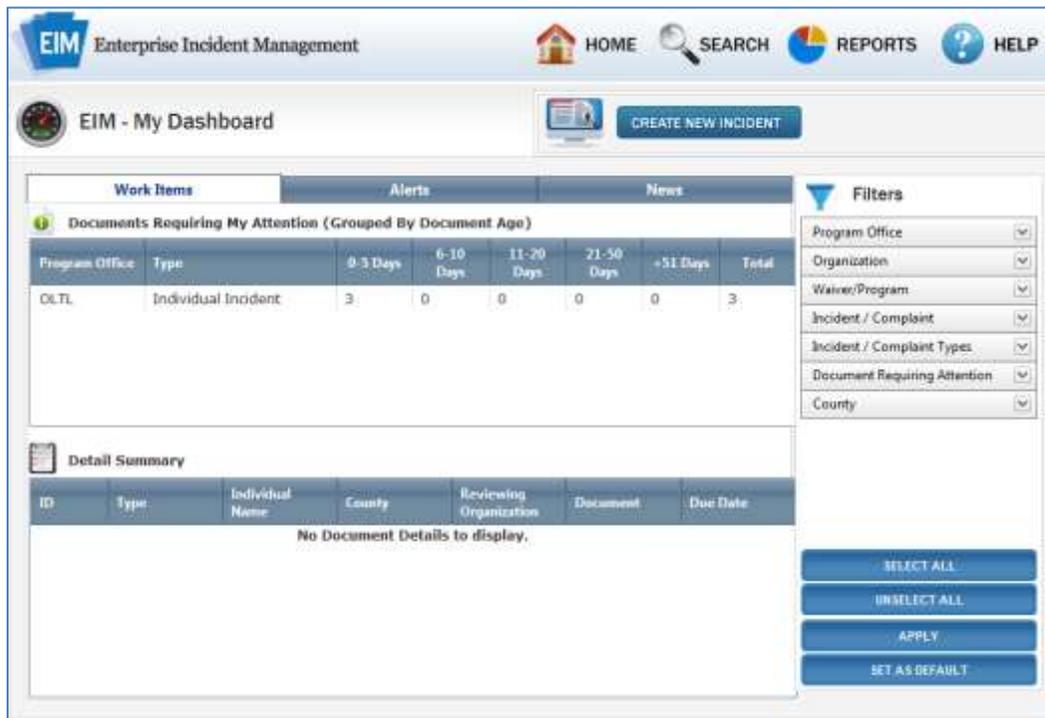
The *Keystone Login* screen appears.

Step 3: Enter your **Username** and **Password**. Click [LOGIN].



The login screen features a central graphic of a blue key with the text "Keystone Key" above it. Below the key is a form with fields for "Username:" and "Password:", and a "LOGIN" button. Two links are provided: "Change Password" for Business Partner LoginID starting with "pw-" and "Forgot / Change Password" and "Forgot User Id" for Business Partner LoginID starting with "b-". A warning message is at the bottom: "WARNING US GOVERNMENT SYSTEM and DEPARTMENT OF PUBLIC WELFARE SYSTEM. Unauthorized access is prohibited by Public Law 99-474 'The Computer Fraud and Abuse Act of 1986'. Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Public Welfare Security and Audits Unit. Copyright© 2010 by the Commonwealth of Pennsylvania. All Rights Reserved."

Step 4: The EIM *My Dashboard* screen appears.



The dashboard includes a navigation bar with "HOME", "SEARCH", "REPORTS", and "HELP". A "CREATE NEW INCIDENT" button is visible. The main content area is titled "EIM - My Dashboard" and contains a "Work Items" section with a table of "Documents Requiring My Attention (Grouped By Document Age)".

Program Office	Type	0-3 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
DLTL	Individual Incident	3	0	0	0	0	3

A "Detail Summary" table is also present, currently showing "No Document Details to display." A "Filters" sidebar on the right allows filtering by Program Office, Organization, Waiver/Program, Incident / Complaint, Incident / Complaint Types, Document Requiring Attention, and County. Action buttons include "SELECT ALL", "UNSELECT ALL", "APPLY", and "SET AS DEFAULT".

This completes the Log In to EIM from The Internet section

Log In To EIM From HCSIS

Users who are logged into HCSIS can access EIM directly from HCSIS without re-entering their User ID and password.

Step 1: To log in to EIM from HCSIS, enter the HCSIS URL, <https://www.hcsis.state.pa.us/hcsis-ssd/default.aspx>, in an internet browser and click [ENTER].

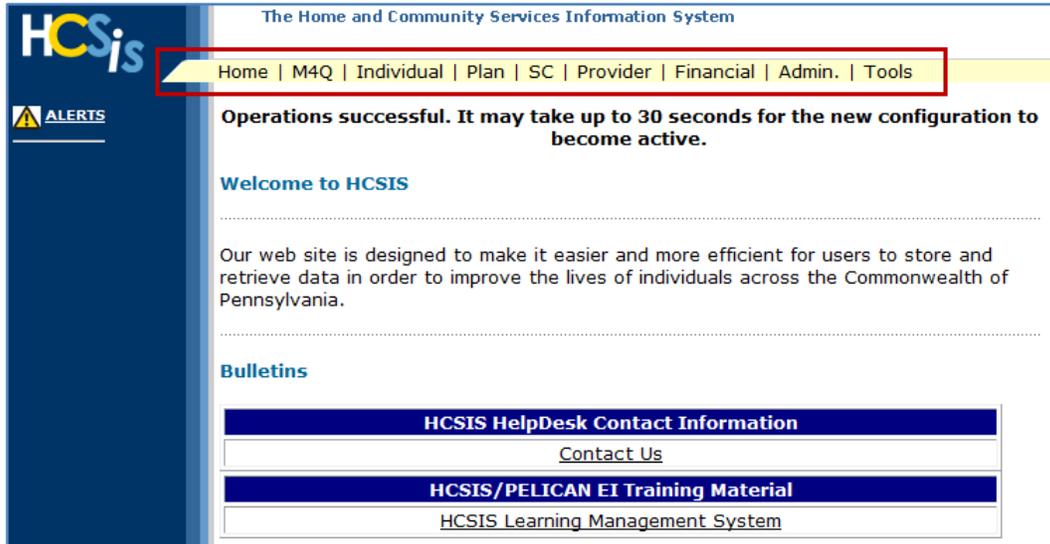
Step 2: The *HCSIS Landing Page* screen appears. Click [HCSIS LOGIN].



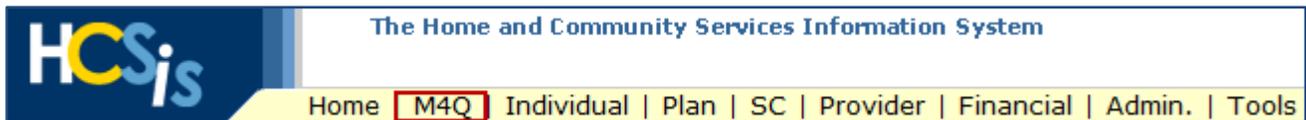
Step 3: The *Keystone Login* screen appears. Enter your **Username** and **Password**. Click [LOGIN].



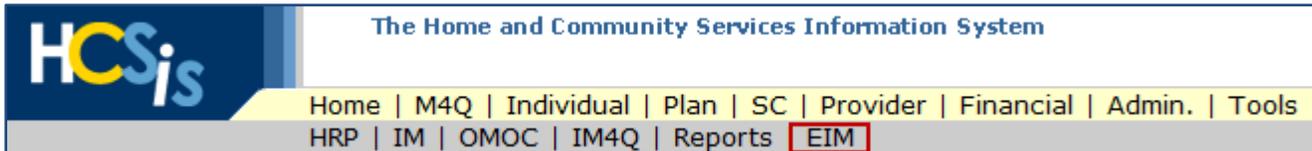
Step 4: The *HCSIS Homepage* screen appears. Locate the first-level yellow menu bar at the top of the screen.



Step 5: To login to EIM from HCSIS, click M4Q from the first-level (yellow) menu bar.



Step 6: The second-level (gray) menu bar displays. Click EIM.



Step 7: The EIM *My Dashboard* screen appears.



Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-30 Days	>31 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

This completes the Log In to EIM From HCSIS section.

Section 3: My Dashboard Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

The *My Dashboard* screen is the first screen users see when they log in to EIM. From the *My Dashboard* screen, users can access all of the critical functions in EIM, including creating new incidents, viewing alerts and system news, and identifying documents that require completion.

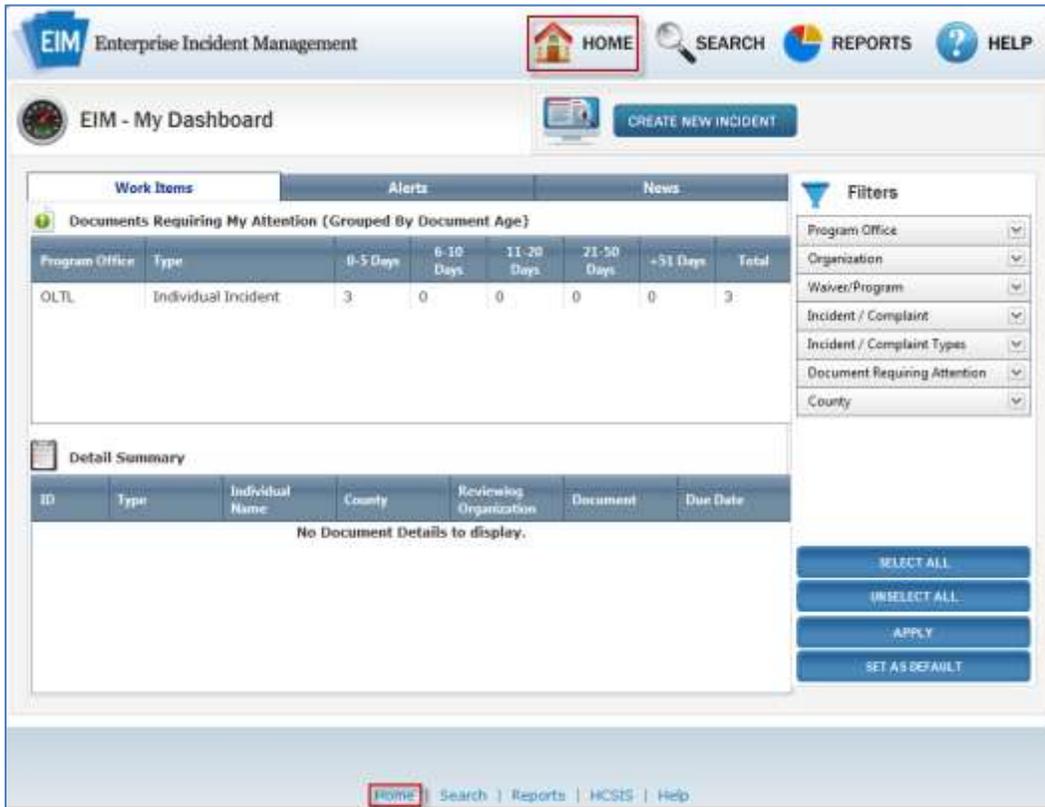
Use the table of contents below to view each section of the *My Dashboard* screen.

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Using the My Dashboard Screen

The *My Dashboard* screen is the first screen that users view when they log in to EIM, and users can return to the *My Dashboard* screen at any time by clicking [HOME] at the top and bottom of all EIM screens.



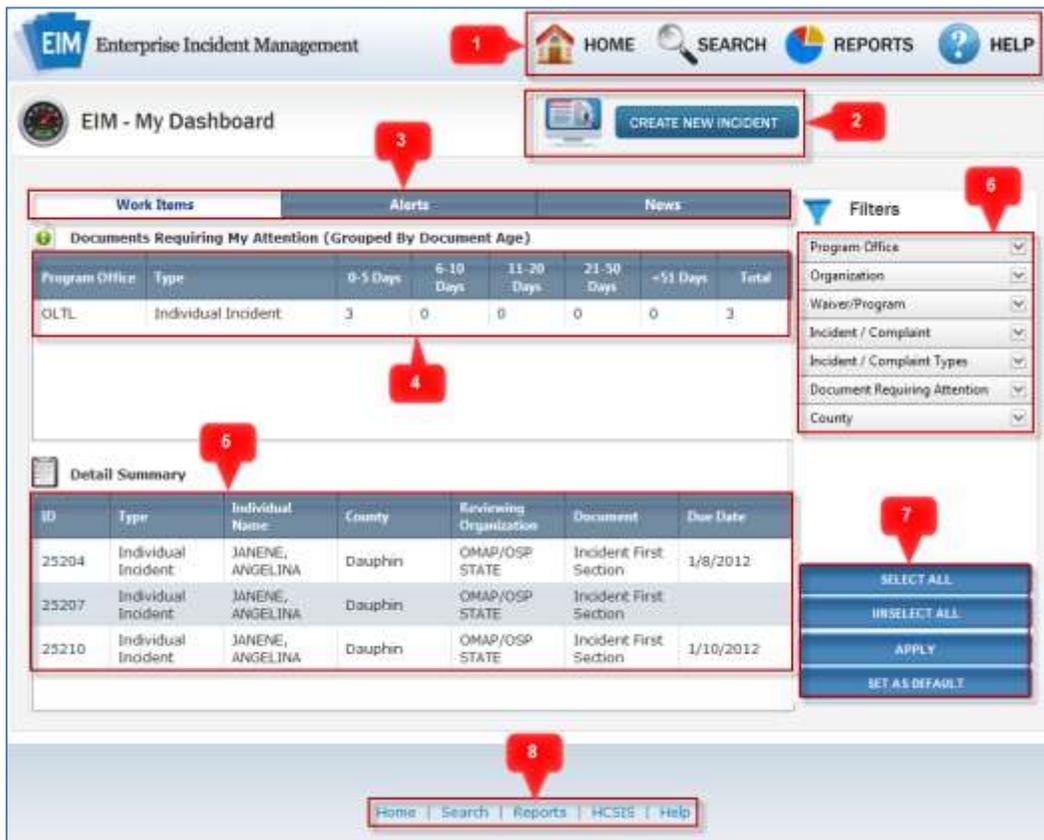
Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

Daily Use:

1. All users should check their *My Dashboard* **Work Items** tab regularly to view any documents that require attention. Pending Incident Report Final Sections are listed here grouped by document age to help users complete incident reports in a timely manner.
2. The **News** tab on the *My Dashboard* screen will take users to a list of the most recent important system news. Users should check the **News** tab on a regular basis to keep up to date on system status and any critical alerts or changes.

The My Dashboard Screen



Legend:

1. **Main Menu:** The four Main Menu buttons ([HOME] / [SEARCH] / [REPORTS] / [HELP]) are available on every EIM screen.
2. **Create New Incident:** The [CREATE NEW INCIDENT] button is only available on the *My Dashboard* screen.
3. **Tabs:** The three tabs on the My Dashboard screen (**Work Items** / **Alerts** / **News**) will each display critical information to help users manage their activity in EIM.
4. **Documents Requiring My Attention:** The **Work Items** tab will enable the **Documents Requiring My Attention** panel to display, allowing users to identify and navigate to documents within EIM that are open and require action. Documents are grouped by age. The **Work Items** tab and **Documents Requiring My Attention** panel display by default when users log in to EIM.
5. **Detail Summary:** When users click any of the **Documents Requiring My Attention** number links, the incidents related to the selected number will display in the **Detail Summary** panel.
6. **Filters:** Users can choose from a variety of filters on the *My Dashboard* screen to limit the information that appears in the **Documents Requiring My Attention** and the **Detail Summary** panels.
7. **Filter Settings:** The four filter settings buttons ([SELECT ALL] / [UNSELECT ALL] / [APPLY] / [SET AS DEFAULT]) permit users additional functionality over the filter settings.
8. **Menu Bar:** The Menu Bar displays at the bottom of every EIM screen.

Enterprise Incident Management – Provider My Dashboard: Main Menu / Menu Bar



Main Menu / Menu Bar

The Main Menu and the Menu Bar display on all EIM screens. Both menus have [Home](#), [Search](#), [Reports](#) and [Help](#) links; on the Main Menu they are buttons and on the Menu Bar they are links. The Menu Bar has the additional [HCSIS](#) link.



HOME: From any screen in EIM, the [Home](#) link will return the user to the *My Dashboard* screen and display the **Work Items** tab by default.

SEARCH: The [Search](#) link will take users to the *Search* screen where they can search for Individuals, Providers or Incidents.

REPORTS: The [Reports](#) link will take users to the *Reports* screen where they can create an incident history report by individual or provider service location.

HELP: From any screen in EIM, the [Help](#) link will display a custom help narrative specifically for that EIM screen.

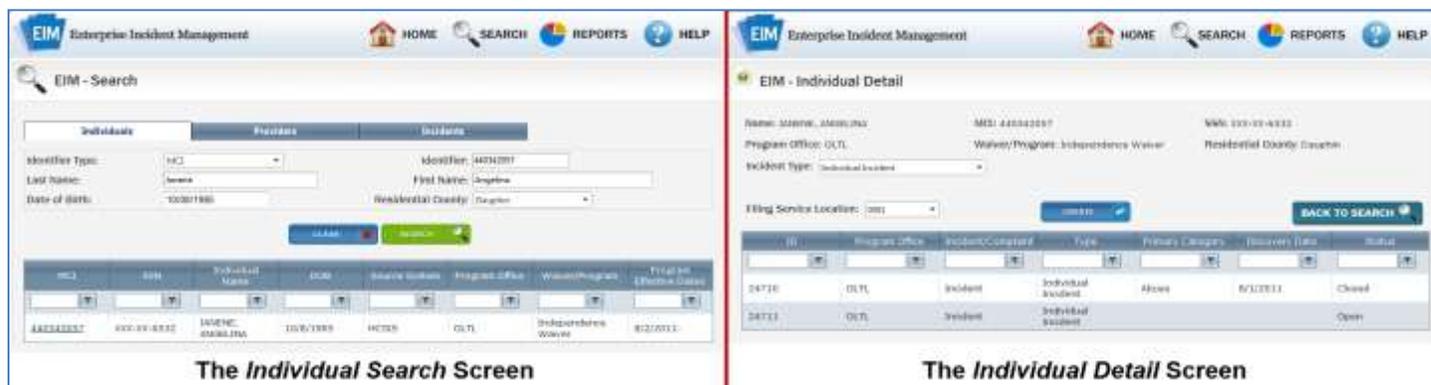
HCSIS: The [HCSIS](#) link is only found on the Menu Bar at the bottom of all EIM screens, and will re-direct the user to the HCSIS home page while retaining the User ID.

Create New Incident

The [CREATE NEW INCIDENT] button displays only on the *My Dashboard* screen.



When users click [CREATE NEW INCIDENT], they are directed to the *Individual Search* screen where they will search for and select the participant for which to create a new incident. Once the participant has been selected, users will be automatically directed to the *Individual Detail* screen where they will select an **Incident Type** and a **Filing Service Location** from the drop-down lists. Click [CREATE] on the *Individual Detail* screen to create the incident.



Work Items Tab

The **Work Items** tab is the default tab that displays when a user navigates to the *My Dashboard* screen. The active tab will always display in white, and users can navigate through the tabs by clicking on the tab of their choice. Under the **Work Items** tab are two key information panels: The **Documents Requiring My Attention (Grouped by Document Age)** panel, and the **Detail Summary** panel.

Work Items		Alerts			News		
 Documents Requiring My Attention (Grouped By Document Age)							
Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-50 Days	+51 Days	Total
OLTL	Individual Incident	3	0	0	0	0	3
 Detail Summary							
ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date	
25204	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section	1/8/2012	
25207	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section		
25210	Individual Incident	JANENE, ANGELINA	Dauphin	OMAP/OSP STATE	Incident First Section	1/10/2012	

Documents Requiring My Attention (Grouped by Document Age): This panel displays the status of all open incidents assigned to the user. Incidents are grouped by document age (0-5 days/6-10 days/11-20 days/21-50 days/+51 days) with a total number of open incidents displayed at the end.

Detail Summary: When a user clicks on the number of open incidents under the document age groups, the specific incidents for that group displays in the **Detail Summary** panel. Users can view the **Incident ID**, the **Incident Type**, the **Individual Name** associated with the incident, the **Reviewing Organization**, the **Document** that requires attention, and the **Due Date** for the document. Users can click the Incident ID link for a specific incident to navigate to the *Incident Detail* screen and take the necessary actions to complete and close the incident.



The screenshot shows the EIM - Incident Detail screen for incident ID 25204. The incident is of type 'Individual Incident' with a primary category of 'Hospitalization' and a status of 'Open'. The individual name is 'JANENE, ANGELINA' and the provider is 'ACCESS SERVICES'. A table below shows the incident's document details:

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/8/2012	VALIDATE SUBMIT	1/5/2012	Plant, Jimmy	1/8/2012	Parker, Brad	

The Incident Detail screen

Alerts Tab

The **Alerts** tab displays critical alerts only for users with the Incident Reviewer roles and Program Office Staff who are responsible for conducting Management Reviews and acknowledging Incident First and Final Sections. Only users who can view alerts can click on the Alert Detail for a specific alert to navigate to the *Incident Detail* screen for that specific incident.

Work Items		Alerts	News
<input type="checkbox"/>	Date	Alert Detail	
	<input type="text"/> ▼	<input type="text"/> ▼	
<input type="checkbox"/>	8/3/2011 4:30:15 PM	First Section is Submitted for Incident ID 24710	
<input type="checkbox"/>	8/2/2011 6:18:11 PM	First Section is Submitted for Incident ID 24709	
<input type="checkbox"/>	8/2/2011 6:12:39 PM	First Section is Submitted for Incident ID 24708	
<input type="checkbox"/>	8/2/2011 4:14:35 PM	First Section is Submitted for Incident ID 24707	
<input type="button" value="DELETE"/>			

News Tab

The **News** tab displays the system news relevant to the user. System news is displayed in reverse chronological order based on the published date.

