

# Enterprise Incident Management

## OLTL Staff Training Frequently Asked Questions

The purpose of the Training “Frequently Asked Questions” (FAQs) guide is to supply users with answers to questions asked during the OLTL staff training sessions in September 2011.

- 1. Will the EIM system return to the last page completed if you leave the system by clicking the HCSIS link and then later return to EIM from HCSIS?**

*No, you will not return to the last page you completed if you leave the system by clicking the HCSIS link and then later return to EIM. If you return to EIM from HCSIS, you will return to the My Dashboard screen.*

- 2. What are the differences between Provider & Agency in the complaint module? Where do the AAAs fit with this model? What is an example of an Agency?**

*Providers in the complaint module are classified as direct service providers and service coordinators (SCs). AAAs are considered part of the provider group.*

*Agencies in the complaint module are classified as state agencies including the Office of Long-Term Living (OLTL), Bureau of Individual Support (BIS), Bureau of Provider Support (BPS) and Quality Metrics Management and Analytics (QMMA).*

- 3. If the demographics information, for example a participant’s phone number, is incorrect in the green bar on the EIM header, where does it get fixed?**

*If participant demographics information is incorrect, the providers will need to update the information in HCSIS by notifying the respective Service Coordinator. Also, make sure that changes are sent to the County Assistance Office so they can change CIS which then automatically notifies HCSIS which notifies PROMISE.*

*If information regarding the provider is incorrect, the provider will need to update the information in HCSIS by informing OLTL/Bureau of Provider support to update their SSD.*

*Please note, EIM captures individual and provider demographic information from HCSIS as a snapshot in time. This means that although demographics information may be updated in HCSIS, the information will not be updated in an incident or complaint report that is already created.*

- 4. Does the print summary function include all revised forms, or just the most recent information?**

*No, the print summary will only include the most recent information entered into the system. In addition, the print summary only includes information from the most recent INITIATED document. If a new Final Section or new Management Review document exists but has not been initiated, there will be no information from these sections in the print summary. The print summary will only contain information from documents that are in In Progress, Submitted or Approved statuses.*

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**5. What details are stored in an incident if it is deleted? Is the participant information stored with the deleted incident?**

*When an incident is deleted, it is not permanently deleted from the system. Users with the Incident Admin role will be able to restore incidents if needed.*

*All participant information will be stored in the deleted incident along with any other details that were saved to the incident report.*

**6. If an incident with the primary category of Abuse, Neglect or Exploitation is deleted, can the details be viewed?**

*No, once an incident report is deleted it cannot be viewed and it will not be returned in an incident search in EIM. The only users that will be able to view deleted incidents are users with the Incident Admin role. The only users with the Incident Admin role are in the Office of Quality Management, Metrics & Analytics.*

**7. When I am searching using the individual search in EIM, where is the system looking for the search results? Where is the complaint search function searching for the complaint reports?**

*Each of the search functionalities are looking in either EIM or HCSIS.*

- *Individual search looks in HCSIS for participants*
- *Provider search looks in HCSIS for providers and service locations*
- *Incident search looks in EIM for incident reports*
- *Complaint search looks in EIM for complaint reports*

*Note: As part of the January EIM release, the complaint report functionality will be enhanced to allow users to search for individual complainants within EIM. Please note this change will not take effect until January, and until then the EIM individual search will be looking in HCSIS only.*

**8. I am searching for a participant in the EIM individual search, but I am unable to find him. I know this consumer has an MCI number and is in HCSIS.**

*The EIM individual search is looking for specific criteria in HCSIS in order to return search results in EIM. The following criteria are required in order for an individual search to return results the individual must:*

- *Match all search criteria entered*
- *Have an MCI number*
- *Have a residential address*
- *Have a residential county*
- *Be enrolled in at least one waiver/program*
- *Be related to the user's organization (provider or OLTL)*
- *Have an authorized service from a provider on their plan*

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*Please note that OLTL staff will be able to view all participants, direct service providers will only see individual associated with their agency and SCs will be able to search for participants on their caseload.*