Enterprise Incident Management
Provider Training Frequently Asked Questions

The purpose of the Provider Training Frequently Asked Questions (FAQs) guide is to supply users with answers to frequently asked questions about system functionality, role mapping and policy guidelines. This document has been updated to reflect questions received during the February 2012 Refresher Trainings.

Contents

Implementation & Policy Questions

1. **Will our regional OLTL Bureau of Individual Support (BIS) representative remain the same for EIM related issues and questions?**

   BIS regional representatives will respond to general questions about incident management reporting; however, they will not be providing technical assistance on the use of the EIM System. For technical questions related to EIM, be sure to review the FAQs and contact the HCSIS Help Desk for systems related issues.

2. **Can I start to use the EIM system for Aging Waiver participants before SAMS is integrated with EIM, or do I have to wait?**

   You will have to wait to use EIM to report incidents for Aging Waiver participants until SAMS is integrated with EIM. Continue to report incidents for Aging Waiver participants according to the OLTL incident management bulletin.

3. **As a direct service provider for someone receiving services from the Aging Waiver, do I report incidents to a different site or do I just let the AAA know about the incident?**

   AAAs and other providers serving Aging Waiver participants will continue to use SAMS if they have access or for direct service providers use the RA-Incident@pa.gov email account.

4. **Are there other funding streams or program offices that are currently implementing EIM?**

   Yes, the Bureau of Autism Services started using EIM in April. All providers who provide services through the Bureau of Autism Services (not only those serving Central Region participants) began using EIM to record incidents for those participants in April. The waivers and state programs that are implementing EIM for both OLTL and BAS are:

   - *ACAP*
   - *Act 150*
   - *COMMCARE Waiver*
   - *OBRA Waiver*
   - *Autism Waiver*
   - *Attendant Care Waiver*
   - *Independence Waiver*

5. **If a provider serves multiple program offices (ODP, OLTL, etc.) in which system should the incident be reported and how does the provider know which reporting system to use?**

   The provider will input the incident based on the waiver program that the individual is funded by. For example, if an agency has an individual funded by PFDS (ODP) and another individual funded by the Independence (OLTL); the incident for the PFDS person would be entered into HCSIS and the Independence person with the incident would be entered into EIM.

6. **Does this reporting method apply to base funded individuals?**

   No, EIM is not applicable for base funded individuals receiving services from the Office of Developmental Programs (ODP).

7. **When the provider gives the aging care manager the details of an incident, does the provider have to file a report or is it up to Aging?**

   It is important that the AAA Care Managers be informed of all incidents, especially any type of abuse. Whomever finds out about the incident first, (e.g. Aide), calls the Care Manager of his or her company to inform him or her of the incident. Then the Care Manager must report the incident in EIM, or for age 60 and over via the RA mailbox.

8. **We had a client who had a mini-stroke at home with his family present, but our Aides were not there. He was admitted to the hospital for several weeks. Should we have reported this in EIM?**

   Yes. It does matter whether or not your staff is in the participant's home or not. If the Aide is told about a critical incident, (e.g. hospitalization), by the participants family, friends, neighbors or others, then it is mandatory that the SC/CM report it as soon as they become aware of it.

9. **Please clarify if all emergency room visits be reported even if we have consumers who go many times for different reasons, but no real emergencies. They are usually in and out the same day or next day.**

   *When a consumer goes to the ER for minor injuries, or health concerns, such as a bruises, colds, or anything for which the consumer is treated and released back to home, **and** their treating physician does not suspect that their health and welfare <u>will not be jeopardized</u>, it would be considered non-reportable. Please use your common sense, and if you have concerns, submit the incident by sending it in through EIM, or for the Aging waiver, the RA mailbox. OLTL will provide guidance regarding the circumstances of the incident.*

   If the consumer is admitted to the hospital after medical evaluation, the incident becomes reportable. Submit it as described above.

   Planned hospitalizations for surgeries, treatments, dialysis, chemotherapy, etc <u>are not reportable</u>. If however, a serious complication occurs during the time the consumer is receiving services, it would be reportable. For an example, if a consumer is having a colonoscopy, and the bowel is punctured, <u>necessitating an admission,</u> OLTL needs to receive an incident report.

   Please refer to the OLTL Bulletin that was effective on October 14, 2011. It is called "Critical Incident Management Policy for Office of Long-Term Lining Home and Community-Based Services Programs." The numbers of the bulletin are: 05-11-06, 51-11-06, 52-11-06, 54-11-06, 55-11-06, 59-11-06.