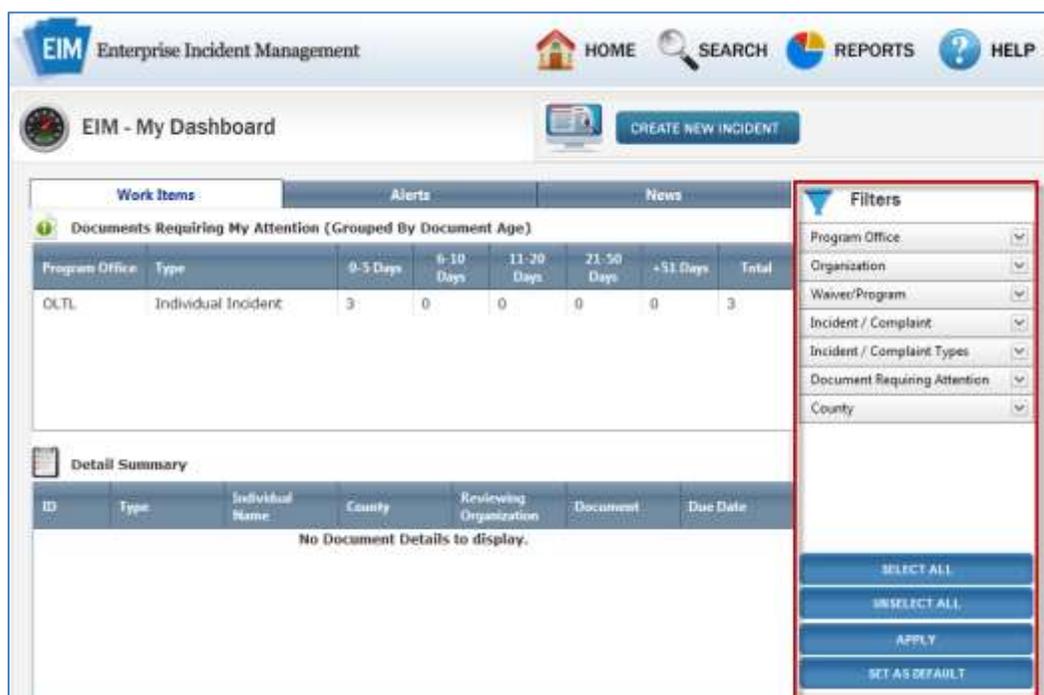
Work Items		Alerts	News
Effective Start Date	Subject		
8/5/2011 12:00:00	EIM System Maintenance 8/6/2011 from 12am until 6am		
8/1/2011 12:00:00	New functionality for OLTL Program Office (see Release Notes)		
6/1/2011 12:00:00	Welcome to EIM!		

Filters / Filter Settings

The filters on the *My Dashboard* screen allows the user to control the information that appears in the **Documents Requiring My Attention** panel under the **Work Items** tab. The first time a user views this screen, all of the filters are selected by default.

Users can modify the filters by selecting the appropriate check-boxes and applying them by clicking [APPLY]. Users also have the option to select all the filters by clicking [SELECT ALL] or unselecting all of the filters by clicking [UNSELECT ALL].

Users may define a set of default filters by selecting the filters to be applied and then clicking [SET AS DEFAULT]. The default filters will be applied each time the user accesses the *My Dashboard* screen. Each user will only be able to have one set of default filters at a time, and the defaults can be changed at any time.



The screenshot shows the EIM My Dashboard interface. The main content area displays a table titled "Documents Requiring My Attention (Grouped By Document Age)". The table has columns for Program Office, Type, and five document age categories (0-5 Days, 6-10 Days, 11-20 Days, 21-50 Days, +51 Days), plus a Total column. A single row is visible with Program Office "OCTL" and Type "Individual Incident".

Below the table is a "Detail Summary" section with a table header including ID, Type, Individual Name, County, Reviewing Organization, Document, and Due Date. The content area below the header is empty, displaying "No Document Details to display."

On the right side, a "Filters" panel is visible, containing several dropdown menus: Program Office, Organization, Waiver/Program, Incident / Complaint, Incident / Complaint Types, Document Requiring Attention, and County. At the bottom of the filters panel are four buttons: SELECT ALL, UNSELECT ALL, APPLY, and SET AS DEFAULT.

Filters:

Program Office: Displays a list of all the program offices that the logged in user has access to. When this filter is modified, users will only be able to view incident documents that have been filed for the selected program offices.

Organization: Lists each organization that the user belongs to. Program office staff will see OMAP/OSP State as their only option. This filter is not active for providers.

Waiver/Program: Displays a list of the waiver/programs related to the user's program offices. When this filter is modified, users will only be able to view incidents that are associated to the selected waiver/programs.

Incident / Complaint: This filter is used to view incident or complaint documents only, or both types of documents. Providers do not have access to view complaints and will not see a filter to select complaints.

Incident / Complaint Types: This filter displays a list of all the incident and complaint types that are related to the user's program office.

Enterprise Incident Management – Provider

My Dashboard: Filter Settings



Document Requiring Attention: When this filter is applied, the user will only be able to see incidents where the selected document type is assigned to the user or to the user's organization. This list is determined by the selections in the incident/complaint filter.

County: Displays a list of all the counties in Pennsylvania. When this filter is applied, users will see only incident reports associated with the selected counties that they have access to view. The user-selected values will also be displayed at the top of the county list when this filter is applied.

Section 4: Recording an Incident Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

This guide is intended to direct a provider user through the process of creating and submitting the First and Final Sections of the Incident Report and responding to OLTL comments from the Management Review document. Refer to this guide to view each step through the process. Use the table of contents below to find the specific page number of each section in the incident creation process.

Key icons

When working with documents, the status of each page can be determined by viewing the icons.



This icon represents pages that were pre-populated from a previous section or ones that are complete.



This icon represents pages that are incomplete.



This icon represents pages that must be corrected.



This icon, a red asterisk, represents a field that is required to be completed.

NOTE: Some fields that were initially optional may become required based upon the choices selected in the required fields

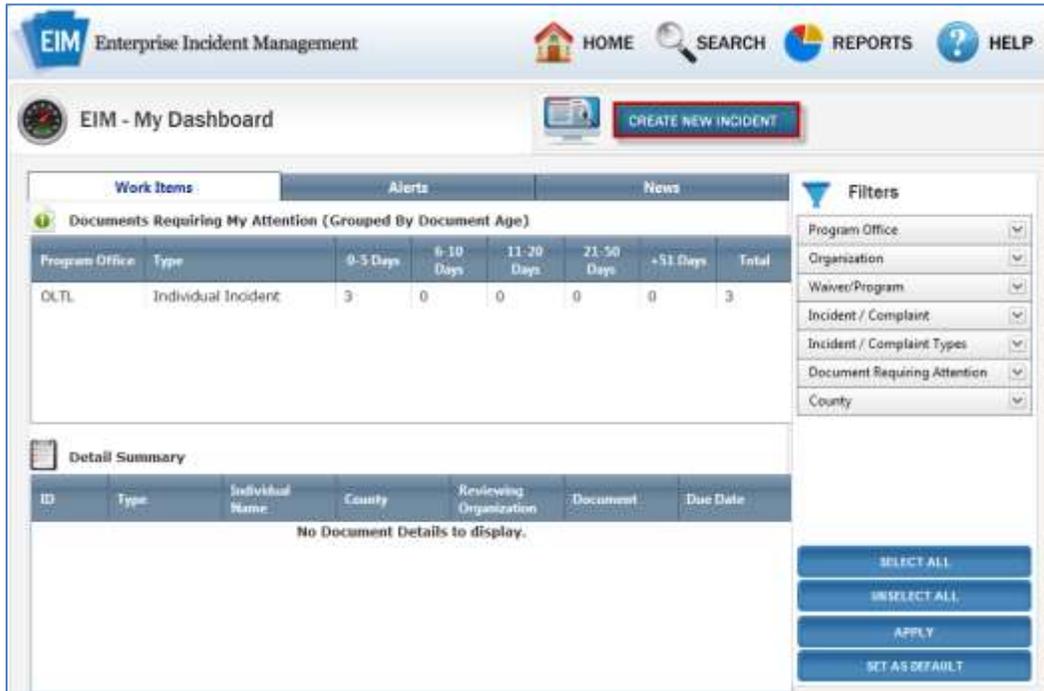
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Incident First Section Step-by-Step Process

Step 1: Log in to the Enterprise Incident Management (EIM) system and view the *My Dashboard* screen.

Step 2: Click [CREATE NEW INCIDENT].



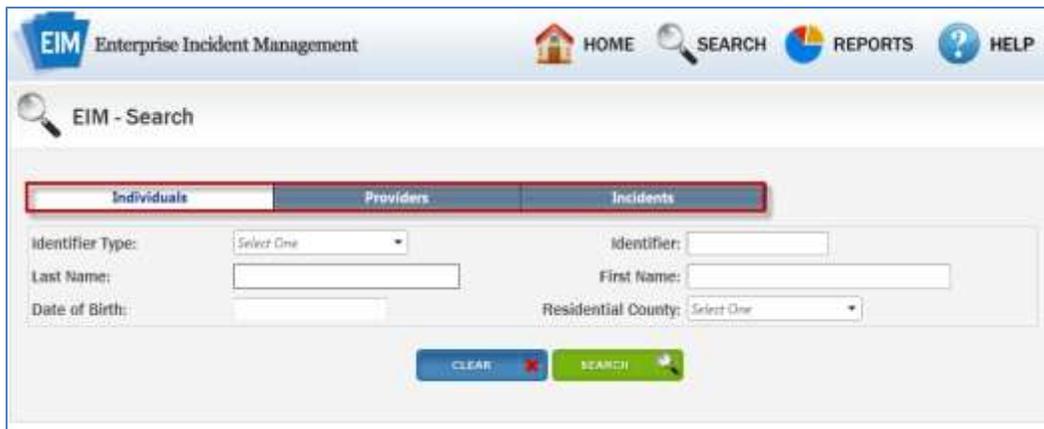
Step 3: The *Individual Search* screen appears. Search for the individual for which the incident is about by clicking the **Last Name** field and enter the last name of the individual.



NOTE: The individual can also be found using their MCI number or SSN by clicking the **Identifier Type** drop-down arrow, selecting the identifier and entering the appropriate information in the **Identifier** field.

A Note About Searching for Individuals and Providers in EIM

The *EIM Search* screen allows users to search for **Individuals**, **Providers** and **Incidents** by clicking on the specific tabs. Users can enter information into the various search fields to conduct general or specific searches depending upon the amount of information they have and wish to enter into the search.



The screenshot shows the EIM Search interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this is the 'EIM - Search' header. The main search area features three tabs: 'Individuals' (highlighted with a red border), 'Providers', and 'Incidents'. Under the 'Individuals' tab, there are several search fields: 'Identifier Type' (a dropdown menu with 'Select One' selected), 'Identifier' (a text input field), 'Last Name' (a text input field), 'First Name' (a text input field), 'Date of Birth' (a text input field), and 'Residential County' (a dropdown menu with 'Select One' selected). At the bottom of the search area, there are two buttons: a blue 'CLEAR' button and a green 'SEARCH' button with a magnifying glass icon.

The following are key points to note about conducting searches in EIM:

1. An individual consumer or provider must be listed in the HCSIS system in order to be included in an incident report in the EIM system. Providers must be authorized to provide services under the specific waiver/programs associated with EIM, and individual consumers must have an approved plan and be receiving authorized services from an authorized provider in order to be included in an incident report in the EIM system.
2. EIM will only return search results on individuals, providers or incidents if the user conducting the search is authorized to view the search results. Consumer data will only show in search results if the individual consumer is in an SCuser's caseload. Consumer data will only show in search results for a direct service provider if the provider has an authorized service on the participant's plan. Provider data will only show in search results if the provider is associated with the user conducting the search. Incident data will only show in search results if the user's organization (provider agency, SC agency or program office) created the incident in the system. .
3. When a search for an individual or provider is conducted in EIM, the search is conducted in the HCSIS system database. The EIM database does not store any demographic information on individuals or providers. EIM is a system outside of HCSIS and must communicate with HCSIS in order to conduct individual or provider searches and return search results.
4. If demographic information about an individual or provider is incorrect when it displays in EIM, corrections may not be made from inside EIM. Users must log in to HCSIS with the proper user role in order to change information about an individual consumer or provider. Any changes made to demographic information about an individual or provider in HCSIS after an incident report has been created in EIM (once an Incident ID number has been assigned), will not be reflected in that EIM Incident Report. EIM incident reports are "snapshots in time", and will only store read-only versions of the individual or provider information available at the time the incident report was originally created.
5. When searching for specific incident reports in EIM, the system will search in the EIM database for incident reports that have been created or closed. The EIM database only stores incident reports that have been assigned an Incident ID number; including open incident reports, closed incident reports, and deleted incident reports. A user's ID and assigned role will determine which Incident Reports they will be able to see returned in search results.

Step 4: Once the last name is entered, click [SEARCH].

EIM - Search

Individuals Providers Incidents

Identifier Type: Identifier:

Last Name: First Name:

Date of Birth: Residential County:

Step 5: Verify that the correct individual appears, and then click the MCI number link to select the individual.

EIM - Search

Individuals Providers Incidents

Identifier Type: Identifier:

Last Name: First Name:

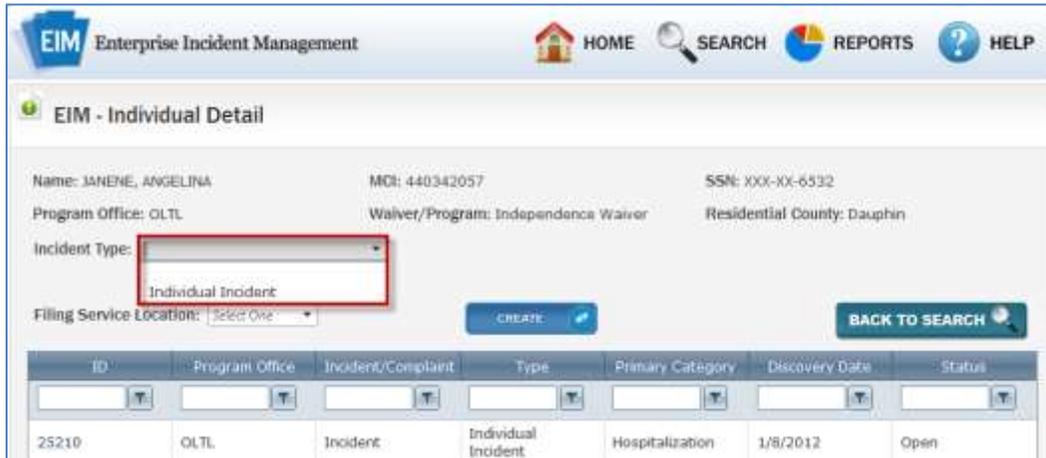
Date of Birth: Residential County:

MCI	SSN	Individual Name	DOB	Source System	Program Office	Waiver/Program	Program Effective Dates
440342057	XXX-XX-6532	JANENE, ANGELINA	10/8/1985	HCSIS	OLTL	Independence Waiver	8/02/2011-

NOTE: When searching for an individual that is not currently in HCSIS, an error message will appear **HCSIS - No Results Found**. Contact OLTL or refer to the Critical Incident Bulletin. You must submit the paper form to register the consumer in HCSIS.

Enterprise Incident Management - Provider Incidents: Incident First Section

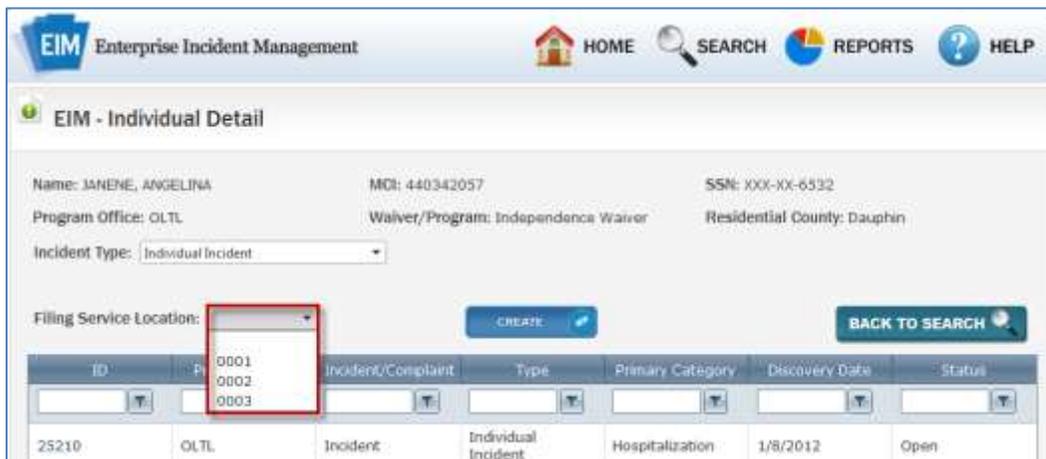
Step 6: The *Individual Detail* screen appears. Click the **Incident Type** drop-down arrow and select **Individual Incident**.



The screenshot shows the 'EIM - Individual Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the user information is displayed: Name: JANENE, ANGELINA; MGI: 440342057; SSN: XXX-XX-6532; Program Office: OLTL; Waiver/Program: Independence Waiver; Residential County: Dauphin. The 'Incident Type' dropdown menu is open, showing 'Individual Incident' selected. Below this, there is a 'Filing Service Location' dropdown menu with 'Select One' and a 'CREATE' button. A 'BACK TO SEARCH' button is also present. At the bottom, there is a table with columns: ID, Program Office, Incident/Compliant, Type, Primary Category, Discovery Date, and Status. The table contains one row with the following data: ID: 25210, Program Office: OLTL, Incident/Compliant: Incident, Type: Individual Incident, Primary Category: Hospitalization, Discovery Date: 1/8/2012, Status: Open.

NOTE: It is recommended that you review the consumer's previous incidents as listed.

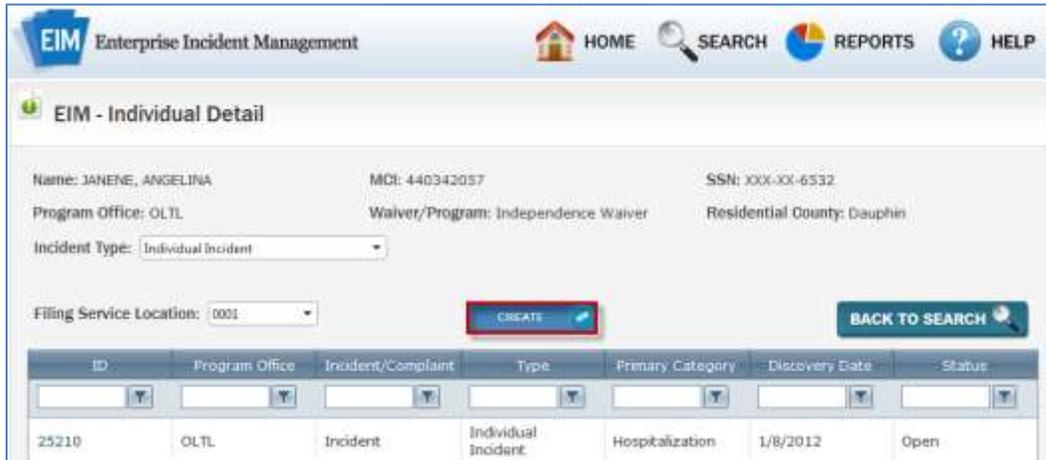
Step 7: Click the **Filing Service Location** drop-down arrow and select a **Filing Service Location**.



The screenshot shows the 'EIM - Individual Detail' screen. The 'Incident Type' dropdown menu is now closed and shows 'Individual Incident'. The 'Filing Service Location' dropdown menu is open, showing a list of options: 0001, 0002, and 0003. The 'CREATE' button is still visible. The table at the bottom remains the same as in the previous screenshot.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 8: Click [CREATE].



EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

EIM - Individual Detail

Name: JANENE, ANGELINA MCI: 440342057 SSN: XXX-XX-6532
Program Office: OLTL Waiver/Program: Independence Waiver Residential County: Dauphin
Incident Type: Individual Incident
Filing Service Location: 0001

CREATE **BACK TO SEARCH**

ID	Program Office	Incident/Complaint	Type	Primary Category	Discovery Date	Status
25210	OLTL	Incident	Individual Incident	Hospitalization	1/8/2012	Open

Step 9: The *Individual Information* screen appears. Review the individual's demographics information. Click [SAVE & CONTINUE].

Enterprise Incident Management

HOME
 SEARCH
 REPORTS
 HELP

Individual Information

ID: [25212](#)
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		<div style="border: 1px solid #ccc; padding: 2px; display: inline-block; margin-bottom: 2px;">VALIDATE</div> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">SUBMIT</div>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

[Go To: Individual Information](#)

Individual Demographics

MCI: 440342057

SSN: XXX-XX-5532

Individual Name: JANENE, ANGELINA

Case Management System: HCSIS

Residential County: Dauphin

Waiver/Program: Independence Waiver

Gender: Female

Date of Birth: 10/8/1985

Individual Contact Information

Phone Number:

Email:

Address Line 1: 301 CORPORATE CENTER DR

Address Line 2:

Address Line 3:

City: CAMP HILL

State: Pennsylvania

Zip Code: 17011-0000

Case Management Details

Agency Name: SC ENTITY ONE

Assigned SC: 2184SHELBY, KIM2184

Assigned SC Phone: (123)456-7890

UNDO CHANGES

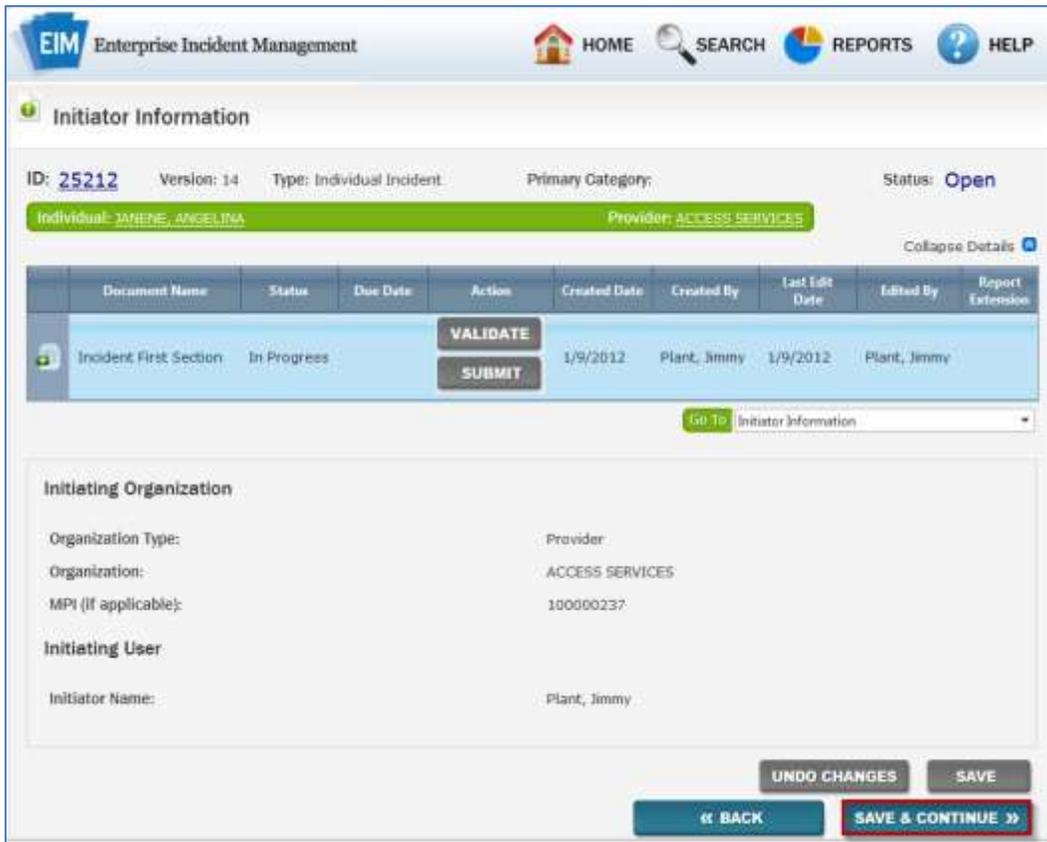
SAVE

« BACK

SAVE & CONTINUE »

NOTE: If the information is not correct, changes will need to be made to the participant's record in HCSIS.

