

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 Reporter**. Please review the information below and contact your BP Administrator 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. 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
- Link/unlink incidents
- Delete incidents prior to management review
- Mark an incident as confidential at the provider level 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 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>

The 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.