10. **Will this tool (EIM) be available to those who do not provide services to OLTL?**

    At this time, only the Bureau of Autism Services (BAS) and the Office of Long-Term Living (OLTL) are utilizing the EIM system.

11. **When running an EIM Report across all providers, we noticed on providers name was not populating our report. We contacted the provider and directed them to Roxanne Salazar at OLTL. Was this the correct action to take?**

    Yes, you may refer them to RA-OLTLEIMimplement@pa.gov or directly to Roxanne Salazar at rsalazar@pa.gov .

12. **How do we obtain a manual for EIM if it has not been received?**

    EIM user manuals and training materials including presentations used during training and recordings of webinar trainings and question & answer webinars can be downloaded from both the Long Term Living Training Institute (LTLTI) and the HCSIS Learning Management System (LMS).

    Access the LTLTI here: http://www.ltltrainingpa.org/resources/resourceDetail.cfm?eventid=6AB3C4A2-5234-4BA7-9E42-372B0C1EBB43

    Access the LMS here: https://www.humanservices-t.state.pa.us/HCSISLMS/pgm/asp/login/login.asp?refpage=/HCSISLMS/default.asp

System Functionality Questions

1. **Who should I contact if I try to enter the system and my BP Admin is unable to help me?**

   Contact the HCSIS Help Desk either by phone or email.
   Email: c-hhcsishd@pa.gov
   Phone: 1-866-444-1264

2. **How will a provider be contacted if additional information is needed after OLTL reviews an incident?**

   Providers are responsible for following through to completion, any incident reports they have entered into the system.

   Providers will be able to view the incident report on the My Dashboard *screen in the* ***Documents Requiring My Attention*** *panel. Providers will need to review this panel on the* My Dashboard *screen to determine if there are any Final Sections that need completed.*

   Providers can also search for an incident using the Incident Search functionality. Search using the incident ID number to navigate directly to the incident report that requires additional information.

   Incident reports that require additional information will be marked as Pending on the Incident Detail *screen. To review the changes required in the OLTL Management Review, click the* Management Review *link and navigate to the* Review Information *screen.* ***If pending, please provide comments*** *field will contain the comments from OLTL.*

3. **If I change demographics information in HCSIS, does it update my incident report?**

   No, incident reports capture individual information as a snap shot in time, so the incident report will not be updated if information is changed in HCSIS.

4. **When management review is needed once an initial report in completed, you stated that we should select the original report to modify. How would we know which was the original report? By date?**

   The original incident report is located on the Incident Detail *screen in the Incident Detail panel. The original incident report will display as the Final Section document listed first in the panel. This will be the Final Section marked as Pending in the status column in the Incident Detail panel.*

5. **Will the complaint management functionality be used by OLTL providers?**

   No, OLTL providers will not use the complaint management functionality in EIM.

6. **How do you know which location number to choose if there is more than one?**

   The provider should know their location number in HCSIS. Contact your BP Administrator for this information.

7. **Can we record an incident report for a participant who is not in the HCSIS system?**

   No. The participant must be in the HCSIS system and have an authorized service on his or her plan from your provider organization in order to have an incident report created for them in EIM.

8. **When does an incident report go from Open to Closed status?**

   The incident moves from an open to a closed status when the First Section and Final Section have been completed and submitted, and the mandatory Management Review has marked the report as "Acknowledged" and the Management Review has been submitted.

9. **Is there a "Search Feature" in EIM to find out if another party has already submitted an incident report to avoid duplication?**

   Yes. The [SEARCH] button in the Main Menu at the top-right of all EIM screens will take the user to the EIM Search *screen. Users can search for an individual participant by name or MCI/SSN and receive a list of all previously recorded incident reports. Users can also conduct a more general search for all incident reports created within a specific timeframe at their provider organization.*

10. **Are providers viewing incidents created only by their provider organization, or are the incident reports for all agencies available for everyone to view?**

    Direct service provider users will only be able to view incident, provider, and participant data for individual participants who are in their caseload in their specific provider organization. Service coordinator users can view incident, provider and individual data for individuals on their caseloads.

11. **There is a Provider Search tab in EIM. Can I file an incident report for any provider organization?**

    No. Providers can only search for provider locations associated with their own provider organization. Providers can only record incident reports for participants who are receiving waiver services from their specific provider organization. Service coordinators (SCs) can search for providers on the plan of individuals on their caseload. SCs can file an incident for an individual on their caseload and associate the incident with a direct service provider on the individual's plan.