Step 10: The *Initiator Information* screen appears. Review the pre-populated initiator information. Click [SAVE & CONTINUE].



The screenshot shows the 'Initiator Information' screen in the EIM system. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the page title 'Initiator Information' is displayed. The main content area shows the following details:

- ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Status: **Open**
- Individual: [JARENE, ANGELINA](#) Provider: [ACCESS SERVICES](#)
- A 'Collapse Details' button is located to the right of the provider information.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
 Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Below the table, there is a 'Go To' dropdown menu set to 'Initiator Information'. The 'Initiating Organization' section contains the following fields:

- Organization Type: Provider
- Organization: ACCESS SERVICES
- MPI (If applicable): 100000237

The 'Initiating User' section contains the following field:

- Initiator Name: Plant, Jimmy

At the bottom right, there are three buttons: 'UNDO CHANGES', 'SAVE', and 'SAVE & CONTINUE'. The 'SAVE & CONTINUE' button is highlighted with a red border.

NOTE: If the user is an SC, they will be taken to the *Provider Search Screen* to select a Provider. Please proceed to **Step 11SCa** if you are an SC user.

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 11: The *Provider Information* screen appears. Review the provider information and select a **Provider Type** from the drop-down menu. Enter the provider agency contact person for the incident in the **Staff First Name** and **Staff Last Name** fields. Click [SAVE & CONTINUE]. Non-SC users will proceed to **Step 12**.

NOTE: If the user is an SC, they will be taken to the *Provider Search Screen* to select a Provider. Please proceed to **Step 11SCa** if you are an SC user.

Provider Information

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: **IMENE, ANGELINA** Provider: **ACCESS SERVICES**

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Provider Information

Provider Information:

[Select Provider/Location](#)

MPI: 10000237
Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001
Service Location Name: Access Services Main Office
Phone: (888)555-8888
Email: oltprovider@internet.com
Address Line 1: 2300 N CAMERON ST
Address Line 2: Building 3
Address Line 3: PO BOX 333
City: Columbia Cross Roads
County: Dauphin
State: Pennsylvania
Zip Code: 17110-9443
Provider Type: Direct Service Provider
Staff First Name: Sam
Staff Last Name: Browne

UNDO CHANGES SAVE

<< BACK SAVE & CONTINUE >>

NOTE: If the provider is not correct, or a different service location should be selected, click the Select Provider/Location link above the **MPI** field to reselect the provider.

Step 11SCa: For SC users, the *Provider Search* screen will appear. An SC user is authorized to file incidents for the provider agencies on their consumers' plans, even if it is not their own agency. If the incident should be associated with the SC's agency, then the user will need to search for his or her agency. If the user has knowledge of an incident that occurred at another provider location (with an authorized service on the consumer's plan), the user can search for that agency, select it, and the information will be populated in the *Provider Information* screen.

1. On the *Provider Search* screen, enter the available provider search criteria and click [SEARCH].

The screenshot shows the 'EIM - Search' interface. At the top, there are navigation links for HOME, SEARCH, REPORTS, and HELP. Below the header, the text reads 'Select a Provider the Incident is being filed about:'. A dropdown menu labeled 'Providers' is visible. The search criteria section includes:

- Identifier Type: Select One (dropdown)
- Identifier: (text input)
- Provider Name: (text input)
- Service Location Name: (text input)
- Service Location ID: (text input)

 At the bottom of the search criteria section are 'CLEAR' and 'SEARCH' buttons. A red box highlights the search criteria input fields.

2. The *Provider Search Results* screen appears. Select the provider from the search results by clicking on the MPI number link on the left.

The screenshot shows the 'EIM - Search Results' interface. It features the same header and search criteria section as the previous screenshot. Below the search criteria, there is a table of search results. The table has the following columns: MPI, Provider Name, Service Location ID, Service Location Name, Address, Source System, and Program Office. The first row of results is highlighted with a red box around the MPI number.

MPI	Provider Name	Service Location ID	Service Location Name	Address	Source System	Program Office
100000237	ACCESS SERVICES	0002	Access Services Main Office	2300 N CAMERON ST, Building 3, PO BOX 333, Columbia Cross Roads, PA 17110-9443	HCSIS	OUTL

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 11SCb: The *Provider Information* screen appears. Review the provider information and select a **Provider Type** from the drop-down menu. Enter the provider agency contact person for the incident in the **Staff First Name** and **Staff Last Name** fields. Click [SAVE & CONTINUE].

Provider Information

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: [JANEYE, 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	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: [Provider Information](#)

Provider Information:

[Select Provider/Location](#)

MPI: 100000237
Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001
Service Location Name: Access Services Main Office
Phone: (888)555-8888
Email: oltprovider@internet.com
Address Line 1: 2300 N CAMERON ST
Address Line 2: Building 3
Address Line 3: PO BOX 333
City: Columbia Cross Roads
County: Dauphin
State: Pennsylvania
Zip Code: 17110-9443
Provider Type: **Direct Service Provider** ▼
Staff First Name:
Staff Last Name:

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

NOTE: If the provider is not correct, or a different service location should be selected, click the [Select Provider/Location](#) link above the **MPI** field to reselect the provider.

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 12: The *Incident Classification* screen appears. Click the **Discovery Date and Time** field to select the date and time the incident was discovered.

Enterprise Incident Management | HOME | SEARCH | REPORTS | HELP

Incident Classification

ID: **25212** | Version: 14 | Type: Individual Incident | Primary Category: | Status: **Open**

Individual: **JWENE, 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	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Incident Classification

Incident Classification

Discovery Date and Time:

Primary Category:

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?

Time: 12:00 AM
Hour:
Minute:

Now Done

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 13: Select the **Primary Category**, the **Date the Primary Category Occurred** and a **Secondary Category**. The **Secondary Category Date Occurred** is required.

Incident Classification

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: WRENCH, ANGELINA Provider: ACCESS SERVICES

Document Name	Status	Doc Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/9/2013	Plant, Jimmy	1/9/2012	Plant, Jimmy	

GO TO: Incident Classification

Incident Classification

Discovery Date and Time: 01/08/2012 10:00 AM

Primary Category: **Serious Injury**

Primary Category Date Occurred: 01/08/2012

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Certified Investigation Required? **DETERMINE IF A CERTIFIED INVESTIGATION IS 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 »

NOTE: The **Secondary Category** fields that appear are dependent upon the **Primary Category** selected. In this case, the **Primary Category** is **Serious Injury** and the corresponding secondary categories are **Accidental**, **Back-up Plan Failure**, **Falls**, **Medication Error**, **Neglect**, **Physical Abuse**, **Provider Associated/Paid Caregiver**, **Self Inflicted**, **Service Interruption**, **Suicide Attempt** and **Unexplained**.

Enterprise Incident Management - Provider Incidents: Incident First Section



Step 14: Proceed directly to filling out the **Was this incident referred to Adult Protective Services?** and **Is the individual's health and welfare at risk?** fields. Click [SAVE & CONTINUE].

Enterprise Incident Management | HOME | SEARCH | REPORTS | HELP

Incident Classification

ID: **25212** | Version: 14 | Type: Individual Incident | Primary Category: | Status: **Open**

Individual: **35578E_2002110** | 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	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Incident Classification

Incident Classification

Discovery Date and Time: 01/08/2012 10:00 AM

Primary Category: Serious Injury

Primary Category Date Occurred: 01/08/2012

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Certified Investigation Required? **DETERMINE IF A CERTIFIED INVESTIGATION IS REQUIRED**

Proceed with Investigation?

Assigned Certified Investigator:

Date Reviewed:

Reviewer:

Was this incident referred to Adult Protective Services? **No**

Date referred to Adult Protective Services:

Was this incident referred to the Bureau of Individual Supports? **No**

Is the individual's health and welfare at risk? **No**

UNDO CHANGES | SAVE

« BACK | SAVE & CONTINUE »

NOTE: Providers are not required to populate the **Certified Investigation Required?** and the **Proceed with Investigation?** fields.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 15: The *Reporter Information* screen appears. Enter as much reporter information that can be gathered. Once information has been entered, click [SAVE & CONTINUE].

Reporter Information

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JANICE, ANGLINA Provider: ACCURE 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	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Reporter Information

Reporter Information

Initial Reporter Type:

First Name:

Last Name:

Address Line 1:

Address Line 2:

Address Line 3:

City:

County:

State:

Zip Code:

Phone:

Email:

UNDO CHANGES SAVE

<< BACK SAVE & CONTINUE >>

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 16: The *Incident Description* screen appears. Enter the incident description information. Once the information has been entered click [SAVE & CONTINUE].

Incident Description

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: **JANE, 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	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Go To: Incident Description

Incident Description

Description:

Location of Incident:

If community site or other, please explain:

Were restraints or restrictive interventions being used during the occurrence?

If restraints or restrictive interventions were used, please explain:

CHECK SPELLING **UNDO CHANGES** **SAVE**

← BACK **SAVE & CONTINUE →**

NOTE: Text fields have a 4,000 character limit. If more than 4,000 characters are entered in any text field, an error will appear, **Input text cannot be more than 4000 characters**, once [SAVE & CONTINUE] is clicked.

NOTE: When users copy and paste richly formatted special characters (e.g. copy and paste text that contains quotation marks from Microsoft Office) EIM stores an upside down question mark in place of the quotation marks.

Step 17: The *Initial Action Taken* screen appears. Enter the initial action taken information and click [SAVE & CONTINUE].

EIM Enterprise Incident Management

 HOME
 SEARCH
 REPORTS
 HELP

Initial Action Taken

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury 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	1/10/2012	<input type="button" value="VALIDATE"/> <input type="button" value="SUBMIT"/>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

[Go To](#) Initial Action Taken

Initial Action Taken

Please describe the initial action taken:

What agencies were initially notified?

if other, please specify:

Type of investigation initiated by the provider:

SC spoke with Mike Wilson who explained his involvement with the consumer on 01/08/12. See the details below:

I, Mike Wilson, received a call from our answering service at approximately 11:00 am informing me that Angelina Janene had

- Area Agency on Aging (AAA)
- Department of Health (DOH)
- Disabilities Right Network of PA (DRN)
- Fire Department
- Law Enforcement
- Office of Developmental Programs (ODP)
- OLTL - Verbal Notification
- Provider Agency or Sub-Contractor
- Service Co-ordination Agency (SC)
- Other

Type of investigation initiated by the provider: Telephonic

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 18: The *Incident Detail* screen appears. Click [VALIDATE] to check that all fields in the Incident First Section have been completed.

The screenshot shows the EIM Incident Detail page for incident ID 25212. The incident is of Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANE, ANGELINA and the provider is ACCESS SERVICES. A table lists the incident first section with a 'VALIDATE' button highlighted in red. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', 'LINK TO INCIDENTS/COMPLAINTS', and 'DELETE'. A 'Linked Incidents/Complaints' section shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Step 19: A **Validation Successful** message will appear if all parts of the incident were completed properly.

The screenshot shows the EIM Incident Detail page for incident ID 25212, identical to the previous one, but with a green 'Validation Successful' message box appearing above the incident details. The 'VALIDATE' button in the table is no longer highlighted.

Enterprise Incident Management - Provider Incidents: Incident First Section

Step 20: Click [SUBMIT] to submit the Incident First Section.

Validation Successful

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANENE, ANGELENA](#) 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	1/10/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

PRINT SUMMARY **MARK AS CONFIDENTIAL** **LINK TO INCIDENTS/COMPLAINTS** **DELETE**

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 21: The Incident First Section is updated to Submitted status, and the Final Section and Management Review documents appear.

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANENE, ANGELENA](#) 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Created	2/7/2012	INITIATE			1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

PRINT SUMMARY **MARK AS CONFIDENTIAL** **LINK TO INCIDENTS/COMPLAINTS**

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

This completes the creation and submission of the Incident First Section.

Incident Final Section Step-by-Step Process

Step 1: Locate the incident and click [INITIATE] for the Final Section.

EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: MAREE, ANGELINA Provider: ACCESS SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Created	2/7/2012	INITIATE			1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Buttons: PRINT SUMMARY, MARK AS CONFIDENTIAL, LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints: No records to display

Step 2: The Final Section status is marked as In Progress. Expand the Final Section by clicking the [EXPAND] icon.

EIM - Incident Detail

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: MAREE, ANGELINA Provider: ACCESS SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Buttons: PRINT SUMMARY, MARK AS CONFIDENTIAL, LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints: No records to display

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 3: All screens in the Final Section appear in the list below. Begin by clicking the Provider Investigation link.

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [IANENE, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	

Page Name

- [Provider Investigation](#)
- [Witness Statements](#)
- [Provider Investigation Summary](#)
- [Provider/SC Agency Action Taken](#)
- [Verification of Provider Information](#)
- [Verification of Incident Classification](#)

Document Name	Status	Created Date	Created By	Last Edit Date	Edited By
Management Review	Created			1/9/2012	Plant, Jimmy

[PRINT SUMMARY](#)
[MARK AS CONFIDENTIAL](#)
[LINK TO INCIDENTS/ COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 4: The *Provider Investigation* screen appears. Complete all of the required fields and click [SAVE & CONTINUE].

Provider Investigation

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JAVIERE, ANGELINA Provider: ACCESS SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To: Provider Investigation

Provider Investigation

Investigation Type:
Investigation Start Date:
Investigation End Date:
Description of Incident:
Investigation Action Taken:

Telephone: [dropdown]
01/10/2012
01/11/2012
See incident details entered in the first section.
Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care.

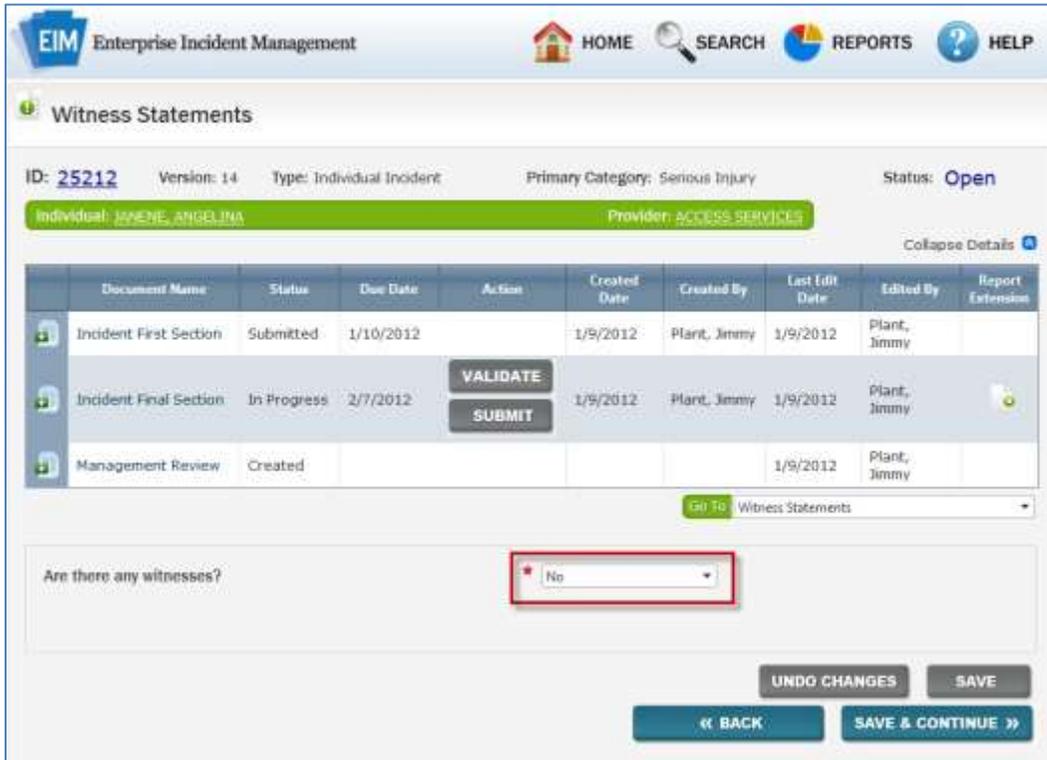
CHECK SPELLING [checkbox] UNDO CHANGES SAVE

« BACK SAVE & CONTINUE »

NOTE: Text fields have a 4,000 character limit. If more than 4,000 characters are entered in any text field, an error will appear, **Input text cannot be more than 4000 characters**, once [SAVE & CONTINUE] is clicked.

NOTE: When users copy and paste richly formatted special characters (e.g. copy and paste text that contains quotation marks from Microsoft Office) EIM stores an upside down question mark in place of the quotation marks.

Step 5: The *Witness Statements* screen appears. On the *Witness Statements* screen, determine if there are witnesses and select the appropriate response. If **No** is selected, click [SAVE & CONTINUE].



The screenshot shows the 'Witness Statements' screen in the EIM system. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the incident details are displayed: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is identified as JMWENE, ANGELINA and the provider as ACCESS SERVICES. A table lists the document sections: 'Incident First Section' (Submitted, 1/10/2012), 'Incident Final Section' (In Progress, 2/7/2012), and 'Management Review' (Created). The 'Incident Final Section' row has 'VALIDATE' and 'SUBMIT' buttons. Below the table, there is a 'Go To' dropdown menu set to 'Witness Statements'. A question 'Are there any witnesses?' is followed by a dropdown menu with 'No' selected, which is highlighted with a red box. At the bottom, there are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 6: If YES is selected, complete the form with as much information as possible and click [SAVE & CONTINUE].

Witness Statements

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: WANE, ANGELINA Provider: ACCURE SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To: Witness Statements

Are there any witnesses? **Yes**

No records to display.

Witness Statements

First Name: Mike
Last Name: Wilson
Address Line 1: 123 Maple Street
Address Line 2:
Address Line 3:
City: Camp Hill
County: Cumberland
State: Pennsylvania
Zip Code: 17011
Phone Number: 717-555-1212
Email: mwilson@severmail.com
Witness Statement: I received a voicemail from the answering service that Wilma Stone did not show up for her 9:30pm visit. Angelina called them about this at 10:30 pm and was upset. The voicemail was not received by me until just before midnight.

SAVE & CONTINUE

NOTE: If there are multiple witnesses, click [SAVE] to clear the fields and then capture as much additional witness information as possible.

Step 7: The *Provider Investigation Summary* screen appears.

Enterprise Incident Management

HOME
 SEARCH
 REPORTS
 HELP

Provider Investigation Summary

ID: **25212**
 Version: 14
 Type: Individual Incident
 Primary Category: Serious Injury
 Status: Open

Individual: JAHENE, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #555; color: white;">VALIDATE</div> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; background-color: #555; color: white;">SUBMIT</div>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To Provider Investigation Summary

Provider Investigation Summary

Were referrals made to other agencies? * ▼

If so, what agency were they referred to:

- Area Agency on Aging (AAA)
- Department of Health (DOH)
- Disabilities Right Network of PA (DRN)
- Fire Department
- Law Enforcement
- Office of Developmental Programs (ODP)
- OLT - Verbal Notification
- Provider Agency or Sub-Contractor
- Service Co-ordination Agency (SC)
- Other

Was the participant notified within 24 hours that a critical incident report has been filed? * ▼

Was participant notified of the resolution and measures implemented to prevent recurrence? * ▼

If so, who notified the individual (name, title and agency)?

Provider Investigation Action Taken:

Are further investigative actions required? * ▼

If so, please describe what additional actions are required:

CHECK SPELLING
UNDO CHANGES
SAVE

« BACK
SAVE & CONTINUE »

Enterprise Incident Management - Provider Incidents: Incident Final Section

Step 8: Complete the *Provider Investigation Summary* page and click [SAVE & CONTINUE].

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Provider Investigation Summary

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: JAVENE, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To Provider Investigation Summary

Provider Investigation Summary

Were referrals made to other agencies?
If so, what agency were they referred to:

- Area Agency on Aging (AAA)
- Department of Health (DOH)
- Disabilities Right Network of PA (DRN)
- Fire Department
- Law Enforcement
- Office of Developmental Programs (ODP)
- OLTL - Verbal Notification
- Provider Agency or Sub-Contractor
- Service Co-ordination Agency (SC)
- Other

Yes

Was the participant notified within 24 hours that a critical incident report has been filed?
Was participant notified of the resolution and measures implemented to prevent recurrence?
If so, who notified the individual (name, title and agency)?
Provider Investigation Action Taken:

Sam Browne, Supervisor, OL1

Consumer reports she fell last evening when transferring from her chair to her bed without the proper night-time care. Consumer reports her attendant called off that evening and Mil Wilson arrived to transfer her from the motorized wheelchair to the manual chair.

Are further investigative actions required?
If so, please describe what additional actions are required:

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Step 9: The *Provider/SC Agency Action Taken* screen appears.

EIM Enterprise Incident Management

 HOME
 SEARCH
 REPORTS
 HELP

Provider/SC Agency Action Taken

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [WANCHE, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	<div style="display: flex; gap: 5px;"> VALIDATE SUBMIT </div>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) Provider/SC Agency Action Taken

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident? *

If other, please describe:

Date Outcome Initiated:

Outcome narrative:

Date Outcome Completed:

Does this outcome assist in preventing recurrence?

If no, please explain:

CHECK SPELLING
UNDO CHANGES
SAVE

« BACK
SAVE & CONTINUE »

Step 10: Complete the *Provider/SC Agency Action Taken* screen and click [SAVE & CONTINUE].

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Provider/SC Agency Action Taken

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Management Review	Created					1/9/2012	Plant, Jimmy	

Go To: Provider/SC Agency Action Taken

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident?
If other, please describe:

Date Outcome Initiated: 01/10/2012
Outcome narrative: Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care.
Date Outcome Completed: 01/11/2012
Does this outcome assist in preventing recurrence? Yes

If no, please explain:

Adjusted Service Plan

CHECK SPELLING UNDO CHANGES SAVE

« BACK **SAVE & CONTINUE** »

Step 11: The *Verification of Provider Information* screen appears. Review the information and click [SAVE & CONTINUE].

