

## Table of Contents:

|   |         |
|---|---------|
| Incident Reporter Staff Role Letter.....                      | Page 2  |
| Incident Point Person Staff Role Letter.....                  | Page 4  |
| Incident Reviewer Staff Role Letter.....                      | Page 6  |
| Incident Investigator Staff Role Letter.....                  | Page 8  |
| Incident Read Only Staff Role Letter.....                     | Page 10 |
| Incident Admin Staff Role Letter.....                         | Page 12 |
| Complaint Reporter Staff Role Letter.....                     | Page 14 |
| Complaint Reporter and Investigator Staff Role Letter.....    | Page 16 |
| Complaint Investigator Staff Role Letter.....                 | Page 18 |
| Complaint Reviewer Staff Role Letter.....                     | Page 20 |
| Complaint Read Only Staff Role Letter.....                    | Page 22 |
| Complaint Admin Staff Role Letter.....                        | Page 24 |
| Custom Report Admin Staff Role Letter.....                    | Page 26 |
| Program Office Configurability Admin Staff Role Letter.....   | Page 28 |
| Program Office Configurability Read Only Staff Role Letter... | Page 30 |

Role Review Communication for OLTL Staff: **Incident Reporter**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Reporter**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Reporter and what do they do?

An incident reporter is the individual who records or documents the information pertaining to a critical incident into the EIM system. You may be a staff person with the responsibility of entering incidents into the system on behalf of a provider. You also may be a supervisor that will submit the final section of the incident report once it is completed by another staff member with the Incident Point Person role. As an incident reporter, the following functionality is available to you in the EIM system:

- Enter the first and final sections of the incident report
- Submit the final section for management review
- View the incident investigation and the management review in read-only mode
- Request a report extension (as needed)
- Link/unlink incidents
- Delete incidents prior to management review
- Mark an incident as confidential and assign an Incident Point Person to the incident report
- View and update incident reports that have been marked as confidential
- Access, view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Recording an Incident for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.lttrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

The materials are also available on the HCSIS Learning Management System (LMS) under OLTL: Enterprise Incident Management (EIM) for the courses listed above. Access the HCSIS LMS here: <https://www.humanservices-t.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp>

## **How do I obtain an LMS user ID and password?**

Program office staff members who already have HCSIS access should have an LMS user ID. Program office staff members who are new to DPW or do not have an LMS user ID should contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) to request access.

Once you are granted access to the LMS, you will receive an email from [pwsrvsql001@state.pa.us](mailto:pwsrvsql001@state.pa.us) with your LMS user ID and password. Please check your junk mail or contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you did not receive an email with this information.

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## **HCSIS Help Desk Contact Information**

E-mail [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov) or call the HCSIS Help Desk at 1-866-444-1264 from Monday - Friday 8:00 AM to 5:00 PM.

Role Review Communication for OLTL Staff: **Incident Point Person**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Point Person**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Point Person and what do they do?

An incident point person is the individual who may record or document information pertaining to a critical incident into the EIM system. You may be a staff person with the responsibility of entering incidents into the system on behalf of a provider. As an incident point person, the following functionality is available to you in the EIM system:

- Enter and submit the first section of the incident report
- Enter the final section of the incident report. **Note:** You will not be able to submit the final section. Someone with the Incident Reporter role will need to submit the final section.
- View the incident investigation and the management review in read-only mode
- Request a report extension (as needed)
- Link/unlink incidents
- Delete incidents prior to management review
- View and update incident reports that have been marked as confidential by the Incident Reporter (another EIM role).
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Recording an Incident for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

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Role Review Communication for OLTL Staff: **Incident Reviewer**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Reviewer**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Reviewer and what do they do?

An incident reviewer is the individual who reviews the incident reports entered into EIM by a provider or OLTL staff member and records or documents the information pertaining to the management review in the EIM system. As an incident reviewer, the following functionality is available to you in the EIM system:

- Create, modify and submit the management review document
- Assign a program office investigator to investigate the incident
- View the first and final sections of the incident report in read-only mode
- View the incident investigation document in read-only mode
- Request a report extension (as needed)
- Link/unlink incidents
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources referring to Incident Management in the Reviewing Incident and Complaints for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.ltltrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Incident Investigator**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Investigator**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Investigator and what do they do?

