

Role Assignment Communication for Phase 3 Providers
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What is my EIM role?

The purpose of this communication is to notify you 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 your BP Administrator 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, as well as view and update incidents assigned to them by an incident reporter. 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 sections of the incident report. **Note:** You will not be able to submit the final section of the incident report. A supervisor 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
- 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 Providers course
- All resources for the Incident Management for Providers 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=A185B572-CE7F-4EA9-B8D4-451A97E58860>

These materials are also available on the HCSIS Learning Management System (LMS) under the OLTL: Enterprise Incident Management (EIM) provider courses. 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?

The BP Admin created a user ID for the LMS for each individual who did not already have access via HCSIS. New LMS users will receive an email from pwsrvsql001@state.pa.us with their user ID and password. Please check your junk mail or contact your BP Admin if you did not receive an email with this information.

It is mandatory to begin using EIM for incident reporting on **October 22, 2011**. If you have any additional questions, please contact the Implementation Planning Team at RA-OLTL_EIMimplement@pa.gov.

HCSIS Help Desk Contact Information

E-mail 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.