NOTE: If a different provider or service location needs to be selected, click the [Select Provider/Location](#) link to reselect the provider.

Step 12: The *Verification of Incident Classification* screen appears. Review the information and click [SAVE & CONTINUE].

Enterprise Incident Management

HOME
SEARCH
REPORTS
HELP

Verification of Incident Classification

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	<input type="button" value="VALIDATE"/> <input type="button" value="SUBMIT"/>	1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	📄
Management Review	Created					1/9/2012	Plant, Jimmy	

[Go To](#) Verification of Incident Classification

Verification of Incident Classification

Discovery Date and Time: * 01/08/2012 10:00 AM

Primary Category: * Serious Injury

Primary Category Date Occurred: * 01/08/2012

Secondary Category:

Select	Secondary Category	Date Occurred
<input checked="" type="checkbox"/>	Accidental	01/08/2012
<input type="checkbox"/>	Back-up Plan Failure	
<input checked="" type="checkbox"/>	Falls	01/08/2012
<input type="checkbox"/>	Medication Error	
<input type="checkbox"/>	Neglect	
<input type="checkbox"/>	Physical Abuse	
<input type="checkbox"/>	Provider Associated/Paid Caregiver	
<input type="checkbox"/>	Self Inflicted	
<input type="checkbox"/>	Service Interruption	
<input type="checkbox"/>	Suicide Attempt	
<input type="checkbox"/>	Unexplained	

Reason for Reclassification (if applicable):

Certified Investigation Required? * Not Allowed

Proceed with Investigation? * No

Assigned Certified Investigator:

NOTE: If a new primary or secondary category is selected on this screen, the **Reason for Reclassification** text box is mandatory.

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 13: The *Incident Detail* screen appears. Click [VALIDATE] to validate the Incident Final Section.

The screenshot shows the EIM - Incident Detail screen for incident ID 25212. The incident is of Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANENE, ANGELINA and the provider is ACCESS SERVICES. A table lists document sections: Incident First Section (Submitted), Incident Final Section (In Progress), and Management Review (Created). The Incident Final Section row has a red box around the VALIDATE button and a greyed-out SUBMIT button. Below the table are buttons for PRINT SUMMARY, MARK AS CONFIDENTIAL, and LINK TO INCIDENTS/COMPLAINTS. A section for Linked Incidents/Complaints shows no records.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created					1/9/2012	Plant, Jimmy	

Step 14: A **Validation Successful** message will appear if all parts of the Final Section were completed properly.

The screenshot shows the EIM - Incident Detail screen after validation. A green box highlights the message "Validation Successful" above the incident details. The rest of the screen, including the document sections table and action buttons, is identical to the previous screenshot.

Enterprise Incident Management - Provider Incidents: Incident Final Section



Step 15: Click [SUBMIT] to submit the Incident Final Section.

Validation Successful

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JANENE, ANZELINA Provider: ACCESS SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created					1/9/2012	Plant, Jimmy	

PRINT SUMMARY MARK AS CONFIDENTIAL LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 16: The Incident Final Section is updated to Submitted status.

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: Open

Individual: JANENE, ANZELINA Provider: ACCESS SERVICES

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Submitted	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Parker, Brad	
Management Review	Created	1/10/2012				1/10/2012	Parker, Brad	

PRINT SUMMARY MARK AS CONFIDENTIAL LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

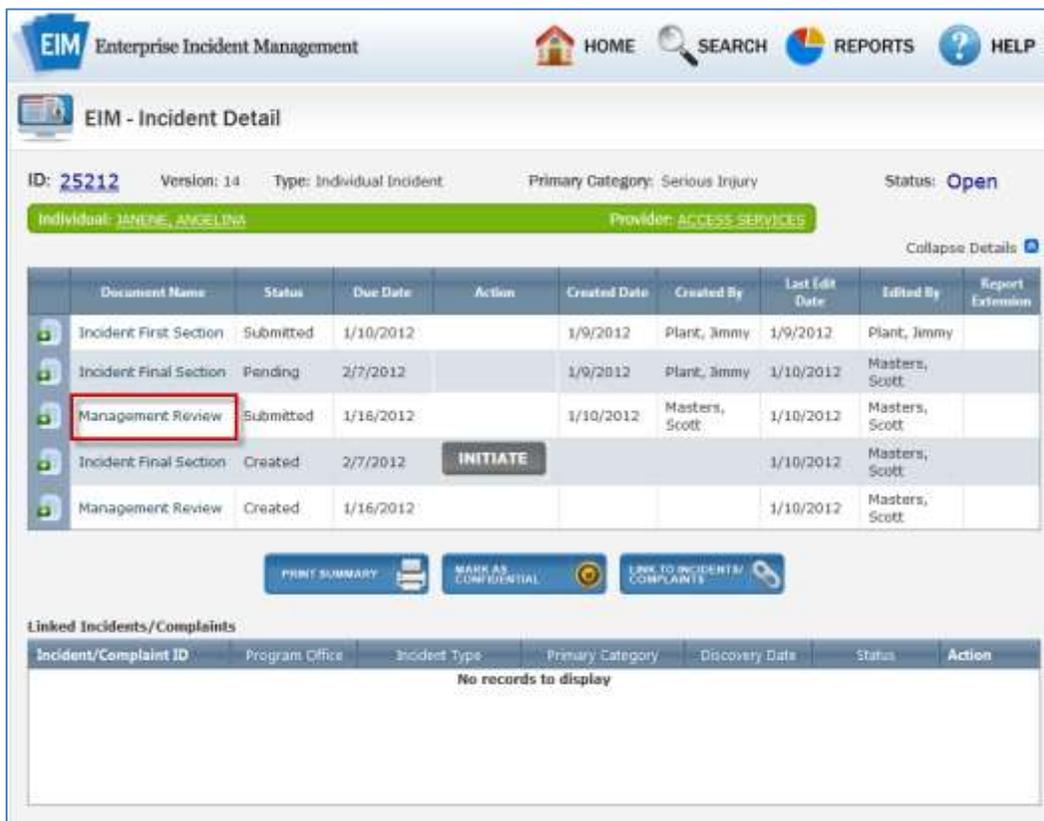
This completes the creation and submission of the Incident Final Section.

Responding to a Management Review Step-by-Step Process

After the Incident Final Section is submitted, it will be reviewed and investigated during the Management Review and Review Investigation conducted by OLTL program office staff. The Incident Final Section will then be assigned either an **Acknowledged** or a **Pending** status.

- If the status is **Acknowledged**, no further action is required. The incident will be closed by OLTL staff.
- If the status is **Pending**, a new Incident Final Section will be created. Follow the steps outlined in the Responding to a Management Review Step-by-Step Process section below to respond to the comments provided by an OLTL management reviewer.

Step 1: Locate the incident from *My Dashboard* or using the *Search* screen functions. Click the Management Review link to read the Management Review document and determine any changes to the Incident Final Section required from the review.



The screenshot displays the EIM Incident Detail page for incident ID 25212. The page includes a navigation bar with HOME, SEARCH, REPORTS, and HELP. The incident details show: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, Status: Open, Individual: JANENE, ANGELINA, and Provider: ACCESS SERVICES. A table lists document sections with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The 'Management Review' section is highlighted with a red box and has a status of 'Submitted'. Below the table are buttons for PRINT SUMMARY, MARK AS CONFIDENTIAL, and LINK TO INCIDENT/COMPLAINTS. At the bottom, there is a section for Linked Incidents/Complaints with a table that currently shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Note: The original Incident Final Section status displays as **Pending** in the **Incident Detail** panel when it has been marked as **Pending** by the Management Review.

Step 2: The *Investigation Assignment* screen appears. Click [CONTINUE] to navigate to the *Review Information* screen..

The screenshot shows the 'Investigation Assignment' screen in the Enterprise Incident Management (EIM) system. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below the navigation bar, the page title 'Investigation Assignment' is displayed. The main content area shows incident details: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. A green bar highlights the individual name 'JANE, ANORELINA' and the provider 'ACCESS SERVICES'. A 'Collapse Details' link is visible. Below this is a table with columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains five rows of document entries. A button labeled 'INITIATE' is positioned over the 'Action' column of the fourth row. Below the table is a dropdown menu set to 'GO TO Investigation Assignment'. The main form area contains the following fields: 'Does the incident require additional investigation?' with an 'Optional' dropdown; 'Proceed with Investigation?' with a 'no' dropdown; 'Assigned Investigator:'; 'Investigation Approval Status:'; and a text area for comments with the prompt 'If the investigation was not approved, please provide comments:'. At the bottom, there are two buttons: '« BACK' and 'CONTINUE »', with the latter highlighted in red.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 3: The *Review Information* screen appears. On the *Review Information* screen, the **Review Approval Status** field will display the **Pending** status. Review the required changes identified in the **If the incident report is pending, please provide comments** field.

Click the incident ID number to return to the incident detail screen.

The screenshot shows the EIM - Incident Detail screen for incident ID 25212. The incident is of type 'Individual Incident' with a primary category of 'Serious Injury' and a status of 'Open'. The individual is 'JANENE, ANGELINA' and the provider is 'ACCESS SERVICES'. A table lists document sections with their status and due dates. The 'Management Review' section is currently active, showing a review date of 1/10/2012 and a status of 'Pending'. A red box highlights the comment field with the text: 'The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.' The form also includes questions about incident closure, supervisor alerts, and high profile status, along with a dropdown for 'Adjustment Service Plan' and a text area for other descriptions. Navigation buttons for 'BACK' and 'CONTINUE' are at the bottom.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Management Review

Review Date: 1/10/2012

Review Approval Status: Pending

If the incident report is pending, please provide comments:

The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.

Incident Closure Date:

Was the incident closed on time?

Was the BIS regional supervisor alerted? No

Is the incident high profile? No

If so, was executive staff apprised?

Did any of the following outcomes occur as a result of the incident? Adjusted Service Plan

If other, please describe:

« BACK CONTINUE »

Enterprise Incident Management - Provider Incidents: Responding to Review



Step 4: Click [INITIATE] to begin the new Incident Final Section and make updates based upon the comments entered in the **If the incident report is pending, please provide comments** field found on the management review page.

Enterprise Incident Management

HOME
 SEARCH
 REPORTS
 HELP

EIM - Incident Detail

ID: 25212
 Version: 14
 Type: Individual Incident
 Primary Category: Serious Injury
 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Created	2/7/2012	INITIATE			1/10/2012	Masters, Scott	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Management Review

Review Date:

Review Approval Status:

If the incident report is pending, please provide comments:

The consumer must have a back up plan. All waiver consumers must have back up plans. This incident cannot be approved until the back up plan is in place and documented. Please review and submit the consumers back up plan in the event no assistance is available.

Incident Closure Date:

Was the incident closed on time?

Was the BIS regional supervisor alerted?

Is the incident high profile?

If so, was executive staff apprised?

Did any of the following outcomes occur as a result of the incident?

If other, please describe:

« BACK
CONTINUE »

Enterprise Incident Management - Provider Incidents: Responding to Review

Step 5: The new Final Section document's status is marked as **In Progress**. Click the [EXPAND] icon that is adjacent to the new Incident Final Section.

The screenshot shows the 'EIM - Incident Detail' page for incident ID 25212. The incident is categorized as 'Serious Injury' and is currently 'Open'. The provider is 'ACCESS SERVICES' and the individual is 'JANE, ANGELINA'. A table lists several documents, with the 'Incident Final Section' (dated 2/7/2012) having a status of 'In Progress'. This row is highlighted with a red box, and an 'EXPAND' icon (a blue square with a white plus sign) is visible to its left. Below the table, there are buttons for 'VALIDATE' and 'SUBMIT'. A list of page names is shown below, including 'Provider Investigation', 'Witness Statements', 'Provider Investigation Summary', 'Provider/SC Agency Action Taken', 'Verification of Provider Information', and 'Verification of Incident Classification'. At the bottom, there are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. A section for 'Linked Incidents/Complaints' is empty, displaying 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	

Enterprise Incident Management - Provider Incidents: Responding to Review



Step 6: Navigate to the screen requiring changes based on the Management Review comments. In this case, it is the Provider/SC Agency Action Taken screen. Click the Provider/SC Agency Action Taken link.

The screenshot shows the 'EIM - Incident Detail' page for incident ID 25212. The incident is categorized as 'Individual Incident' with a 'Primary Category' of 'Serious Injury' and a status of 'Open'. The individual involved is 'JANEHE, ANGELINA' and the provider is 'ACCESS SERVICES'. A table lists several documents, including 'Incident First Section', 'Incident Final Section', and 'Management Review'. Below the table, a list of pages to be reviewed is shown, with 'Provider/SC Agency Action Taken' highlighted in a red box. Other pages include 'Provider Investigation', 'Witness Statements', 'Provider Investigation Summary', 'Verification of Provider Information', and 'Verification of Incident Classification'. At the bottom, there are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. A section for 'Linked Incidents/Complaints' is also visible, showing no records to display.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	

Page Name
Provider Investigation
Witness Statements
Provider Investigation Summary
Provider/SC Agency Action Taken
Verification of Provider Information
Verification of Incident Classification

Document Name	Status	Due Date	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Management Review	Created	1/16/2012			1/10/2012	Masters, Scott	

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 7: Enter the outcome in the **Outcome Narrative** field and click [SAVE & CONTINUE].

Provider/SC Agency Action Taken

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

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

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Provider/SC Agency Action Taken

Which of the following outcomes occurred as a result of the incident? **Adjusted Service Plan**

If other, please describe:

Date Outcome Initiated: 1/10/2012

Outcome narrative: **Consumer is to contact ABC Staffing immediately when an attendant does not show to prevent lack of care per the back up plan.**

Date Outcome Completed: 1/11/2012

Does this outcome assist in preventing recurrence? **Yes**

If no, please explain:

SAVE & CONTINUE

Note: You must click [SAVE & CONTINUE] through the remaining screens to ensure that all information has been entered.

Step 8: Click [SAVE & CONTINUE] to move through the remaining screens of the Incident Final Section.

Enterprise Incident Management

HOME
 SEARCH
 REPORTS
 HELP

EIM - Verification of Provider Information

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [IANENE, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	<div style="display: flex; justify-content: center; gap: 5px;"> VALIDATE SUBMIT </div>	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

Go To Verification of Provider Information

Provider Information:

[Select Provider/Location](#)

MPI: 100000237

Name: ACCESS SERVICES

Provider Service Location Information:

Service Location ID: 0001

Service Location Name: Access Services Main Office

Phone: (888)555-8888

Email: oilprovider@internet.com

Address Line 1: 2300 N CAMERON ST

Address Line 2: Building 3

Address Line 3: PO BOX 333

City: Columbia Cross Roads

County: Dauphin

State: Pennsylvania

Zip Code: 17110-9443

UNDO CHANGES
SAVE
← BACK
SAVE & CONTINUE →

Enterprise Incident Management - Provider Incidents: Responding to Review



Step 9: Once you have clicked [SAVE & CONTINUE] on the *Verification of Provider Information* and the *Verification of Incident Classification* screens, click [VALIDATE].

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

PRINT SUMMARY | MARK AS CONFIDENTIAL | LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 10: A **Validation Successful** message appears if all parts of the incident were completed properly.

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Validation Successful

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	VALIDATE SUBMIT	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

PRINT SUMMARY | MARK AS CONFIDENTIAL | LINK TO INCIDENTS/COMPLAINTS

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 11: Click [SUBMIT] to submit the new Incident Final Section.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

EIM - Incident Detail

Validation Successful

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	In Progress	2/7/2012	<div style="text-align: center;"> VALIDATE SUBMIT </div>	1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Masters, Scott	

[PRINT SUMMARY](#) [MAKE AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Step 12: The new Final Section is updated to Submitted status.

The screenshot shows the EIM Incident Detail page for incident ID 25212. The incident is categorized as 'Individual Incident' with a 'Primary Category' of 'Serious Injury' and a status of 'Open'. The individual involved is JANE, ANGELINA, and the provider is ACCESS SERVICES.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Navigation buttons: PRINT SUMMARY, MARK AS CONFIDENTIAL, LINK TO WORDEN/COMPLAINTS.

Linked Incidents/Complaints table: No records to display.

This completes the Responding to a Management Review process.

Incident First Section Checklist

<p>Step 1: Log in to the Enterprise Incident Management system and view the <i>My Dashboard</i> screen.</p>
<p>Step 2: Click [CREATE NEW INCIDENT].</p>
<p>Step 3: The <i>Individual Search</i> screen appears. Search for the Individual by name or an identifier (an SSN, an MCI number, etc.).</p>
<p>Step 4: Once the individual information is entered, click [SEARCH].</p>
<p>Step 5: Verify that the correct individual appears, and then click the <u>MCI number</u> link.</p>
<p>Step 6: The <i>Individual Detail</i> screen appears. Click the Incident Type drop-down arrow and select Individual Incident.</p>
<p>Step 7: Click the Filing Service Location drop-down arrow and select a Filing Service Location.</p>
<p>Step 8: Click [CREATE].</p>
<p>Step 9: The <i>Individual Information</i> screen appears. Review the individual's demographics information. Click [SAVE & CONTINUE].</p>
<p>Step 10: The <i>Initiator Information</i> screen appears. Review the initiator information. Click [SAVE & CONTINUE]. NOTE: If the user is an SC, they will be taken to the <i>Provider Search Screen</i> to select a Provider. Please proceed to Step 11SCa if you are an SC user.</p>
<p>Step 11: The <i>Provider Information</i> screen appears. Review the provider information and select a Provider Type from the drop-down menu. Enter the provider agency contact person for the incident in the Staff First and Last Name fields. Click [SAVE & CONTINUE]. Proceed to step 12. NOTE: If the user is an SC, they will be taken to the <i>Provider Search Screen</i> to select a Provider. Please proceed to Step 11SCa if you are an SC user.</p>
<p>Step 11SCa: For SC users, the <i>Provider Search</i> screen will appear. An SC user is authorized to file incident for the provider agencies on their consumers' plans, even if it is not their own agency. If the incident should be associated with the SC's agency, then the user will need to search for his or her agency. If the user has knowledge of an incident that occurred at another provider location (with an authorized service on the consumer's plan), the user can search for that agency, select it, and the information will be populated in the <i>Provider Information</i> screen.</p> <ol style="list-style-type: none"> 1. On the Provider Search screen, enter the available Provider search criteria and click [SEARCH]. 2. The <i>Provider Search Results</i> screen appears. Select the Provider from the search results by clicking on their <u>MPI number</u> link on the left.
<p>Step 11SCb: The <i>Provider Information</i> screen appears. Review the provider information and select a Provider Type from the drop-down menu. Enter the provider agency contact person for the incident in the Staff First Name and Staff Last Name fields. Click [SAVE & CONTINUE]. Proceed to step 12.</p>
<p>Step 12: The <i>Incident Classification</i> screen appears. Click the Discovery Date and Time field to select the date and time the incident was discovered.</p>
<p>Step 13: Select the Primary Category, the Date the Primary Category Occurred and the Secondary Category. The secondary category Date Occurred is required.</p>
<p>Step 14: Proceed directly to filling out the Was this incident referred to Adult Services?, Was this incident referred to BIS, and Is the individual's health and welfare at risk? fields. Click [SAVE & CONTINUE].</p>
<p>Step 15: The <i>Reporter Information</i> screen appears. Enter as much reporter information that can be gathered. Once information has been entered, click [SAVE & CONTINUE].</p>
<p>Step 16: The <i>Incident Description</i> screen appears. Enter the incident description information. Once the information has been entered, click [SAVE & CONTINUE].</p>

Step 17: The *Initial Action Taken* screen appears. Enter the initial action taken information and click [SAVE & CONTINUE].

Step 18: The *Incident Detail* screen appears. Click [VALIDATE] to check that all fields in the Incident First Section have been completed.

Step 19: A **Validation Successful** message will appear if all parts of the incident were completed properly.

Step 20: Click [SUBMIT] to submit the Incident First Section.

Step 21: The Incident First Section is updated to Submitted status, and the Final Section and Management Review documents appear.

This completes the creation and submission of the Incident First Section.

Incident Final Section Checklist

Step 1: Locate the incident and click [INITIATE] for the Final Section.
Step 2: The Final Section status is marked as In Progress. Expand the Final Section by clicking the [EXPAND] icon.
Step 3: All screens in the Final Section appear in the list below. Begin by clicking the <u>Provider Investigation</u> link.
Step 4: The <i>Provider Investigation</i> screen appears. Complete all of the required fields and click [SAVE & CONTINUE].
Step 5: The <i>Witness Statements</i> screen appears. On the <i>Witness Statements</i> screen, determine if there are witnesses and select the appropriate response. If NO is selected, click [SAVE & CONTINUE].
Step 6: If YES is selected, complete the form and click [SAVE & CONTINUE].
Step 7: The <i>Provider Investigation Summary</i> screen appears.
Step 8: Complete the <i>Provider Investigation Summary</i> page and click [SAVE & CONTINUE].
Step 9: The <i>Provider/SC Agency Action Taken</i> screen appears.
Step 10: Complete the <i>Provider/SC Agency Action Taken</i> screen and click [SAVE & CONTINUE].
Step 11: The <i>Verification of Provider Information</i> screen appears. Review the information and click [SAVE & CONTINUE].
Step 12: The <i>Verification of Incident Classification</i> screen appears. Review the information and click [SAVE & CONTINUE].
Step 13: The <i>Incident Detail</i> screen appears. Click [VALIDATE] to validate the Incident Final Section.
Step 14: A Validation Successful message will appear if all parts of the incident were completed properly.
Step 15: Click [SUBMIT] to submit the Incident Final Section.
Step 16: The Incident Final Section is updated to Submitted status.

This completes the creation and submission of the Incident Final Section

Responding to a Management Review Checklist

Step 1: Locate the incident from the <i>My Dashboard</i> or using the <i>Search</i> screen functions. Click the <u>Management Review</u> link to read the Management Review document and determine any changes to the Incident Final Section are required from the review.
Step 2: The <i>Investigation Assignment</i> screen appears. Click [CONTINUE] to navigate to the <i>Review Information</i> screen.
Step 3: On the <i>Review Information</i> screen, the Review Approval Status field will display the Pending status. Review the required changes identified in the If the incident report is pending, please provide comments field.
Step 4: Click [INITIATE] to begin the new Incident Final Section and make updates based upon the comments entered in the Management Review.
Step 5: Click the [EXPAND] icon for the Incident Final Section.
Step 6: Navigate to the screen requiring changes based on the Management Review comments.
Step 7: Enter the outcome in the Outcome Narrative field and click [SAVE & CONTINUE].* Note: This step will be specific to each incident report.
Step 8: Click [SAVE & CONTINUE] to move through the remaining screens of the Incident Final Section.
Step 9: Once you have clicked [SAVE & CONTINUE] on the <i>Verification of Provider Information</i> and the <i>Verification of Incident Classification</i> screens. Click [VALIDATE].
Step 10: A Validation Successful message appears if all parts of the incident were completed properly.
Step 11: Click [SUBMIT] to submit the new Incident Final Section.
Step 12: The new Final Section is updated to Submitted status.