An incident investigator is the individual who investigates an incident and then records or documents the information pertaining to the investigation into EIM. As an incident investigator, the following functionality is available to you in the EIM system:

- Create, modify and submit the investigation document
- View the first and final sections of the incident report in read-only mode
- View the management review in read-only mode
- Request a report extension (as needed)
- Link/unlink incidents
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources referring to Incident Management in the Reviewing Incident and Complaints for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

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Role Review Communication for OLTL Staff: **Incident Read-Only**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Read-Only**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Read-Only user and what do they do?

An individual assigned the incident read-only role has the ability to view, but not update, all incident related documents. As an incident read-only user, the following functionality is available to you in the EIM system:

- View the first and final sections, incident investigation documents and incident management review documents in read-only mode
- Access, view and use EIM reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here:

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Role Review Communication for OLTL Staff: **Incident Admin**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Incident Admin**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is an Incident Administrator and what do they do?

An incident administrator is an individual who will need to view incidents but will not need to enter any information into the system. You may be a supervisor or a manager. As an incident admin, the following functionality is available to you in the EIM system:

- View the first and final sections of the incident report, incident investigation documents and incident management review documents in read-only mode
- Delete and undelete incidents at any time
- Access, view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.ltltrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Complaint Reporter**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Complaint Reporter**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Reporter and what do they do?

A complaint reporter is the individual who records or documents the information pertaining to a complaint into the EIM system. You receive the information about the complaint first hand and enter in into the system. As a complaint reporter, the following functionality is available to you in the EIM system:

- Create, modify and submit the complaint report
- View the complaint investigation and the management review in read-only mode
- Request a report extension
- Link/unlink complaints
- Delete complaints prior to management review
- Add, modify and delete additional notes
- Access , view and use EIM reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Recording a Complaint for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here:

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Role Review Communication for OLTL Staff: **Complaint Reporter and Investigator**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Complaint Reporter and Investigator**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Reporter and Investigator and what do they do?

A complaint reporter and investigator is the individual who not only records or documents the information pertaining to a complaint, but can also create investigation and management review documents in the EIM system. You are someone that will hear a complaint first hand and enter it in the system, but you also investigate complaints. As a complaint reporter and investigator, the following functionality is available to you in the EIM system:

- Create, modify and submit the complaint report
- Create, modify and submit the complaint review investigation
- Create and modify the complaint management review (Note: You can't submit the management review, only update it).
- Assign the complaint investigator (and may assign self)
- Request a report extension (as needed)
- Link/unlink incidents
- Delete a complaint prior to management review
- Add, modify and delete additional notes
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Recording a Complaint for Program Office Staff course
- All resources referring to Complaint Management in the Reviewing Incident and Complaints for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

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Role Review Communication for OLTL Staff: **Complaint Investigator**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Complaint Investigator**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Investigator and what do they do?

A complaint investigator is the individual who investigates the complaints assigned to them and creates the complaint investigation documents in the EIM system. As a complaint investigator, the following functionality is available to you in the EIM system:

- Create, modify and submit the complaint investigation document
- View the complaint report and complaint management documents review in read-only mode
- Request a report extension (as needed)
- Link/unlink complaints
- Add, modify and delete additional notes
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course
- All resources referring to Complaint Management in the [Reviewing Incident and Complaints for Program Office Staff](#) course

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Role Review Communication for OLTL Staff: **Complaint Reviewer**

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You are currently assigned the role of **Complaint Reviewer**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Reviewer and what do they do?

A complaint reviewer is the individual who records or documents the information pertaining to a complaint management review in the EIM system. You may be a supervisor and you will be reviewing complaint reports and assigning staff to investigate the complaints. As a complaint reviewer, the following functionality is available to you in the EIM system:

- Create, modify and submit the management review document
- View the complaint report and complaint review investigation in read-only mode
- Assign a complaint investigator to investigate the complaint
- Request a report extension (as needed)
- Link/unlink complaints
- Add, modify and delete additional notes
- Access , view and use EIM reports

It is the responsibility of each user to routinely log into the system and review the Workload Dashboard for outstanding assignments.

