Job Aid for Incident and Complaint Management Reports

Overview

This job aid is intended for the Office of Long-Term Living (OLTL) users to use as an on-the-job checklist when accessing incident and complaint management reports in Enterprise Incident Management (EIM). Data from these reports can be used to track incidents and complaints for quality improvement and training activities. The three reports currently available in EIM are:

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

These reports are available to both providers and program office staff.
Note: Providers will not have access to complaint data.

All EIM incident and complaint roles have access to run all EIM reports. A user's role determines the report content he or she sees.

- Users with only incident roles can see only incident data
- Users with only complaint roles can see only complaint data
- Users with both incident and complaint roles can see incidents, complaints or both in the same report
- In addition, the Custom Report Admin role can save custom report queries for the Incident and Complaint Custom Report**. *Note:*** *Only program office users will have the EIM Custom Report Admin role.*

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Incident and Complaint Details by Individual/Service Location

The steps for accessing the Incident and Complaint Details by Individual report and the Incident and Complaint Details by Service Location report is the same. Both reports are available in real time, meaning that the report output will reflect the data that is in EIM at the time the report is run.

Follow the steps in the checklist below to navigate to the *Reports* screen, specify the report critera and run the report.

Action		Navigation
View data for incidents associated with participants or an organization		
☐	**Navigate to the *Reports* screen and select a report option** • Click [REPORTS] in the quick links section of the screen to access the reports. ***Note:*** *Users can access reports from any screen in EIM by clicking [REPORTS] at the top of the screen.* • Click the link for the desired report to view the *Report Request* screen.	*Reports*
☐	**Select the criteria for the report** • Select the desired **Program Office** from the drop-down list and select whether to **View Incidents or Complaints?** from the drop-down list. *Note: If a user is associated with only one program office, the **Program Office** field will be pre-populated.* • Select the **Discovery/Reported From** and **To Dates,** then select the incident or complaint **Type** from the drop-down list. • Select the status of the incidents/complaints you want to view in the report from the **Status** drop-down list. For example, to view only open incidents/complaints, select **Open**. ***Note:*** *You can select all incident statuses by clicking **Open and Closed** in the drop-down list.* • Select the primary and secondary categories you want to view in the report from the **Primary Category** and **Secondary Category** drop-down lists. *Note: You can select all primary and secondary categories by clicking **Open and Closed** in each drop-down list.* • Click the checkbox for each **County** and **Waiver/Program** to include in the report. Not selecting a County and/or Waiver/Program will return results for all counties and Waiver/Programs. Use these fields to narrow your searches. • Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. ***Note:*** *Selecting an individual is not mandatory for the Incident and Complaint Details by Service Location report. When an individual in not selected, all incidents for the selected service location will be returned in the report.* • Click [SEARCH PROVIDERS] to view data associated with a specific provider. ***Note:*** *Selecting a provider is not mandatory for either the Incident and Complaint Details by Service Location report or the Incident and Complaint Details by Individual report.* • Click the radio button to indicate the desired report format, then click [SUBMIT]. When prompted, click [OPEN] to view the report and save it for later use.	*Incident and Complaint Details by Individual* *or* *Incident and Complaint Details by Service*

Incident and Complaint Custom Report

The Incident and Complaint Custom Report allows users to define the outputs of the report by selecting specific subject areas to include in the report. All the questions in the incident and complaint documents in EIM are grouped into subject areas. The report output is an Excel spreadsheet listing all the questions contained in the subject areas selected. This *Report Request* screen also contains four fields not found on the Incident and Complaint Details by Individial/Service Location reports. These fields are:

- Subject Areas
- View Only Incidents/Complaints with the following Overdue Documents
- View Only Incidents/Complaints with the following Outcome of Management Review
- Saved Queries

Follow the steps in the checklist below to navigate to the *Reports* screen, specify the report critera and run the report.