This completes the creation and submission of the Response to a Management Review.



Section 5: Incidents – Abuse, Neglect and Exploitation Enterprise Incident Management

Overview

This job aid is intended as a guide for providers to understand what occurs in Enterprise Incident Management (EIM) when an incident has the primary category of abuse, neglect or exploitation. When an individual is over 60, the incident is referred to Older Adult Protective Services (OAPS). Individuals under 60 are referred to the Bureau of Individual Support (BIS). Use this guide to view the next steps that occur in EIM when an incident is categorized as abuse, neglect, or exploitation and indicated as such in EIM.

Why does the system automatically skip screens in the final section when the primary category is abuse, neglect or exploitation?

On the *Incident Classification* screen in the First Section of the Incident Report, users are required to answer the mandatory question **Was the incident reported to Adult Protective Services?** using the drop-down list. The answer choices are **Yes** and **No**.

EIM will require the user to select **Yes** if:

- The individual is over 60 years old
AND
- The incident primary category is abuse, neglect or exploitation

EIM will determine the individual's age based on the **Date of Birth** field on the *Individual Information* screen. The incident primary category is selected on the *Incident Classification* screen.

 **IMPORTANT:** EIM will not pre-populate the **Was the incident reported to Adult Protective Services or Was this incident referred to the Bureau of Individual Support?** fields with **Yes** if the above criteria are satisfied. The user will need to select **Yes** from the drop-down list.

NOTE: If the user selects **No** when the above criteria are satisfied, the user will receive an error message. All allegations of abuse, neglect and exploitation under the Older Adult Protective Service Act must be referred to the local Area Agency on Aging (AAA). For individuals under 60 years old it must be referred to the Bureau of Individual Support.

Once a user has indicated that the incident was referred to the Older Adult Protective Services at the AAA and the above conditions are met, or when the individual is under 60 and the incident primary category is abuse, neglect or exploitation and the response is **Yes** to the question **Was this incident referred to the Bureau of Individual Support?**, EIM will automatically take the following steps:

- The *Incident Description* and the *Initial Action Taken* screens in the First Section of the incident report will not appear.
- When the user submits the First Section, the information from the *Incident Classification* and *Provider Information* screens will be carried over to the Final Section, and the Final Section will automatically be submitted.

NOTE: EIM does not automatically submit the First Section when these conditions are met. Users must click [SUBMIT] on the *Incident Detail* screen to submit the First Section.

A Management Review is still required for incidents that have been marked in EIM as having been referred to Adult Protective Services. Users with the Incident Reviewer role will be able to review and close incidents that have been marked as referred to Adult Protective Services by reviewing the First and Final Sections of the incident report.

NOTE: Selecting **Yes** in the **Was the incident reported to Adult Protective Services?** drop-down list does not automatically notify Adult Protective Services. The person reporting the incident **must contact their local Area Agency on Aging and make an oral report to Protective Services.**

Section 6: Additional Functionality Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

This job aid is intended to guide a user through the process of four additional functions in EIM. These additional functions provide users with increased value in EIM. Use this guide to view the steps for each of these processes. Use the table of contents below to learn more about each additional functionality.

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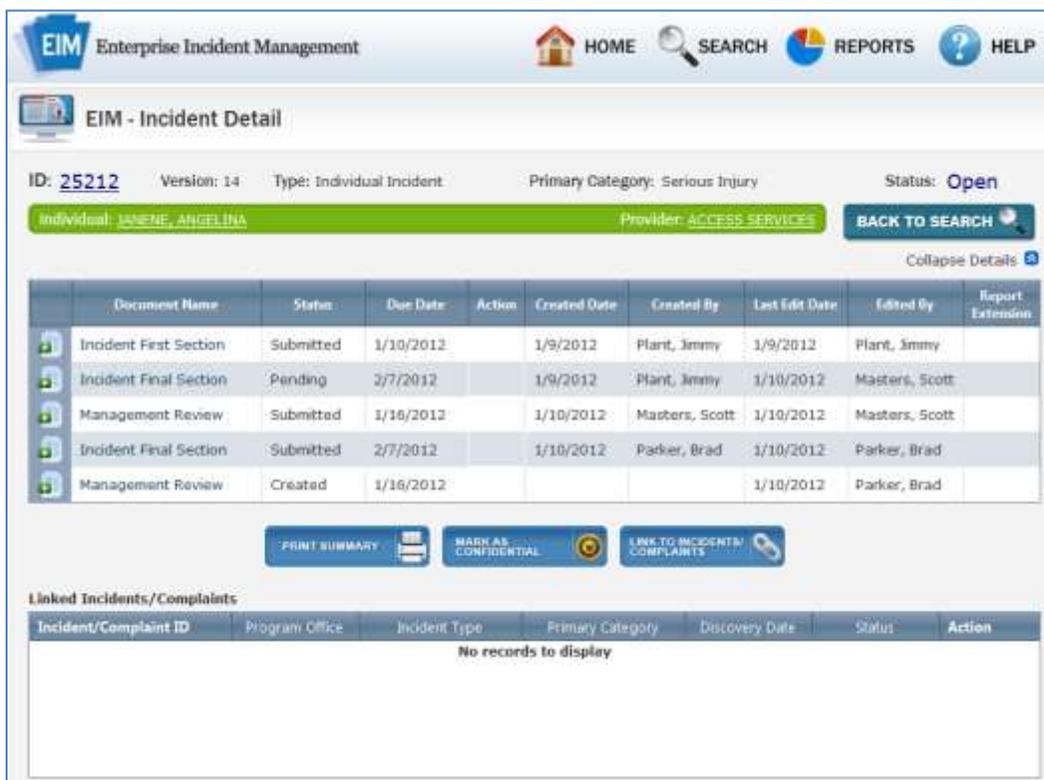
Linking Incidents

This function provides the capability to link incidents to related incidents. Providers and OLTL users can link incidents in cases where participants have multiple similar incidents, multiple participants are involved in the same incident or there is a progression of related incidents, etc.

NOTE: Providers do not have access to complaints, but they will be able to see when complaints are linked to any incidents they are able to view.

To Link Incidents in EIM:

Step 1: Navigate to the *Incident Detail* screen.



The screenshot shows the EIM Incident Detail interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the page title is 'EIM - Incident Detail'. The main content area displays incident information: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. Below this, there are fields for 'Individual: JANENE, ANGELINA' and 'Provider: ACCESS SERVICES', along with a 'BACK TO SEARCH' button and a 'Collapse Details' link. A table lists document entries with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. At the bottom, a section titled 'Linked Incidents/Complaints' contains a table with columns for Incident/Complaint ID, Program Office, Incident Type, Primary Category, Discovery Date, Status, and Action. The table currently shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management – Additional Functionality: Linking

Step 2: Click [LINK TO INCIDENTS/COMPLAINTS].

The screenshot shows the 'EIM - Incident Detail' page for incident ID 25212. The page includes a header with navigation links (HOME, SEARCH, REPORTS, HELP) and a sub-header with incident metadata: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. Below this, there are fields for Individual: JANEENE, ANGELINA and Provider: ACCESS SERVICES, along with a 'BACK TO SEARCH' button and a 'Collapse Details' link. A table lists document entries with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains five rows of document entries. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. At the bottom, there is a section for 'Linked Incidents/Complaints' with a table header and a message 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Step 3: The Link Incidents/Complaints search screen appears. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the Incident Details panel.

The screenshot shows the 'EIM - Link Incidents/Complaints' search screen. It features a header with navigation links (HOME, SEARCH, REPORTS, HELP) and a sub-header with incident metadata: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. Below this, there are fields for Individual: JANEENE, ANGELINA and Provider: ACCESS SERVICES, along with an 'Expand Details' button. The main area is titled 'Incidents' and contains a search form with fields for ID, Discovery From Date, Discovery To Date, Status (a dropdown menu), County (a list box with Adams, Allegheny, Armstrong, and Beaver), and Waiver/Program (a list box with ACAP, Autism Waiver, ACT150, and Aging Waiver). There are 'CLEAR' and 'SEARCH' buttons, and a 'SAVE' button. At the bottom, there are '« BACK' and 'SAVE & CONTINUE »' buttons.

Enterprise Incident Management – Additional Functionality: Linking

Step 4: Enter the information needed to find the incident you wish to link. The Incident ID is preferred but not required. Click [SEARCH].

The screenshot shows the 'EIM - Link Incidents/Complaints' interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below this, the current incident details are displayed: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is identified as JANENE, ANGELINA, and the provider is ACCESS SERVICES. An 'Expand Details' button is visible. The main section is titled 'Incidents' and contains a search form with the following fields: ID (with '24946' entered), Status (a dropdown menu), Discovery From Date, Discovery To Date, County (a list box with Adams, Allegheny, Armstrong, and Beaver), and Waiver/Program (a list box with ACAP, Autism Waiver, ACT150, and Aging Waiver). There are 'CLEAR' and 'SEARCH' buttons at the bottom of the form, along with 'SAVE', 'BACK', and 'SAVE & CONTINUE' buttons.

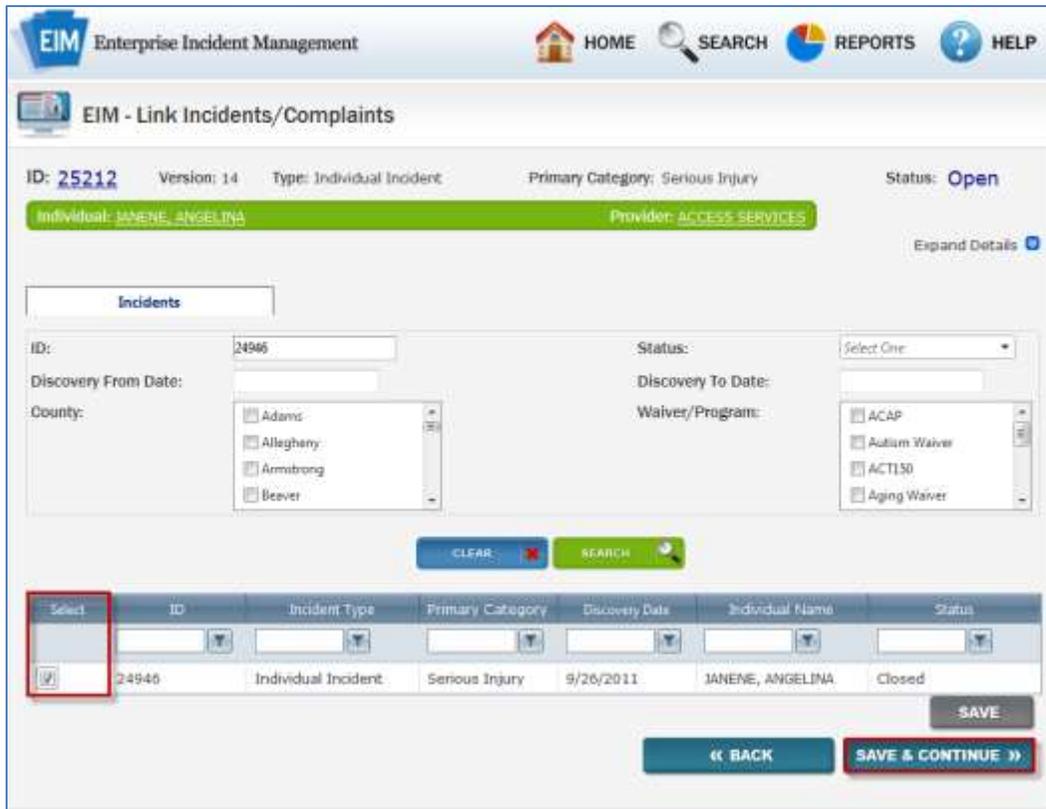
Step 5: The results of the search will be displayed at the bottom of the screen.

This screenshot shows the same 'EIM - Link Incidents/Complaints' interface as in Step 4, but with search results displayed. The search criteria remain the same. At the bottom of the form, a table lists the search results. The table has columns for 'Select', 'ID', 'Incident Type', 'Primary Category', 'Discovery Date', 'Individual Name', and 'Status'. One result is shown, highlighted with a red border: ID 24046, Individual Incident, Serious Injury, Discovery Date 9/26/2011, Individual Name JANENE, ANGELINA, and Status Closed. Below the table are 'CLEAR', 'SEARCH', 'SAVE', 'BACK', and 'SAVE & CONTINUE' buttons.

Select	ID	Incident Type	Primary Category	Discovery Date	Individual Name	Status
<input type="checkbox"/>	24046	Individual Incident	Serious Injury	9/26/2011	JANENE, ANGELINA	Closed

Enterprise Incident Management – Additional Functionality: Linking

Step 6: Select the incident from the search results by clicking the **Select** checkbox. Click [SAVE & CONTINUE]. Click [SAVE] to remain on the search screen and link multiple incidents.



EIM - Link Incidents/Complaints

ID: **25212** Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

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

Incidents

ID: Status:

Discovery From Date: Discovery To Date:

County: Adams Allegheny Armstrong Beaver

Waiver/Program: ACAP Autism Waiver ACT150 Aging Waiver

Select	ID	Incident Type	Primary Category	Discovery Date	Individual Name	Status
<input checked="" type="checkbox"/>	24946	Individual Incident	Serious Injury	9/26/2011	JANENE, ANGELINA	Closed

Enterprise Incident Management – Additional Functionality: Linking

Step 7: The linked incident(s) will appear in the **Linked Incidents/Complaints** panel at the bottom of the *Incident Detail* screen. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the **Incident Detail** panel.

EIM - Incident Detail

ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [WACHS, 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
	Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
	Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
	Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
	Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

[PRINT SUMMARY](#) [MARK AS CONFIDENTIAL](#) [LINK TO INCIDENTS/COMPLAINTS](#)

Linked Incidents/Complaints

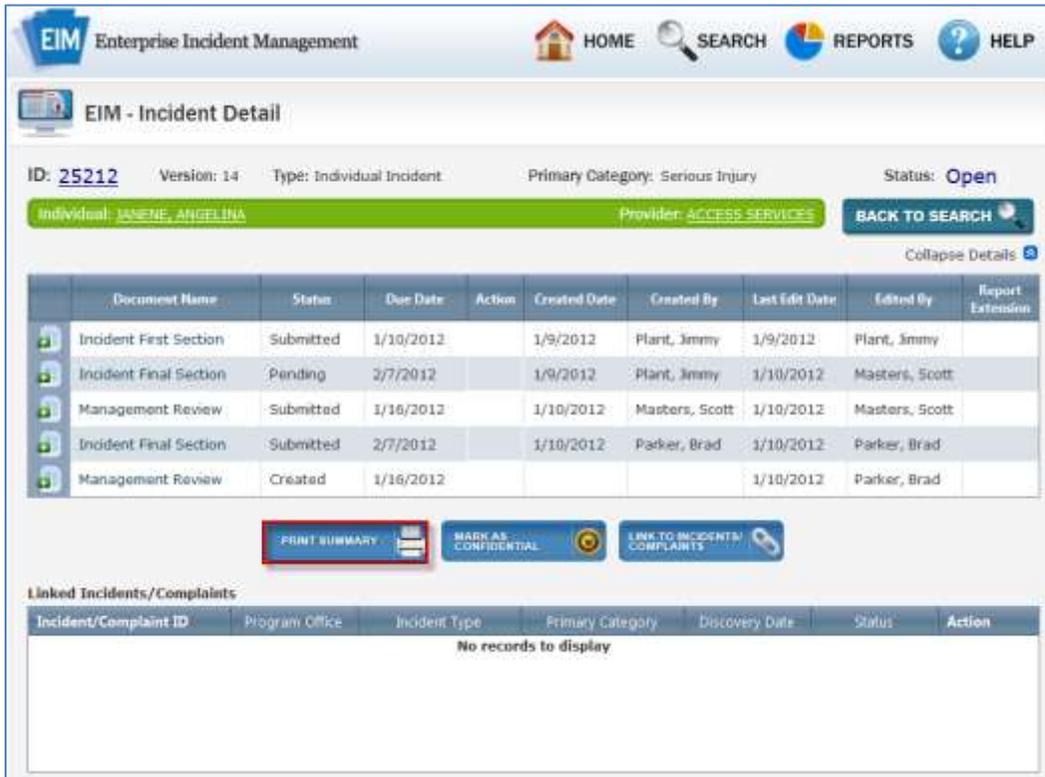
Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
24946	OLTL	Individual Incident	Serious Injury	9/26/2011	Closed	View

Print Summary

This function consolidates the incident documents into a printable PDF file. Documents with statuses of In Progress, Approved and Submitted will be included in the Print Summary.

To create a Print Summary in EIM:

Step 1: On the *Incident Detail* screen, click [PRINT SUMMARY].



The screenshot shows the EIM Incident Detail interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below this, the page title is 'EIM - Incident Detail'. The incident details are as follows:

- ID: [25212](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**
- Individual: [JANENE, ANGELINA](#) Provider: [ACCESS SERVICES](#) [BACK TO SEARCH](#)
- [Collapse Details](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

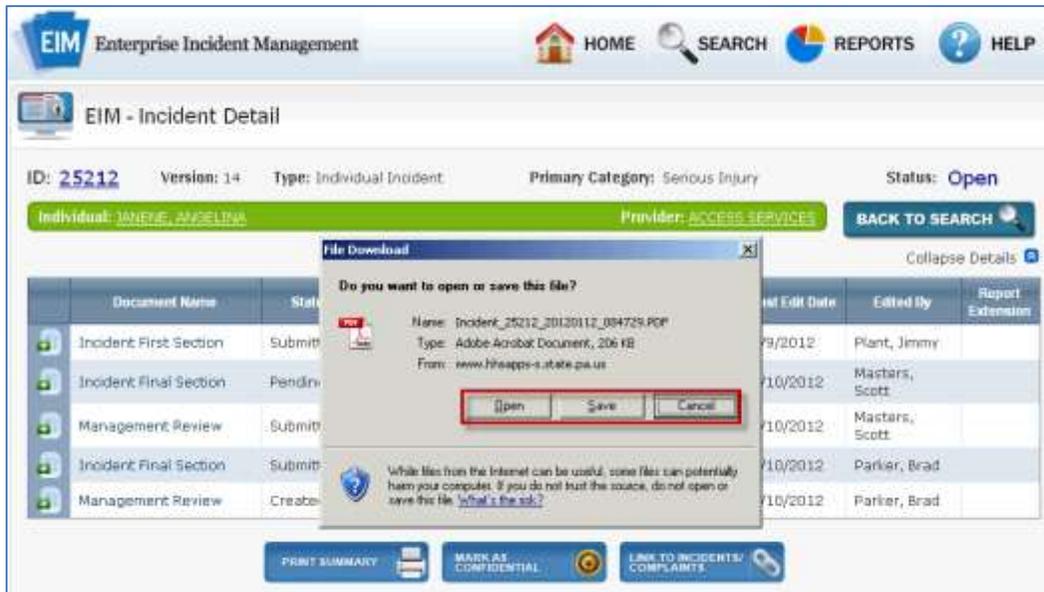
Below the table, there are three buttons: **PRINT SUMMARY** (highlighted with a red box), **MARK AS CONFIDENTIAL**, and **LINK TO INCIDENT/ COMPLAINTS**.

Linked Incidents/Complaints

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
No records to display						

Enterprise Incident Management – Additional Functionality: Print Summary

Step 2: A File Download dialogue box appears with the option to [OPEN] or [SAVE] a PDF document containing the consolidated document summary. Click [OPEN] to view the document before printing.



Step 3: The Print Summary opens as a PDF document in a new window. Users can choose to print and/or save the document. The Print Summary can be created at any stage in the process of recording and reviewing an incident..

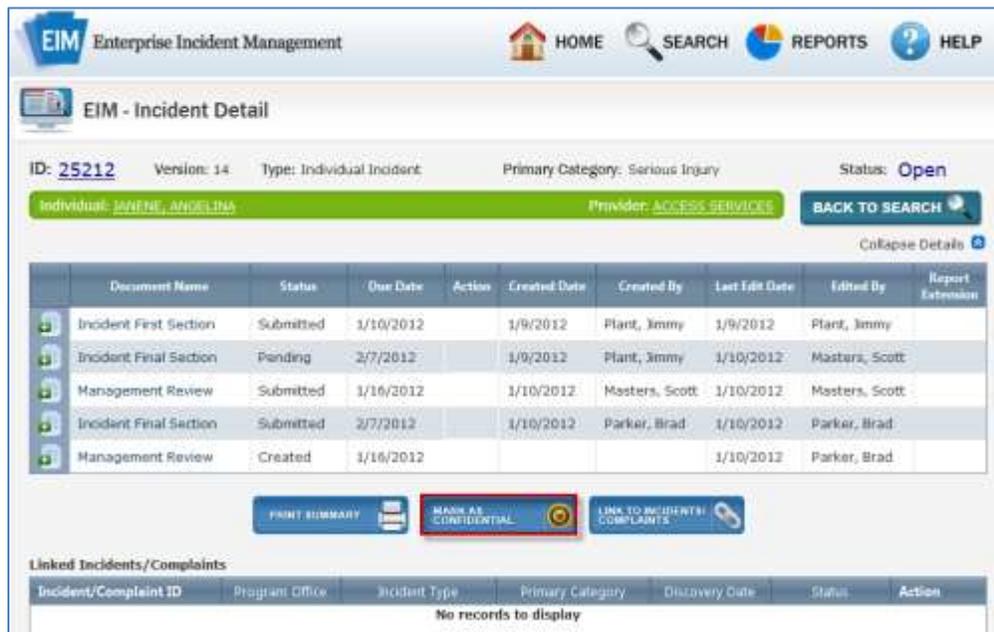


Mark As Confidential

This function is only available for incidents and will be used by providers with the Incident Reporter role if they wish to mark an incident as confidential at the provider level and assign it to a specific user with the Incident Point Person role. Incident Reporters can still view the Incident Reports that have been marked as confidential. Marking an incident as confidential does not impact how program office users view the incident.

To Mark an Incident As Confidential in EIM:

Step 1: On the *Incident Detail* screen, click [MARK AS CONFIDENTIAL].