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources referring to Complaint Management in the Reviewing Incident and Complaints for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long Term Living Training Institute. Access the EIM Resource page on the Training Institute website here:

<http://www.lttrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

The materials are also available on the HCSIS Learning Management System (LMS) under OLTL: Enterprise Incident Management (EIM) for the courses listed above. Access the HCSIS LMS here: <https://www.humanservices-t.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp>

## **How do I obtain an LMS user ID and password?**

Program office staff members who already have HCSIS access should have an LMS user ID. Program office staff members who are new to DPW or do not have an LMS user ID should contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) to request access.

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## **HCSIS Help Desk Contact Information**

E-mail [c-hcsishd@pa.gov](mailto:c-hcsishd@pa.gov) or call the HCSIS Help Desk at 1-866-444-1264 from Monday - Friday 8:00 AM to 5:00 PM.

Role Review Communication for OLTL Staff: **Complaint Read-Only**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Complaint Read-Only**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Read-Only user and what do they do?

An individual assigned the complaint read-only role has the ability to view all complaint related documents. You may be a supervisor or a manager that does not need to create a complaint report, but you need to view the information in the complaint. As a complaint read-only user, the following functionality is available to you in the EIM system:

- View the complaint report, complaint investigation management review documents in read-only mode
- View linked complaints
- View additional notes
- Access, view and use EIM reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.ltltrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Complaint Admin Role**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Complaint Admin**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Complaint Administrator and what do they do?

A complaint administrator is an individual who reviews complaint reports in EIM, but does not need access to add information to any of the complaint reports. As a complaint admin, the following functionality is available to you in the EIM system:

- View the complaint report, complaint investigation and management review documents in read-only mode
- Delete complaint reports at any time
- Restore (or undelete) a deleted complaint report
- Link/unlink complaints
- Add, modify and delete additional notes
- Access, view and use EIM reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.lttrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Custom Report Admin**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Custom Report Admin**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Custom Report Administrator and what do they do?

A custom report administrator is the individual who can create new query reports in EIM and make the templates available for all users. As a customer report admin, the following functionality is available to you in the EIM system:

- Access, view and use EIM reports
- Create and modify EIM query reports

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- All resources for the Incident and Complaint Reports for Program Office Staff course

All current training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.ltltrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Program Office Configuration Admin**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Program Office Configuration Admin**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Program Office Configuration Administrator and what do they do?

A program office configuration administrator can update the configuration of EIM, such as adding new configurable pages, questions or subject areas. As a program office configuration admin, the following functionality is available to you in the EIM system:

- Access, manage and update EIM configuration using the EIM Administration screens
- Modify system news

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- The EIM Administrative Screens Manual

The current EIM Systems Overview training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.lttrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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Role Review Communication for OLTL Staff: **Program Office Configuration Read-Only**

## What is my EIM role?

This communication serves as a reminder of your role in the Enterprise Incident Management (EIM) system. A role in EIM determines your access to perform different tasks in the system.

You are currently assigned the role of **Program Office Configuration Read-Only**. Please review the information below and contact Roxann Salazar ([rsalazar@pa.gov](mailto:rsalazar@pa.gov)) if you believe you require a different permission structure/access.

### What is a Program Office Configuration Read-Only user and what do they do?

As an individual assigned the role of program office configuration read-only, the following functionality is available to you in the EIM system:

- View EIM Administrative Screens

### EIM Training Materials

The following materials are those that are applicable to your role in the EIM system:

- All resources for the System Overview for Program Office Staff course
- The EIM Administrative Screens Manual

All current EIM Systems Overview training materials and recorded webinars are posted on the Long-Term Living Training Institute. Access the EIM Resource page on the Training Institute website here: <http://www.lttrainingpa.org/resources/index.cfm?collection=FCD5C977-DF19-428E-8143-A3EAEF671CA0>

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