	Action	Navigation
View data for incidents associated with participants or an organization		
☐	**Navigate to the *Reports* screen and select a report option** • Click [REPORTS] in the quick links section of the screen to access the reports. *Note: Users can access reports from any screen in EIM by clicking [REPORTS] at the top of the screen.* • Click the link for the desired report to view the *Report Request* screen.	*Reports*
☐	**Select the criteria for the report** • Select the desired **Program Office** from the drop-down list and select whether to **View Incidents or Complaints?** from the drop-down list. • Click the checkbox for each **Subject Area** to include in the report. *Note: All questions in the incident and complaint report documents are grouped into subject areas. For a list of questions in each subject area, view the* **Subject Areas Tip Sheet** *on the LMS.* • Select the **Discovery/Reported From** and **To Dates,** then 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. For example, to view only open incidents, select **Open**. *Note: You can select all incident statuses by clicking* ***Open and Closed*** *in the drop-down list.* • Select the primary and secondary categories you want to view in the report from the **Primary Category** and **Secondary Category** drop-down lists. *Note: You can select all primary and secondary categories by clicking* ***Open and Closed*** *in each drop-down list.* • Click the checkbox for each **County** and **Waiver/Program** to include in the report. Not selecting a County an/or Waiver/Program will return results for all counties and Waiver/Programs. Use these fields to narrow your searches. • If desired, select a response from the **View Only Incidents/Complaints with the following Overdue Documents** drop-down list to filter report results.	*Incident and Complaint Custom Report*

	• If desired, select a response from the **View Only Incidents/Complaints with the following Outcome of Management Review** drop-down list to filter report results. • Click [SEARCH INDIVIDUALS] to view data associated with a specific individual. *Note: Selecting an individual is not mandatory. When an individual in not selected, all incidents that meet the search criteria will be returned in the report.* • Click [SEARCH PROVIDERS] to view data associated with a specific provider. *Note: Selecting a provider is not mandatory.* • Click [SUBMIT]. When prompted, open the report and save it for later use. *Note: Custom reports will automatically open in Excel. The data displayed in the report is organized by Subject Area Name, Document Name, Page Name and Question.* • Scroll to the bottom of the *Incident and Complaint Custom Report* screen to enter a unique **Query Name** and [SAVE] this query in EIM for future use. ***Note:*** *Only program office users with the Custom Report Admin role will have the option to save queries for this report. Other program office users and providers will have access to view and run the saved queries associated with their program office. All queries will be sorted in alphabetical order; however, users with the Custom Report Admin role will see their saved queries at the top of the list. Custom Report Admins can modify or delete queries they have saved; however, each user with this role can modify or delete only the queries he or she created.* *Note: Individual and provider information will not be saved in order to protect personal information.*	

Incident and Complaint Custom Report Tips

- In order to select an individual or a provider, users must click the individual or provider search buttons. The individual or provider search screens will load in a pop-up window. After the user has completed their search and selected the individual or provider, the pop-up window will close and their selection will appear as read-only text in the *Report Request* screen.
- Questions on screens which allow users to collect multiple sets of data (e.g. *Witness Statements*) will not be included in this report.
- When a provider views the *Report Request* screen, their information will be automatically populated in the search criteria. As a result, providers will only have access to their own data.
- If multiple versions of a document were created over the course of the incident/complaint life cycle, this report will only show information in the most recent document. For example, if the Final Section was not approved during Management Review and another Final Section had to be filed; only the most recent Final Section will be used for reporting purposes.
- If the primary category was changed between the First Section and the Final Section, this report will show the primary category as it was entered in the Final Section.

Additional Resources

EIM Training Materials

You can access the EIM Training Materials by clicking on [TRAINING MATERIAL] on the *EIM Landing Page*. Clicking on this link will take you to the Learning Management System (LMS), which contains a library of materials such as job aids and Captivate tutorials. You 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). Program office staff who do not have an LMS User ID should contact the HCSIS Help Desk (see contact information below).

The same training materials that are available on the LMS are also available on the OLTL section of the Aging website.

Online Help

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

Frequently Asked Questions

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

HCSIS Help Desk

If you have any questions or difficulty performing a step, please e-mail c-hhcsishd@pa.gov or call the HCSIS Help Desk at **1-866-444-1264** from Monday - Friday 8:00 AM to 5:00 PM.

Additional Questions

If you have additional questions, please contact the Implementation Planning team:

- Office of Long-Term Living: RA-OLTL_EIMimplement@state.pa.us