The screenshot shows the EIM Incident Detail screen for incident ID 25212. The interface includes a navigation bar with HOME, SEARCH, REPORTS, and HELP. The incident details are as follows:

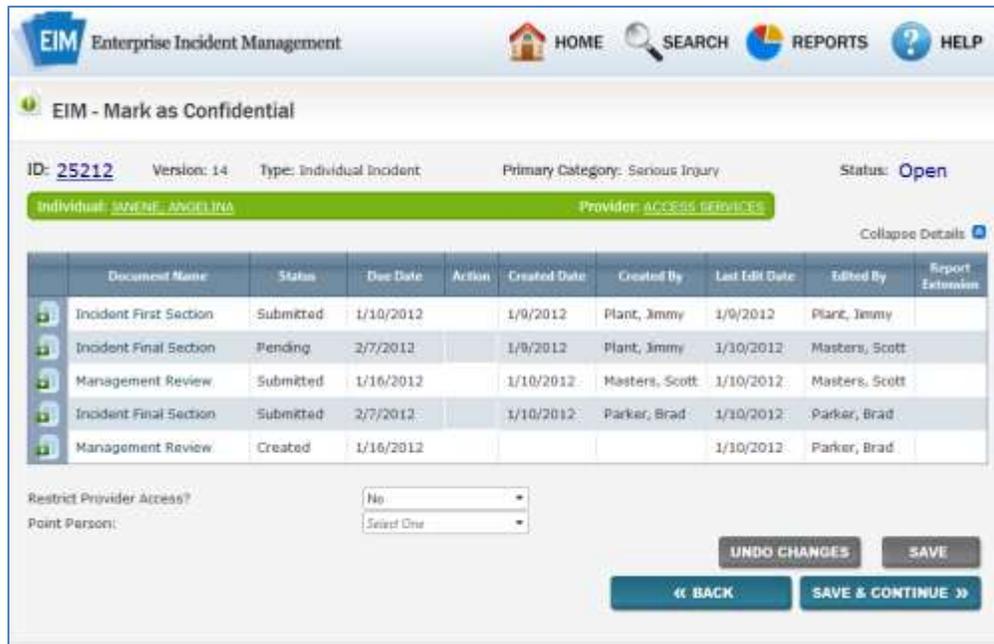
- ID: 25212
- Version: 14
- Type: Individual Incident
- Primary Category: Serious Injury
- Status: Open
- Individual: WARE, ANDELINA
- Provider: ACCESS SERVICES

A table of documents is displayed:

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Below the table, the 'MARK AS CONFIDENTIAL' button is highlighted with a red box. Other buttons include 'PRINT SUMMARY' and 'LINK TO INCIDENTS/COMPLAINTS'. A 'Linked Incidents/Complaints' table at the bottom shows 'No records to display'.

Step 2: The *Mark As Confidential* screen appears.



EIM - Mark as Confidential

ID: 25212 Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: SMITH, ANGI LINA 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	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Restrict Provider Access?

Point Person:

UNDO CHANGES **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management – Additional Functionality: Confidential

Step 3: Click the **Restrict Provider Access?** drop-down arrow. Select **Yes** to mark an incident as confidential.

The screenshot shows the 'EIM - Mark as Confidential' form. At the top, there are navigation links: HOME, SEARCH, REPORTS, and HELP. The form displays incident details: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, Status: Open. The Individual is JANEENE, ANGELINA and the Provider is ACCESS SERVICES. Below this is a table of document sections:

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Below the table, there is a 'Restrict Provider Access?' dropdown menu with options 'No', 'Yes', and 'No'. The 'Yes' option is highlighted. There are also buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'.

Step 4: Click the **Point Person** drop-down arrow. Select a designated Point Person from the drop-down list. All staff members at the logged in user's agency with the Incident Point Person role will appear in this drop-down list.

The screenshot shows the 'EIM - Mark as Confidential' form with the 'Point Person' dropdown menu open. The dropdown list contains a long list of names, including 'b-eimload10, b-eimload10', 'b-eimload11, b-eimload11', 'b-eimload14, b-eimload14', 'b-eimload15, b-eimload15', 'b-eimload2, b-eimload2', 'b-eimload22, b-eimload22', 'b-eimload23, b-eimload23', 'b-eimload26, b-eimload26', 'b-eimload27, b-eimload27', 'b-eimload3, b-eimload3', 'b-eimload30, b-eimload30', 'b-eimload31, b-eimload31', 'b-eimload34, b-eimload34', 'b-eimload35, b-eimload35', and 'b-eimload50, b-eimload50'. The form also shows the 'Restrict Provider Access?' dropdown menu with 'Yes' selected. There are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'.

Enterprise Incident Management – Additional Functionality: Confidential

Step 5: Click [SAVE & CONTINUE].

The screenshot shows the 'EIM - Mark as Confidential' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below the navigation bar, the page title is 'EIM - Mark as Confidential'. The main content area displays incident details: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. Below this, there are two green bars: 'Individual: JANENE, ANGELINA' and 'Provider: ACCESS SERVICES'. A 'Collapse Details' link is visible. A table lists document sections with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains five rows of data. Below the table, there is a 'Restrict Provider Access?' section with a dropdown menu set to 'Yes' and a 'Print Person:' dropdown menu set to 'Parker, Brad'. At the bottom, there are buttons for 'UNDO CHANGES', 'SAVE', '« BACK', and 'SAVE & CONTINUE »'. The 'SAVE & CONTINUE' button is highlighted with a red border.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Step 6: The *Incident Detail* screen appears.

The screenshot shows the 'EIM - Incident Detail' screen. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below the navigation bar, the page title is 'EIM - Incident Detail'. The main content area displays incident details: ID: 25212, Version: 14, Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. Below this, there are two green bars: 'Individual: JANENE, ANGELINA' and 'Provider: ACCESS SERVICES'. A 'Collapse Details' link is visible. A table lists document sections with columns for Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains five rows of data. Below the table, there are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'. Below these buttons, there is a section titled 'Linked Incidents/Complaints' with a table containing one row of data. The table has columns for Incident/Complaint ID, Program Office, Incident Type, Primary Category, Discovery Date, Status, and Action.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/10/2012		1/9/2012	Plant, Jimmy	1/9/2012	Plant, Jimmy	
Incident Final Section	Pending	2/7/2012		1/9/2012	Plant, Jimmy	1/10/2012	Masters, Scott	
Management Review	Submitted	1/16/2012		1/10/2012	Masters, Scott	1/10/2012	Masters, Scott	
Incident Final Section	Submitted	2/7/2012		1/10/2012	Parker, Brad	1/10/2012	Parker, Brad	
Management Review	Created	1/16/2012				1/10/2012	Parker, Brad	

Incident/Complaint ID	Program Office	Incident Type	Primary Category	Discovery Date	Status	Action
24946	OLTL	Individual Incident	Serious Injury	9/26/2011	Closed	REMOVE

Report Extension

This function extends the due date for the document submission if a user is not able to complete it within the required timeline. The option to request a report extension is only available for the Incident Final Section.

To Request a Report Extension in EIM:

Step 1: Navigate to the *Incident Detail* screen

The screenshot shows the EIM Incident Detail screen for incident ID 25217. The incident is of Type: Individual Incident, Primary Category: Serious Injury, and Status: Open. The individual is JANEHE, ANGELINA and the provider is ACCESS SERVICES. Below the header is a table with columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, and Report Extension. The table contains three rows: Incident First Section (Submitted, 1/11/2012), Incident Final Section (In Progress, 2/8/2012), and Management Review (Created, 1/10/2012). The Incident Final Section row has 'VALIDATE' and 'SUBMIT' buttons and a small green icon in the Report Extension column. At the bottom are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENTS/COMPLAINTS'.

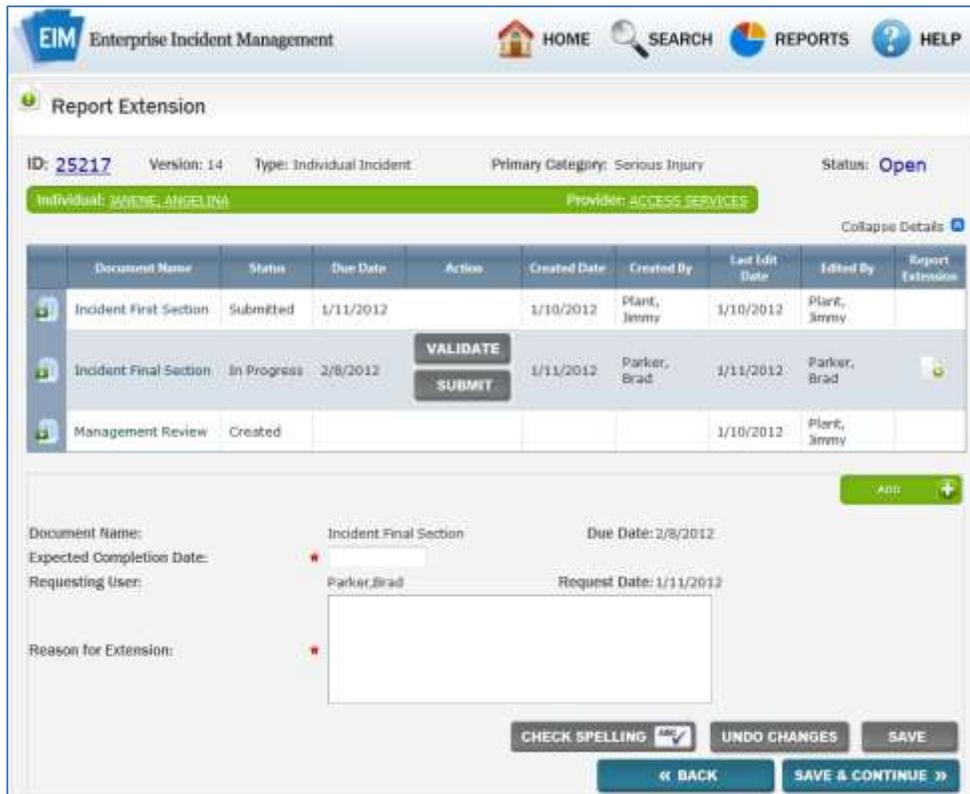
Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Step 2: Click the [Report Extension] icon.

This screenshot is identical to the previous one, but a red box highlights the small green icon in the Report Extension column of the Incident Final Section row.

Enterprise Incident Management – Additional Functionality: Report Extension

Step 3: The *Report Extension* screen appears.



Report Extension

ID: [25217](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Document Name: Incident Final Section Due Date: 2/8/2012

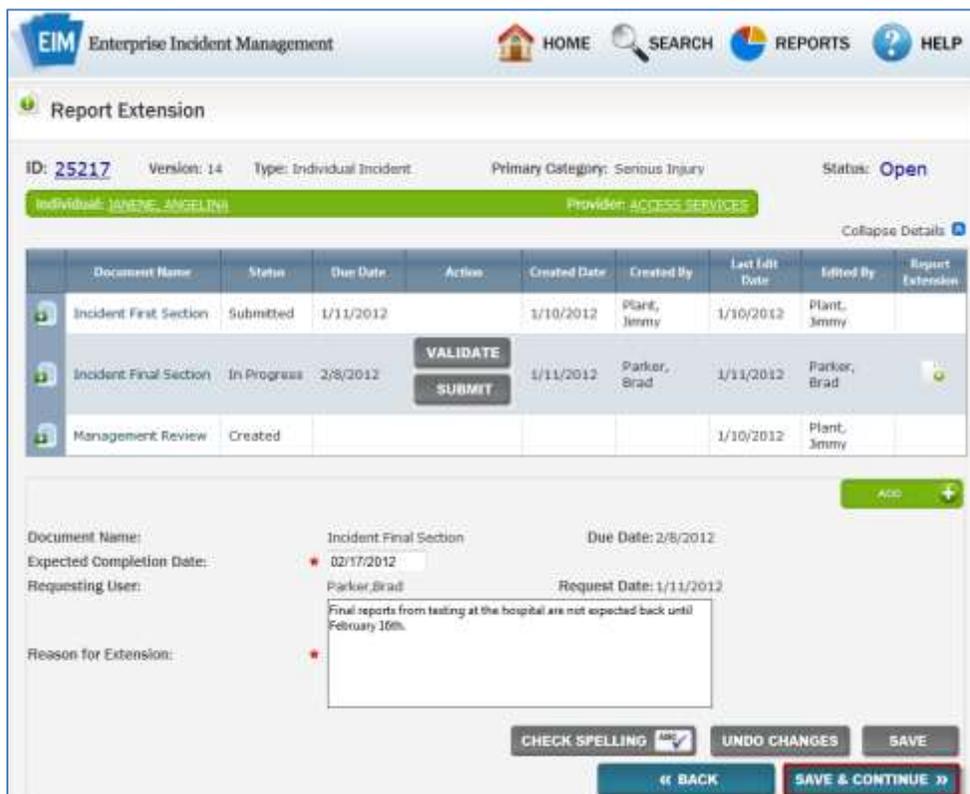
Expected Completion Date: *

Requesting User: Parker, Brad Request Date: 1/11/2012

Reason for Extension: *

SAVE & CONTINUE

Step 4: Enter the **Expected Completion Date** and **Reason for Extension** and click [SAVE & CONTINUE].



Report Extension

ID: [25217](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/8/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Document Name: Incident Final Section Due Date: 2/8/2012

Expected Completion Date: * 02/17/2012

Requesting User: Parker, Brad Request Date: 1/11/2012

Reason for Extension: *
Final reports from testing at the hospital are not expected back until February 16th.

SAVE & CONTINUE

Enterprise Incident Management – Additional Functionality: Report Extension

Step 5: The new due date for the document appears on the *Incident Detail* screen.

EIM - Incident Detail

ID: [25217](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/17/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

PRINT SUMMARY MARK AS CONFIDENTIAL LINK TO INCIDENTS/ COMPLAINTS

Step 6: To add additional report extensions, click [ADD] on the *Report Extension* screen. Complete the fields for the new extension and click [SAVE & CONTINUE]. All report extensions will appear in chronological order in the panel in the middle of the *Report Extension* screen.

Report Extension

ID: [25217](#) Version: 14 Type: Individual Incident Primary Category: Serious Injury Status: **Open**

Individual: [JANE, ANGELINA](#) Provider: [ACCESS SERVICES](#)

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	1/11/2012		1/10/2012	Plant, Jimmy	1/10/2012	Plant, Jimmy	
Incident Final Section	In Progress	2/17/2012	VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	
Management Review	Created					1/10/2012	Plant, Jimmy	

Document Name	Prior Due Date	Updated Due Date	Requested User	Date Requested	Action
Incident Final Section	2/8/2012	2/17/2012	Parker, Brad	1/11/2012	EDIT

ADD

Document Name: Incident Final Section Due Date: 2/17/2012

Expected Completion Date: 02/21/2012

Requesting User: Parker, Brad Request Date: 1/11/2012

Reason for Extension: We are waiting on additional test results from the hospital

CHECK SPELLING UNDO CHANGES SAVE

« BACK SAVE & CONTINUE »

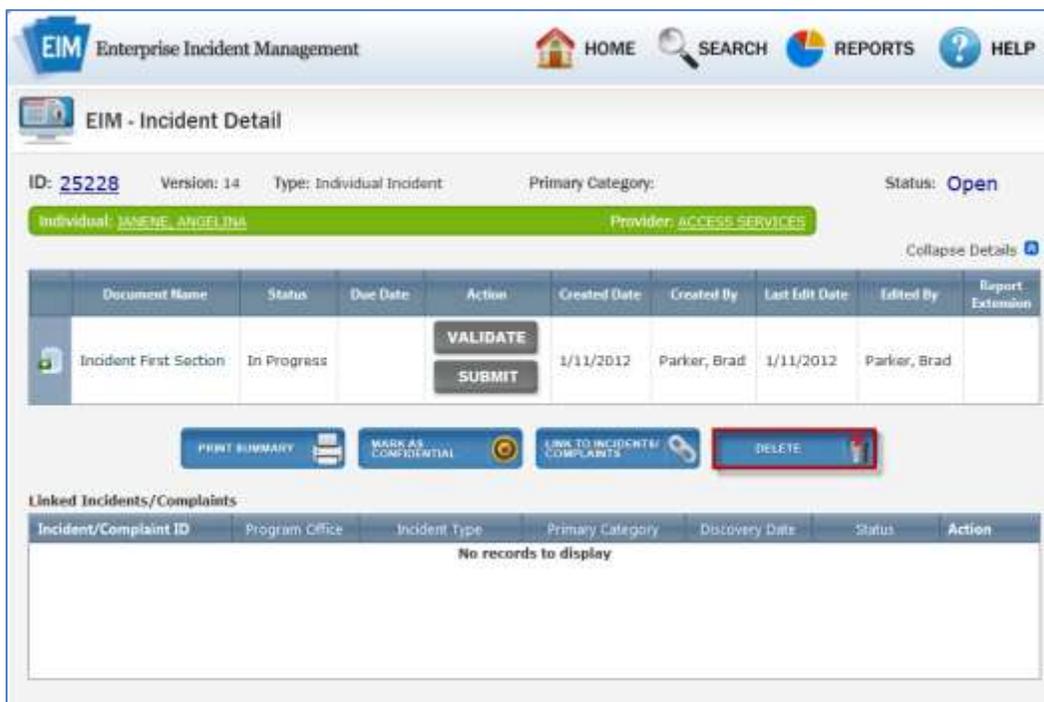
Delete an Incident

This function allows users to delete incidents from the system.

Incidents can be deleted by users with the Incident Reporter and Incident Point Person roles. Incidents can only be deleted using the [DELETE] button in EIM before the First Section is submitted. In order to delete the incident later in the process, send an email request to your Program Supervisor and have the supervisor send an email request to RA-QMU@pa.gov.

To Delete an Incident in EIM:

Step 1: On the *Incident Detail* screen, click [DELETE].



The screenshot displays the EIM Incident Detail interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' icons. Below this, the page title is 'EIM - Incident Detail'. The incident information includes ID: 25228, Version: 14, Type: Individual Incident, Primary Category: (blank), and Status: Open. The individual is listed as JANENE, ANGELINA and the provider as ACCESS SERVICES. A 'Collapse Details' link is visible. A table lists documents, with one entry 'Incident First Section' in 'In Progress' status, created on 1/11/2012 by Parker, Brad. Below the table are buttons for 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', 'LINK TO INCIDENTS/COMPLAINTS', and 'DELETE' (highlighted with a red box). At the bottom, a section for 'Linked Incidents/Complaints' shows 'No records to display'.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	In Progress		VALIDATE SUBMIT	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Enterprise Incident Management – Additional Functionality: Deletion

Step 2: The *Delete Incident* screen appears.

EIM - Delete Incident

ID: 25228 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: **IANENE, 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	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Reason:

Comments:

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Step 3: Select a reason for the deletion from the **Reason** drop-down menu. Add additional comments why the incident is being deleted. Click [SAVE & CONTINUE].

EIM - Delete Incident

ID: 25228 Version: 14 Type: Individual Incident Primary Category: Status: **Open**

Individual: **IANENE, 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	1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

Reason: This incident had already been created by another individual

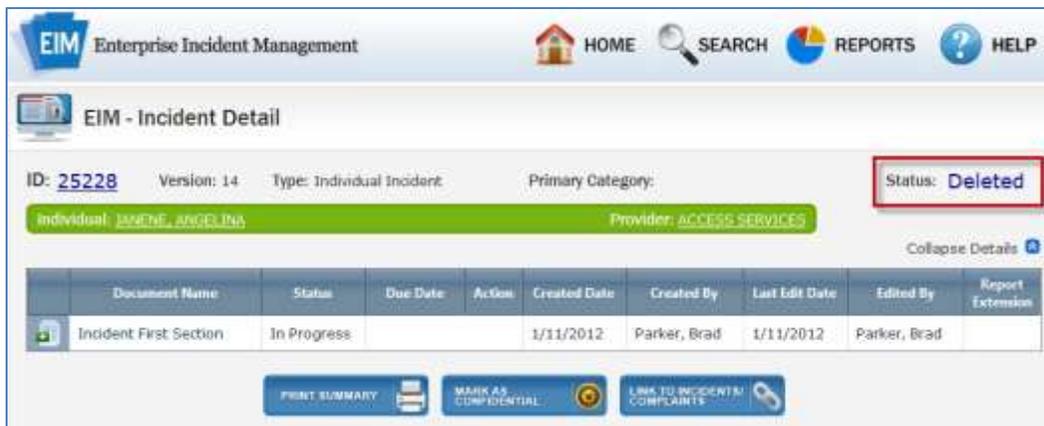
Comments:

CHECK SPELLING **UNDO CHANGES** **SAVE**

« BACK **SAVE & CONTINUE »**

Enterprise Incident Management – Additional Functionality: Deletion

Step 4: The *Incident Detail* screen appears. The **Status** of the incident will be changed to Deleted and the **Due Date** and **Action** fields will be blank.



The screenshot shows the EIM - Incident Detail interface. At the top, there is a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP'. Below this, the page title is 'EIM - Incident Detail'. The incident details are as follows:

- ID: [25228](#)
- Version: 14
- Type: Individual Incident
- Primary Category:
- Status: Deleted (highlighted with a red box)
- Individual: [BAMENE, ANGELINA](#)
- Provider: [ACCESS SERVICES](#)

There is a 'Collapse Details' link on the right. Below the details is a table with the following data:

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
 Incident First Section	In Progress			1/11/2012	Parker, Brad	1/11/2012	Parker, Brad	

At the bottom, there are three buttons: 'PRINT SUMMARY', 'MARK AS CONFIDENTIAL', and 'LINK TO INCIDENT/ COMPLAINTS'.

Linking Incidents Checklist

	Step 1: Navigate to the <i>Incident Detail</i> screen.
	Step 2: Click [LINK TO INCIDENTS/COMPLAINTS].
	Step 3: The <i>Link Incidents/Complaints</i> search screen appears. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the Incident Details panel.
	Step 4: Enter the information needed to find the incident you wish to link. The Incident ID is preferred but not required. Click [SEARCH].
	Step 5: The results of the search will be displayed at the bottom of the screen.
	Step 6: Select the incident from the search results by clicking the Select checkbox. Click [SAVE & CONTINUE]. Click [SAVE] to remain on the search screen and add multiple incidents.
	Step 7: The linked incident(s) will appear in the Linked Incidents/Complaints panel at the bottom of the <i>Incident Detail</i> screen. For ease of viewing, users can click [COLLAPSE/EXPAND DETAILS] to collapse or expand the Incident Detail panel.

Print Summary Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [PRINT SUMMARY].
	Step 2: A File Download dialogue box appears with the option to [OPEN] or [SAVE] a PDF document containing the consolidated document summary. Click [OPEN] to view the document before printing.
	Step 3: The Print Summary opens as a PDF document in a new window. Users can choose to print and/or save the document. The Print Summary can be created at any stage in the process of recording and reviewing an incident or a complaint.

Mark as Confidential Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [MARK AS CONFIDENTIAL].
	Step 2: The <i>Mark As Confidential</i> screen appears.
	Step 3: Click the Restrict Provider Access? drop-down arrow. Select Yes to mark an incident as confidential.
	Step 4: Click the Point Person drop-down arrow. Select a designated Point Person from the drop-down list.
	Step 5: Click [SAVE & CONTINUE].
	Step 6: The <i>Incident Detail</i> screen appears.

