

## The EIM Provider Top Ten Best Practices

This document outlines Ten Best Practices for Provider users of Enterprise Incident Management. Understanding and applying these Best Practices will assist users in efficiently completing thorough Incident Reports in EIM.

### **ONE: Ensure the Safety and Well-Being of the Participant First**

Provider organizations have policies, procedures, and protocols in place designed to respond to injurious incidents. The completion of an incident report in EIM should not take precedence over these procedures; rather it should be supportive of these procedures by documenting not only the incident, but the actions taken to ensure the safety and well-being of participants and assisting in the prevention of future recurrence of an incident.

### **TWO: It Can Take Minutes to Complete an Incident Report**

An EIM incident report First Section and Final Section have a total of 13 screens to complete. At first glance, this seems like a daunting number that could require great effort and a great deal of time to navigate through and complete.

In fact, testing has proven that an incident report First Section can be completed in less than 5 minutes, and an incident report Final Section can be completed in less than 4 minutes. There are variable factors that affect how long it takes to complete an incident report in EIM, but overall it can take less than 10 minutes to complete an incident report.

### **THREE: Write Down the Incident ID Number**

As soon as an incident report is created in EIM, it is assigned a unique ID number that appears in the top left of the header on every screen in the First Section, Final Section, and Management Review. Users can click on the Incident ID Number link in the **Detail Summary** panel on the *My Dashboard* screen to navigate directly to the incident report. Users are strongly encouraged to write down the Incident ID Number as soon as the incident report is created, and keep it handy.

### **FOUR: Monitor Your Dashboard on a Regular Basis**

The *My Dashboard* screen will display all open incidents that a user is responsible for taking action on in order to bring an incident report to closure. Checking the *My Dashboard* screen on a regular basis will help users manage their workload in EIM and ensure that they are effectively following-up on their open incident reports.

**NOTE:** Additional detailed information about the *My Dashboard* screen and filters can be found in the EIM Provider User's Manual on pages 16 – 23.

### **FIVE: Include as Much Information and Detail as Possible**

Users are encouraged to complete descriptive fields in an incident report with as much detail as possible. Fields such as the **Incident Description** field, the Initial **Action Taken** field, and the **Provider Investigation Summary** field are all 4000 character fields and provide ample room to enter highly detailed descriptions. The more detail that is included in an incident report will provide OLTL management reviewers and investigators with important information to assist them in conducting a thorough review and follow-up of the incident.

## **SIX: Review and Understand Abuse, Neglect and Exploitation (ANE) Rules for First Section Submission**

The Older Adult Protective Service Act (OAPSA) mandates the reporting of all allegations of abuse, neglect, and exploitation.

1. If the participant is *over* 60 years old, users must select **YES** from the "**Was this incident referred to Adult Protective Services?**" drop-down field.
2. If the participant is *under* 60 years old, users must select **YES** from the "**Was this incident referred to the Bureau of Individual Supports?**" drop-down field.

**NOTE:** Additional detailed information about the ANE rules and functionality can be found in the EIM Provider User's Manual on page 69.

## **SEVEN: Refer to the description in the First Section**

The comment, "Refer to the description in the First Section", can be used if there are no differences in the incident descriptions between the First and Final sections. However, if there are additional details to be added, a reference to the description in the First section can be included, and the new details can be added.

## **EIGHT: Use the Print Summary Functionality to Review an Incident Report**

Users can click [PRINT SUMMARY] at any time during the creation or review of an incident report to receive a printable version of the incident report in PDF format. Users can produce a print summary of an incident report during any stage including after the incident report has been closed. The print summary is a printable version of every screen and every field in the incident report.

**NOTE:** Additional detailed information about the Print Summary functionality can be found in the EIM Provider User's Manual on pages 81 and 92.

## **NINE: Check for Duplicate/Related Incidents and Link Where Appropriate**

Before creating an incident report in EIM, users are encouraged to view the history of incident reports previously created for a specific participant to determine if: (1) An incident report concerning the current incident has already been created by another user, in which case there may be no need to record an incident. (2) A related incident has been previously submitted for this participant, in which case it may be appropriate to link the two incidents together.

**NOTE:** Additional detailed information about the Linking Incidents functionality can be found in the EIM Provider User's Manual on pages 76 and 92.

## **TEN: Need Help? Check the Policy and Training Materials First**

The HCSIS Help Desk is staffed with trained professionals available to assist users with their questions about EIM functionality. OLTL is available to answer user questions about EIM policy. Users are encouraged to refer to the wide-variety of published training and policy materials posted on the Long Term Living Training Institute website and the HCSIS Learning Management System (LMS) before reaching out to the Help Desk or OLTL.

**NOTE:** Additional detailed information about the Additional Resources can be found in the EIM Provider User's Manual on the last page.