Report Extension Checklist

	Step 1: Navigate to the <i>Incident Detail</i> screen
	Step 2: Click the [REPORT EXTENSION] icon.
	Step 3: The <i>Report Extension</i> screen appears.
	Step 4: Enter the Expected Completion Date and Reason for Extension and click [SAVE & CONTINUE].
	Step 5: The new due date for the document appears in the <i>Incident Detail</i> screen.
	Step 6: To add additional report extensions, click [ADD] in the <i>Report Extension</i> screen. Complete the fields for the new extension and click [SAVE & CONTINUE]. All report extensions will appear in chronological order in a panel in the middle of the <i>Report Extension</i> screen.

Delete an Incident Checklist

	Step 1: On the <i>Incident Detail</i> screen, click [DELETE].
	Step 2: The <i>Delete Incident</i> screen appears.
	Step 3: Select a reason for the deletion from the Reason drop-down menu. Add additional comments why the incident is being deleted. Click [SAVE & CONTINUE].
	Step 4: The <i>Incident Detail</i> screen appears. The status of the incident will be changed to Deleted and the Due Date and Action fields will be blank.

NOTE: Incidents can be deleted by users with the Incident Reporter and Incident Point Person roles. Incidents can only be deleted using the [DELETE] button in EIM before the First Section is submitted. In order to delete the incident later in the process, send an email request to Program Supervisor and have the supervisor send an email request to RA-QMU@pa.gov.

EIM Reports Enterprise Incident Management

IMPORTANT NOTE:

This job aid contains screenshots of the system taken with the Incident Reporter role and was created for illustration purposes. Therefore, not all graphic materials will match exactly what you might see on the screen when logged into the EIM system with your personal User ID and Password, depending on your EIM role. Please use this job aid as a guide through the general process and recognize that specific details might vary from case to case.

Overview

Providers can run reports in EIM to view data on incidents. Data from these reports can be used to track incidents for quality improvement activities. Provider users only can run reports for incidents associated with the participants they serve through their agency.

The following three reports are available:

- Incident and Complaint Details by Individual
- Incident and Complaint Details by Service Location
- Incident and Complaint Custom Report

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Incident/Complaint Management Reports

The first two report types available (**Incident and Complaint Details by Individual** and **Incident and Complaint Details by Service Location**) utilize the same input screen with identical fields. The key difference between the two reports is in the printed output where the report will organize the information either by individual or service location.

The following example will explain how to create an **Incident and Complaint Details by Individual Report**.

Step 1: Click [REPORTS] in the Main Menu of the *My Dashboard* screen to access the reports.

Documents Requiring My Attention (Grouped By Document Age)

Program Office	Type	0-5 Days	6-10 Days	11-20 Days	21-30 Days	>31 Days	Total
QLTL	Individual Incident	2	0	0	0	0	2

Detail Summary

ID	Type	Individual Name	County	Reviewing Organization	Document	Due Date
No Document Details to display.						

Filters

- Program Office
- Organization
- Waiver/Program
- Incident / Complaint
- Incident / Complaint Types
- Document Requiring Attention
- County

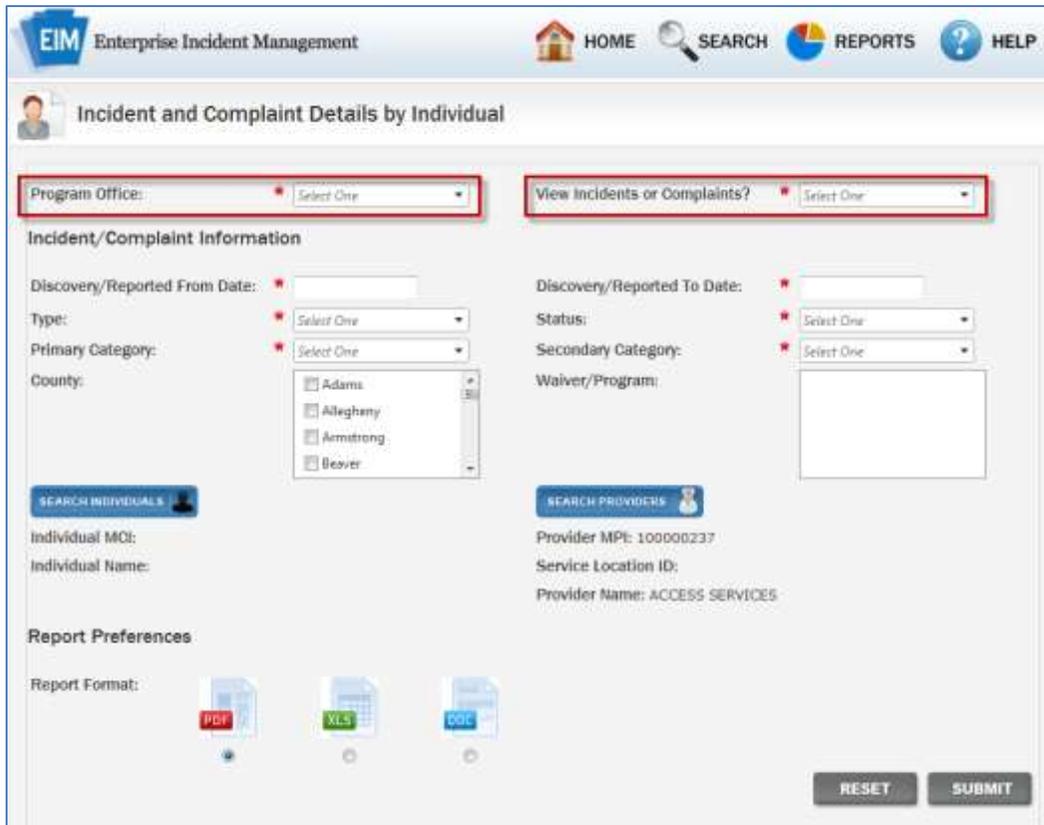
Buttons: SELECT ALL, Deselect ALL, APPLY, SET AS DEFAULT

Step 2: Click the link for the desired report to view the *Report Request* screen.

Reports

- [Incident and Complaint Details by Individual](#)
- [Incident and Complaint Details by Service Location](#)
- [Incident and Complaint Custom Report](#)

Step 3: The *Report Request* screen for the selected report appears. Select the desired **Program Office** from the drop down list and select **Incidents** from the **View Incidents or Complaints?** drop-down list.



The screenshot shows the 'Incident and Complaint Details by Individual' report request screen. The interface includes a navigation bar with 'HOME', 'SEARCH', 'REPORTS', and 'HELP' options. The main content area is titled 'Incident and Complaint Details by Individual' and contains several sections:

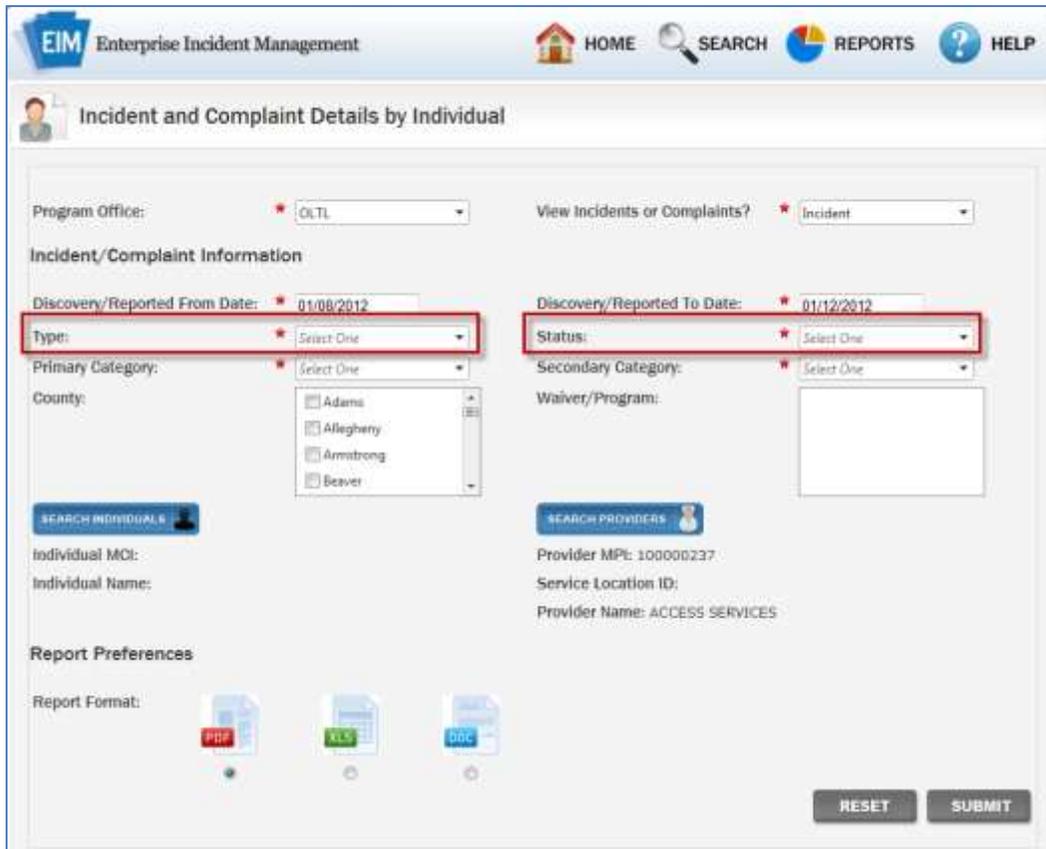
- Program Office:** A dropdown menu with 'Select One' as the current selection.
- View Incidents or Complaints?:** A dropdown menu with 'Select One' as the current selection.
- Incident/Complaint Information:**
 - Discovery/Reported From Date:** A date input field.
 - Type:** A dropdown menu with 'Select One' as the current selection.
 - Primary Category:** A dropdown menu with 'Select One' as the current selection.
 - County:** A list box containing 'Adams', 'Allegheny', 'Armstrong', and 'Beaver'.
 - Discovery/Reported To Date:** A date input field.
 - Status:** A dropdown menu with 'Select One' as the current selection.
 - Secondary Category:** A dropdown menu with 'Select One' as the current selection.
 - Waiver/Program:** A text input field.
- SEARCH INDIVIDUALS:** A button with a person icon.
- SEARCH PROVIDERS:** A button with a person icon.
- Individual MCI:** A text input field.
- Individual Name:** A text input field.
- Provider MPI:** 100000237
- Service Location ID:** A text input field.
- Provider Name:** ACCESS SERVICES
- Report Preferences:**
 - Report Format:** Three radio buttons for 'PDF', 'XLS', and 'DOC'.
- RESET** and **SUBMIT** buttons.

Step 4: Select the **Discovery/Reported From Date** and **Discovery/Reported To Date** using the pop-up calendar.

Note: There are date range limitations that are dependent upon the criteria entered in the *Report Request* screen.

Criteria Entered	Maximum Date Range	Maximum Date Range
	Report by Individual or Service Location	Custom Report
	Real-Time Data	Data as of last refresh (12 midnight)
No Participant or Service Location	31 Days	31 Days
Either a Participant or a Service Location	365 Days	365 Days
Both a Participant and a Service Location	365 Days	No Maximum Date Range Limit

Step 5: Select the **Incident Type** from the drop-down list. Select the status of the incidents you want to view in the report from the **Status** drop-down list.



EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Incident and Complaint Details by Individual

Program Office: *

View Incidents or Complaints? *

Incident/Complaint Information

Discovery/Reported From Date: *

Discovery/Reported To Date: *

Type: *

Status: *

Primary Category: *

Secondary Category: *

County: Adams Allegheny Armstrong Beaver

Waiver/Program:

SEARCH INDIVIDUALS **SEARCH PROVIDERS**

Individual MCI:

Individual Name:

Provider MPT: 100000237

Service Location ID:

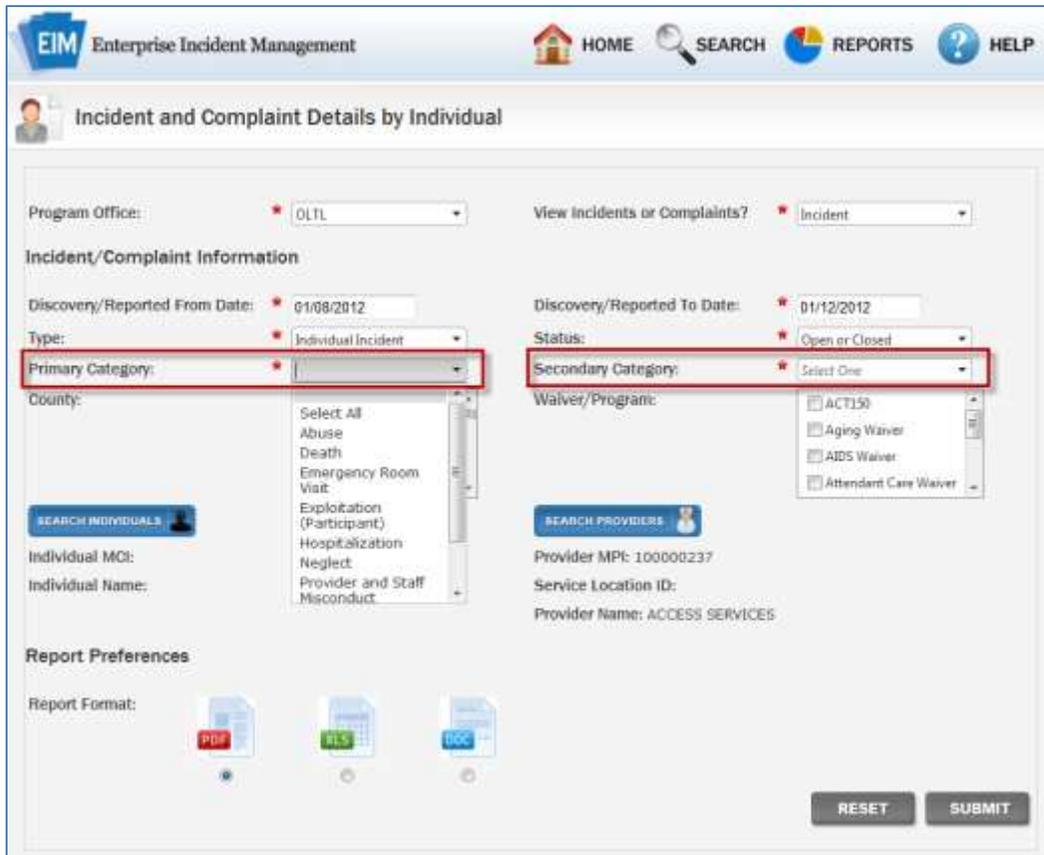
Provider Name: ACCESS SERVICES

Report Preferences

Report Format: PDF XLS DOC

RESET **SUBMIT**

Step 6: Select the primary and secondary categories you want to view in the report from the **Primary Category** and **Secondary Category** drop-down lists.



The screenshot shows the 'Incident and Complaint Details by Individual' form in the Enterprise Incident Management system. The form is divided into several sections:

- Program Office:** A dropdown menu with 'OLTL' selected.
- View Incidents or Complaints?:** A dropdown menu with 'Incident' selected.
- Incident/Complaint Information:**
 - Discovery/Reported From Date:** 01/08/2012
 - Discovery/Reported To Date:** 01/12/2012
 - Type:** Individual Incident
 - Primary Category:** A dropdown menu with a red border, currently showing a list of categories including 'Select All', 'Abuse', 'Death', 'Emergency Room Visit', 'Exploitation (Participant)', 'Hospitalization', 'Neglect', and 'Provider and Staff Misconduct'.
 - Secondary Category:** A dropdown menu with a red border, currently showing 'Select One'.
 - Waiver/Program:** A list of checkboxes for 'ACT150', 'Aging Waiver', 'AIDS Waiver', and 'Attendant Care Waiver'.
- Search and Filter:** Buttons for 'SEARCH INDIVIDUALS' and 'SEARCH PROVIDERS'. Below these are fields for 'Individual MCI:', 'Individual Name:', 'Provider MPE: 100000237', 'Service Location ID:', and 'Provider Name: ACCESS SERVICES'.
- Report Preferences:** A section for 'Report Format' with icons for PDF, XLS, and DOC.
- Buttons:** 'RESET' and 'SUBMIT' buttons at the bottom right.

NOTE: The user can select all primary and secondary categories by clicking **Select All** in each drop-down list.

Enterprise Incident Management – Provider Reports: Custom Reports

Step 7: Click the checkbox for each **County** and **Waiver/Program** to include in the report. If users do not choose a county or a waiver/program, the report will select all counties and waiver/program by default.

Step 8: Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. Search for the individual by **Identifier Type, Last Name, First Name, Date of Birth** or **Residential County**. Click [SEARCH] to locate the individual.

NOTE: Selecting an individual is not mandatory for the **Incident and Complaint Details by Individual** or the **Incident and Complaint Details by Service Location** reports. When an individual is not selected, all incidents that meet the selected search criteria will be returned in the search results.

NOTE: Click [SEARCH PROVIDERS] to search for and add a different provider or service location to run in the report as needed. For provider users running reports, their information is automatically pre-populated. OLTL Program Office Staff will need to select a specific provider if desired, but selecting a provider is not required. Click on a service location link in the search results to select individual service locations for provider organizations.

Step 9: Click the radio button to indicate the desired report format, then click [SUBMIT].



SEARCH INDIVIDUALS SEARCH PROVIDERS

Individual MCI:
Individual Name:

Provider MPI: 100000237
Service Location ID:
Provider Name: ACCESS SERVICES

Report Preferences

Report Format:

PDF XLS QTR

RESET **SUBMIT**

Step 10: When prompted, open the report or save it to your hard drive.



Program Office: * OULT View Incidents or Complaints? * Incident

Incident/Complaint Information

Discovery/Reported From Date: * 01/12/2012

Type: * Ind?

Primary Category: * Sek

County:

SEARCH INDIVIDUALS

Individual MCI:
Individual Name:

Provider MPI: 100000237
Service Location ID:
Provider Name: ACCESS SERVICES

File Download

Do you want to open or save this file?

Name: ...DataReportByIndividual20120112_141620.PDF
Type: Adobe Acrobat Document, 57.0 KB
From: www.hhsapps.state.pa.us

Open Save Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

Incident/Complaint Information

COMM CARE Waiver
 Independence Waiver
 CBRA Waiver
 Other

Run as of: 03/23/2012 2:35 PM

EIM Enterprise Incident Management											
Incident and Complaint Details by Individual Report											
Report Criteria											
Program Office:	OLTL	Incidents or Complaints:	Incident								
Begin Date:	2/1/2012	End Date:	3/21/2012								
Type:	Individual Incident	Status:	Open or Closed								
Primary Category:	Hospitalization	Secondary Categories:	All								
Individual Name:	All	Provider Name:	ACCESS SERVICES								
Individual Name: JANENE, ANGELINA			HCI: 440342057			County: Dauphin			Waiver/Program: Independence Waiver		
ID	Discovery Date	Type	Primary Category	Secondary Categories	Provider HPI	Provider Name	Service Location ID	Service Location Name	Filing Organization	Status	
25280	02/14/2012	Individual Incident	Hospitalization	Emergency Room Visit	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed	
25284	02/14/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed	
25286	02/14/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed	
25282	02/15/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open	
25291	03/19/2012	Individual Incident	Hospitalization	Accidental, Serious Injury	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Closed	
25288	02/14/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open	
25313	02/28/2012	Individual Incident	Hospitalization	Accidental, Serious Injury	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open	
Total: 7 Incident(s)/Complaint(s)											
Individual Name: FULTON, LEE			HCI: 038827424			County: Cumberland			Waiver/Program: Independence Waiver		
ID	Discovery Date	Type	Primary Category	Secondary Categories	Provider HPI	Provider Name	Service Location ID	Service Location Name	Filing Organization	Status	
25329	03/08/2012	Individual Incident	Hospitalization	Accidental	100000237	ACCESS SERVICES	0001	Access Services Main Office	ACCESS SERVICES	Open	
Total: 1 Incident(s)/Complaint(s)											
Grand Total: 8 Incident(s)/Complaint(s)											

Page 1 of 1

Incident and Complaint Custom Report

The **Incident and Complaint Custom Report** allows users to customize a report using three fields that are not included in the **Incident and Complaint Details by Individual Report** or the **Incident and Complaint by Service Location Report**:

1. Subject Areas

The questions in the Incident and Complaint Report screens in EIM are grouped into subject areas, and can be chosen to define the output of the **Incident and Complaint Custom Report**. Each program office has different subject areas associated with it and the **Subject Areas** field will populate after the user has chosen the program office from the **Program Office** drop-down menu. A detailed *Incident and Complaint Custom Report Subject Area Job Aid* is available on the LMS and the OLTL section of the aging website to help users understand the organization of the subject areas. Note that while providers will see complaint subject areas in the **Subject Areas** field, selecting complaint subject areas will generate a 'No Results Found' error message in the report output.

2. View Only Incidents/Complaints with the following Overdue Documents

For Custom Reports, users can filter the reports by choosing to view only incidents or complaints that have overdue documents. The **View Only Incidents/Complaints with the Following Overdue Documents** drop-down menu populates after the user makes a choice from the **View Incidents or Complaints?** drop-down menu.

3. View Only Incidents/Complaints with the following Outcome of Management Review

For Custom Reports, users can filter the reports by choosing to view only incidents or complaints that have a specific outcome of the Management Review. The **View Only Incidents/Complaints with the Following Outcome of Management Review** drop-down menu populates after the user makes a choice from the **View Incidents or Complaints?** drop-down menu.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Incident and Complaint Custom Report

Program Office: View Incidents or Complaints?

Report Output

Subject Areas: 1

- Complaint About Other Information
- Complaint Agency Contact
- Complaint Agency Information
- Complaint Details

Report Criteria

Discovery/Reported From Date: Discovery/Reported To Date:

Type: Status:

Primary Category: Secondary Category:

County:

Waiver/Program:

View Only Incidents/ Complaints with the following Overdue Documents: 2

View Only Incidents/ Complaints with the following Outcome of Management Review: 3

Individual MCI: Provider MPI: 100000237
Individual Name: Service Location ID:
Provider Name: ACCESS SERVICES

Enterprise Incident Management – Provider Reports: Custom Reports

Step 1: On the *Incident and Complaint Custom Report* screen, select the required parameters for the customized report. Click [SUBMIT] to view the results.

The screenshot shows the 'Incident and Complaint Custom Report' interface. At the top, there are navigation links for HOME, SEARCH, REPORTS, and HELP. The main form is divided into several sections:

- Program Office:** A dropdown menu with 'OCTL' selected.
- View Incidents or Complaints?:** A dropdown menu with 'Incident' selected.
- Report Output:** A section for 'Subject Areas' with a list of checkboxes. 'Incident Detail - Final' is checked.
- Report Criteria:** A section for filtering reports. It includes:
 - Discovery/Reported From Date:** 01/08/2012
 - Discovery/Reported To Date:** 01/12/2012
 - Type:** Individual Incident
 - Status:** Open or Closed
 - Primary Category:** Select All
 - Secondary Category:** Select All
 - County:** Adams (checked), Allegheny, Armstrong, Beaver.
 - Waiver/Program:** Independence Waiver (checked), COMM CARE Waiver, OBRA Waiver, ORDONS.
- View Only Incidents/ Complaints with the following Overdue Documents:** A section with a 'SEARCH INDIVIDUALS' button.
- View Only Incidents/ Complaints with the following Outcome of Management Review:** A section with a 'SEARCH PROVIDERS' button.

At the bottom, there are fields for 'Individual MCI', 'Individual Name', 'Provider MPI: 10000237', 'Service Location ID', and 'Provider Name: ACCESS SERVICES'. A 'SUBMIT' button is highlighted in red.

Step 2: When prompted, open the report or save it to your hard drive.

This screenshot shows the same 'Incident and Complaint Custom Report' interface as above, but with a 'File Download' dialog box overlaid in the center. The dialog box contains the following information:

- Do you want to open or save this file?**
- Name:** ...entComplaintCustomReport20120112_143710.Q25
- Type:** Microsoft Excel Worksheet, 4.50 KB
- From:** www.hhsapp-s.state.pa.us

The 'Open' button is selected, and the 'Save' and 'Cancel' buttons are also visible. A security warning is present at the bottom of the dialog box: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)'

NOTE: All custom reports will be created in Excel.

Custom Report Queries

Incident and Complaint Custom Reports may be saved by users with the Report Admin role as a Report Query. A Report Query will save the selections made from the fields in the *Incident and Complaint Custom Report* screen, but will not save any personal information from individuals or providers. Users with the Report Admin role can give the saved query a unique name that will appear in the **Saved Queries** list in alphabetical order. Only a user with the Report Admin role may save a query, but any user may run the query from the **Saved Queries** list on the *Incident and Complaint Custom Report* screen.

Step 1: Save a Custom Report Query. To save a Custom Report Query complete all the information fields on the *Incident and Complaint Custom Report* screen, enter a unique name for the query in the **Query Name** field at the bottom of the screen and click [SAVE].



The screenshot shows the 'Incident and Complaint Custom Report' screen. It is divided into two main sections: 'with the following Overdue Documents:' and 'with the following Outcome of Management Review:'. The 'Overdue Documents' section has a 'SEARCH INDIVIDUALS' button and fields for 'Individual MCI:' and 'Individual Name:'. The 'Outcome of Management Review' section has a 'SEARCH PROVIDERS' button and fields for 'Provider MPE: 100000237', 'Service Location ID:', and 'Provider Name: ACCESS SERVICES'. There are 'RESET' and 'SUBMIT' buttons. Below these is a 'Saved Queries' table with columns 'User Label', 'Creation Date', and 'Created By'. The table contains one entry: 'Provider Custom Query #2' created on 8/31/2011 by Parker, Brad, with a 'DELETE' button. At the bottom, the 'Query Information' section has a 'Query Name:' field containing 'Custom Query Report #1' (highlighted with a red box) and a green 'SAVE' button.

The saved query will display in alphabetical order in the **Saved Queries** list.



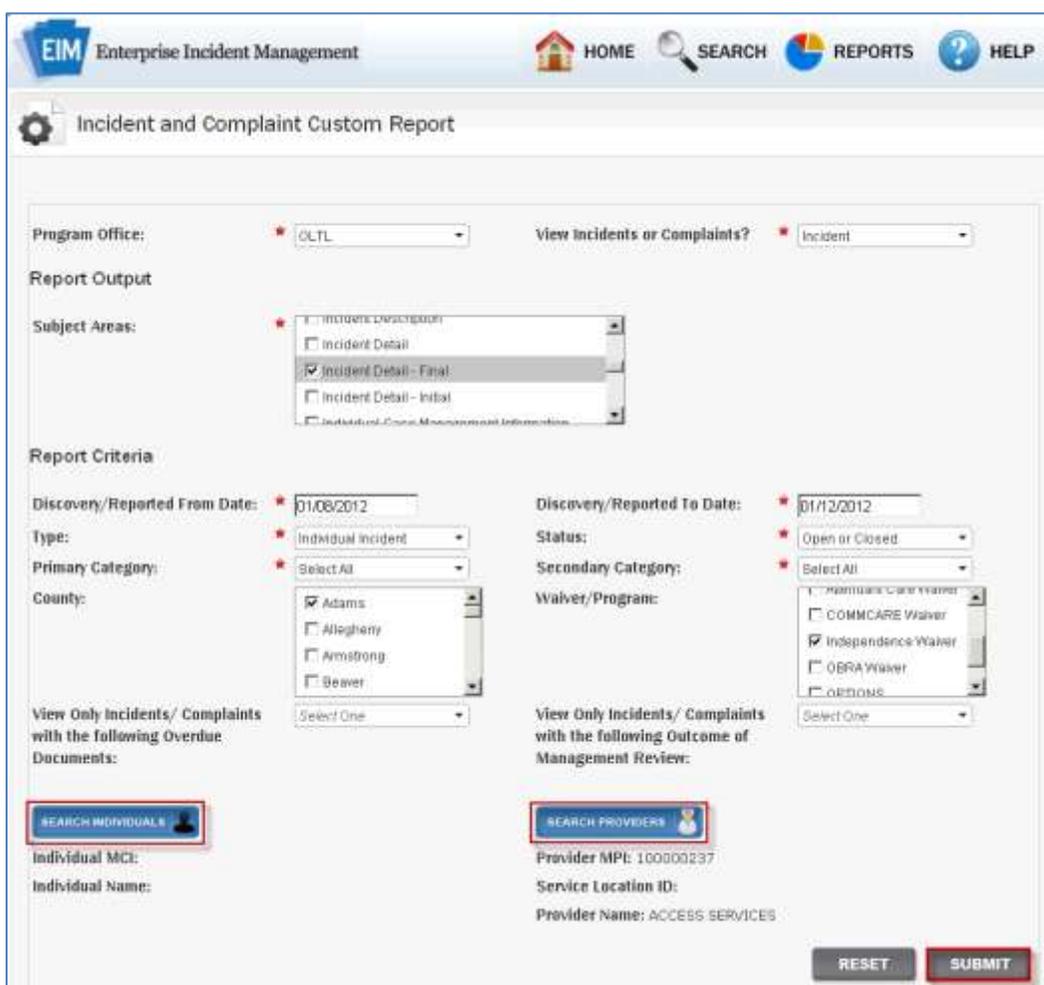
User Label	Creation Date	Created By	
Custom Query Report #1	1/12/2012	Parker, Brad	DELETE
Provider Custom Query #2	8/31/2011	Parker, Brad	DELETE

Enterprise Incident Management - Provider Additional Functionality: Report Queries

Step 2: Run a Custom Report Query. To run a Custom Report Query, select the Query Name link from the **Saved Queries** list.

User Label	Creation Date	Created By	
Custom Query Report #1	1/12/2012	Parker, Brad	DELETE
Provider Custom Query #2	8/31/2011	Parker, Brad	DELETE

The *Incident and Complaint Custom Report* screen will populate with the completed fields from the saved query. Select an individual by clicking [SEARCH INDIVIDUALS] and select a service location by clicking [SEARCH PROVIDERS]. Click [SUBMIT] to run the report.



Enterprise Incident Management | HOME | SEARCH | REPORTS | HELP

Incident and Complaint Custom Report

Program Office: * OLTL | View Incidents or Complaints? * Incident

Report Output

Subject Areas: *
 Incident Detail
 Incident Detail - Final
 Incident Detail - Initial
 Incident Detail - Core Management Information

Report Criteria

Discovery/Reported From Date: * 01/08/2012 | Discovery/Reported To Date: * 01/12/2012

Type: * Individual Incident | Status: * Open or Closed

Primary Category: * Select All | Secondary Category: * Select All

County: *
 Adams
 Allegheny
 Armstrong
 Beaver

Waiver/Program: *
 Medicaid Care Waiver
 COMM CARE Waiver
 Independence Waiver
 OBRA Waiver
 ORDONS

View Only Incidents/ Complaints with the following Overdue Documents: | Select One

View Only Incidents/ Complaints with the following Outcome of Management Review: | Select One

SEARCH INDIVIDUALS | **SEARCH PROVIDERS**

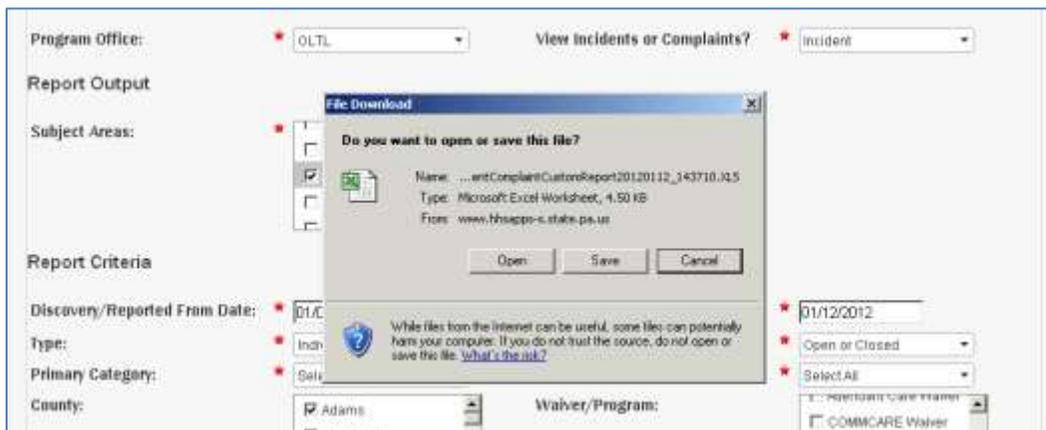
Individual MCL: | Provider MPI: 100000237
Individual Name: | Service Location ID:
Provider Name: ACCESS SERVICES

RESET | **SUBMIT**

Enterprise Incident Management - Provider Additional Functionality: Report Queries



When prompted, open the report or save it to your hard drive.



Custom Report Output (Excel)



The first part (left) of each row of data in the Incident and Custom Report will always display the same basic participant and provider demographic information, and specifics about the Incident Report.

ID	Program Office	Version	Status	Incident/Complaint	Type	Primary Category (Name and Date)	Secondary Categories (Name and Date)	Discovery Date	Waiver/Program	County
24853	OLTL	12	Open	Incident	Individual	(Participant)(09/02/2011)	Involved(09/02/2011)	09/02/2011	Waiver	Dauphin
24863	OLTL	12	Open	Incident	Individual	Abuse(09/11/2011)	Physical Abuse(09/10/2011)	09/11/2011	Independence Waiver	Dauphin
24907	OLTL	12	Open	Incident	Individual	Abuse(09/13/2011)	Physical Abuse(09/13/2011)	09/13/2011	Independence Waiver	Dauphin
24921	OLTL	12	Open	Incident	Individual	Emergency Room Visit(09/19/2011)	Medical Decline(09/19/2011), Psychiatric(09/19/2011)	09/19/2011	Michael Dallas Waiver	Allegheny
24928	OLTL	12	Open	Incident	Individual	Serious Injury(10/04/2011)	Accidental(10/04/2011)	10/04/2011	Independence Waiver	Dauphin
24943	OLTL	12	Open	Incident	Individual	Abuse(10/02/2011)	Physical Abuse(10/02/2011)	10/03/2011	Independence Waiver	Dauphin
24956	OLTL	12	Open	Incident	Individual	Serious Injury(09/26/2011)	Accidental(09/26/2011)	09/26/2011	Independence Waiver	Dauphin
24961	OLTL	12	Open	Incident	Individual	Serious Injury(09/26/2011)	Accidental(09/26/2011)	09/28/2011	Independence Waiver	Dauphin

Custom Report Output (Excel)



The final part (right) of each row of data in the Incident and Custom Report displays the information from the Subject Matter fields selected by the user, organized by Subject Area and then by Document, Page, and finally the Question that was asked.

Subject Area: Incident Detail							Initial Action		
Document: Incident First Section							Incident First Section		
Page: Incident Classification							Initial Action Taken		
Question:	Date Reviewed:	Reviewer:	Was this incident referred to Adult Protective Services?	Date referred to Adult Protective Services:	Is the individual's health and welfare at risk? (If so, the first section of the incident report is due within 24 hours or else it will be considered late)	Is the individual's health and welfare at risk?	Initial Action Taken	Please describe the initial action taken:	What agencies were initially notified
County									
Dauphin			Yes	9/14/2011		Yes			
Dauphin			Yes	10/3/2011		Yes			
Dauphin			Yes	10/1/2011		No		Recorded statement	Provider Agency & Contractor
Allegheny			Yes	11/7/2011		Yes			
Dauphin			No			No		taken to the hospital	GLTL - Verbal Not
Dauphin			No			No		taken to hospital	
Dauphin			No			No		Taken to the doctor	Service Co-ordina Agency (SC)
Dauphin			No			No		Initial Action Taken	

To Run an Incident/Complaint Report by Individual or Location:

Step 1: Click [REPORTS] in the quick links section of the <i>My Dashboard</i> screen to access the reports.
Step 2: Click the link for the desired report to view the <i>Report Request</i> screen.
Step 3: The <i>Report Request</i> screen for the selected report appears. Select the desired Program Office from the drop down list and select Incidents from the View Incidents or Complaints? drop-down list.
Step 4: Select the Discovery/Reported From Date and Discovery/Reported To Date using the pop-up calendar.
Step 5: Select the Incident Type from the drop-down list. Select the status of the incidents you want to view in the report from the Status drop-down list.
Step 6: Select the primary and secondary categories you want to view in the report from the Primary Category and Secondary Category drop-down lists.
Step 7: Click the checkbox for each County and Waiver/Program to include in the report.
Step 8: Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. Search for the individual by Identifier Type, Last Name, First Name, Date of Birth or Residential County . Click [SEARCH] to locate the individual.
Step 9: Click the radio button to indicate the desired report format, then click [SUBMIT].
Step 10: When prompted, open the report or save it to your hard drive.

To Run a Custom Report:

Step 1: On the <i>Incident and Complaint Custom Report</i> screen, select the required parameters for the customized report. Click [SUBMIT] to view the results.
Step 2: When prompted, open the report or save it to your hard drive.

To Save and Run an Incident or Complaint Custom Report Query:

Step 1: Save a Custom Report Query To save a Custom Report Query complete all the information fields on the <i>Incident and Complaint Custom Report screen</i> , enter a unique name for the query in the Query Name field at the bottom of the screen and click [SAVE]. The saved query will display in alphabetical order in the Saved Queries list.
Step 2: Run a Custom Report Query To run a Custom Report Query, select the <u>Query Name</u> link from the Saved Queries list. The <i>Incident and Complaint Custom Report</i> screen will populate with the completed fields from the saved query. Select an individual by clicking [SEARCH INDIVIDUALS] and select a service location by clicking [SEARCH PROVIDERS]. Click [SUBMIT] to run the report. When prompted, open the report or save it to your hard drive.

Section 8: LMS Guide

Enterprise Incident Management

Overview

The Learning Management System (LMS) is where all EIM training materials are located. Use the LMS to view and download materials to learn more about EIM functionality.

Note: EIM training materials are also available on the Long Term Living Training Institute website:

<http://www.lttrainingpa.org/resources/index.cfm?collection=A185B572-CE7F-4EA9-B8D4-451A97E58860>

Accessing the Learning Management System (LMS)

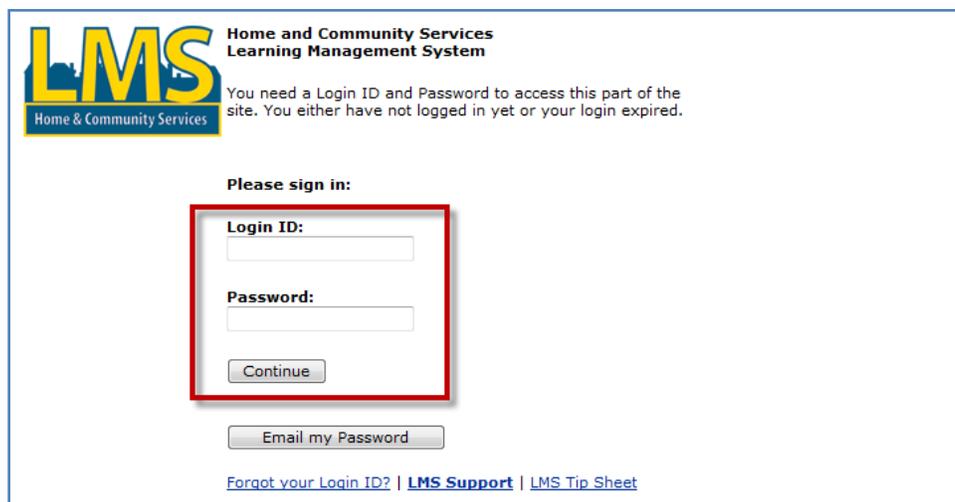
From the internet, the LMS can be accessed by navigating to:

<https://www.humanservices-r.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp>

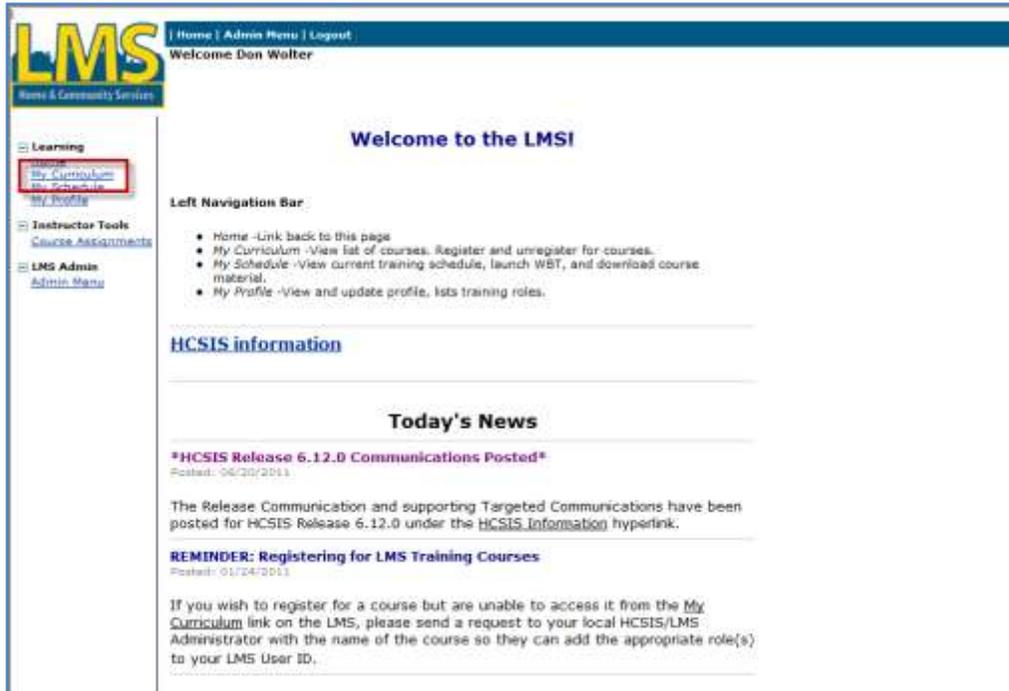
In EIM, the LMS can be accessed from the *EIM Landing Page* by clicking on [TRAINING MATERIAL]:



The *LMS Log In* screen appears. Enter your User ID and Password. Click [CONTINUE].

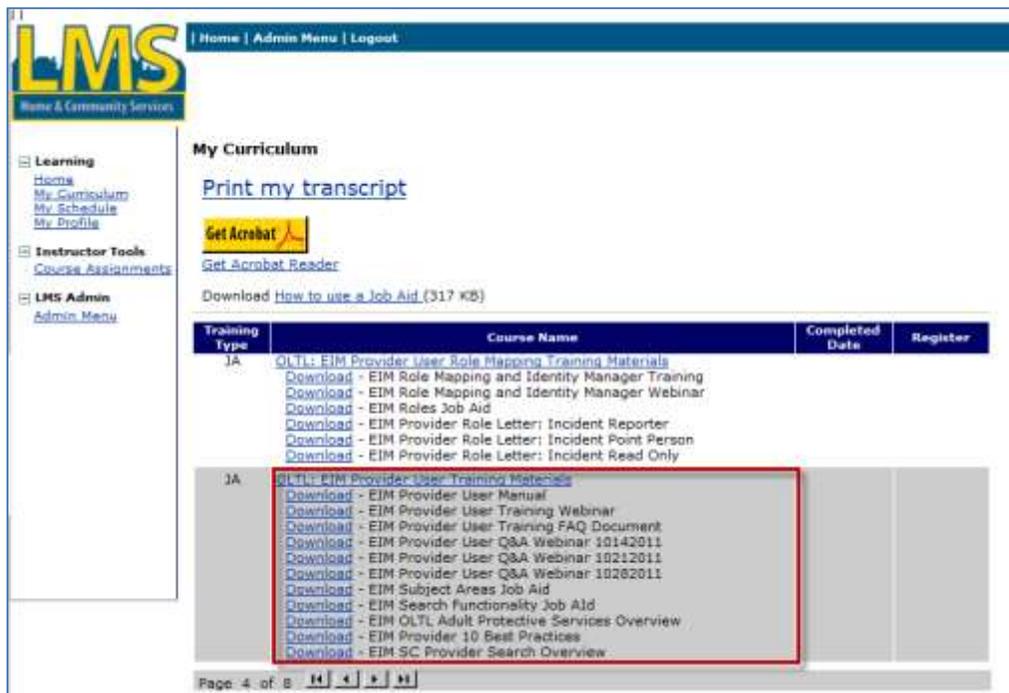


The LMS Home Page appears. Click the [My Curriculum](#) link from the left-hand navigation panel.



The *My Curriculum* screen appears. Enterprise Incident Management (EIM) training documents are grouped by type and organized for OLTL and Providers. Click the [Download](#) link on the materials you wish to view. Documents will open in a new window. Use the Navigation Arrows at the bottom of the screen to view all the screens of training courses available to you.

Note: It is recommended that users save a copy of the training materials to their desktop prior to viewing.



Section 9: Additional Resources Enterprise Incident Management

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).

OLTL Section of the Aging Website

All of the EIM training materials are also available on the OLTL Section of the Aging Website.

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