12. **How do we record incident witness information for a witness who wishes to remain anonymous?**

    On the Witness Statement *screen in the Incident Final Section, a first and last name of the witness is required. For an anonymous witness, users can enter "Anonymous" in both the first and last name fields.*

13. **How do we record an incident where there are two Primary Categories relevant to the incident?**

    Each incident may only have one Primary Category. Each Primary Category has a unique list of Secondary Categories available, and users may select multiple Secondary Categories where appropriate.

14. **What do we do if computers or the network are "down"? Is there a paper back-up process for recording an incident report?**

    There is no paper back-up process for recording an incident report. Users are advised to collect all relevant information on the incident and enter the incident when the computer system is restored.

15. **Why are there more than one Final Section and Management Review listed on an incident report's Incident Detail screen?**

    If an OLTL Management Review determines that an original incident report requires revision before it can be closed, they will mark the incident report as "Pending". In this case, EIM will automatically create a new Final Section (which is an editable copy of the original Final Section) and a new Management Review. The Incident Reporter is required to review the Management Review comments and make changes to the new Final Section, and then submit the new Final Section. The second Management Review will review the revised Final Section, and if no further revisions need to be made will mark the incident report as "Acknowledged" and submit the second Management Review which will close the incident.

16. **On the My Dashboard screen I have no open incident report documents displaying in the Documents Requiring My Attention panel? However, when I look at my reported incidents, there are 4 that have never been closed. Is there anything else I need to do?**

    If the Incident Reports are undergoing a Management Review, and the Management Review document has not been submitted, the Incident Report will not display on the user's My Dashboard screen. Contact OLTL to follow-up on the status of an Incident Report that is undergoing a Management Review.

17. What is the purpose of the Link Incidents/Complaints button?

Provider users can link an individual incident to other incidents using this functionality. If there was a progression of related incidents for a single participant, or if there was a single incident that involved multiple participants, users may want to link these incident reports together for easy reference in the future. Linking only posts a link on the pages of the linked incidents that identifies a relationship and allows users to navigate to those linked incidents. Linking does not affect the functionality or status of an individual incident. Provider users are not able to link complaints in EIM.

18. How long does it typically take to complete an incident report in EIM?

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, specifically entering the Incident Description and Action Taken fields; but generally it can take around 10 minutes to complete an incident report First Section and Final Section.

19. What is the Reviewing Organization column refer to as listed in the Detail Summary Panel of the *My Dashboard* screen?

The Reviewing Organization column in the ***Detail Summary Panel*** *of the* My Dashboard *screen refers to the entity that will be conducting the management review of the incident report. For OLTL users, this will always display as OMAP/OSP State to refer to the OLTL program office staff.*

20. Does the County column in the Detail Summary Panel of the *My Dashboard* screen refer to the provider's county or the participant's county?

The County column refers to the participant's county as identified by the demographics information stored in HCSIS.

21. Can I receive an alert if another agency files an incident report for one of my participants?

At this time EIM does not have the functionality to send alerts to providers if another provider agency or an SC entity files an incident for one of your participants.

If you are an SC, you will need to search using the Individual Search in EIM to see any of the incidents filed for your participant by other agencies.

If you are a direct service provider, you will only be able to see incident reports filed by your own agency.

22. **What is the purpose of the Alerts Tab on the *My Dashboard* screen for providers?**

    At this time, providers and SCs will not see any alerts in the Alerts tab. All alerts currently generated by EIM are for program office staff only.

23. **If requesting a Report Extension on an Incident Report Final Section document, will the Incident Report still show up as overdue in the system?**

    The due date for a Final Section document will display in the Incident Detail panel based on the due date requested in the saved Report Extension.

    Note: *When running an EIM Incident and Complaint Custom Report, the data in the report is as of the last system refresh (usually 12 midnight). Therefore, after a user requests and saves a Report Extension the original due date will display in the Custom Report until the system is refreshed at midnight, then the report will display the due date saved in the Report Extension.*

Role Mapping Questions

1. **Is a HCSIS account required to access EIM and create incident reports?**

   Yes, access to HCSIS is required in order to create an incident report in EIM. If staff in your agency do not currently have access to HCSIS, your BP Admin can create a user ID and password for them.

2. **How do I access EIM Identity Manager?**

   *EIM Identity Manager is accessed by a link on the EIM Landing Page. Click **here** to navigate directly to the EIM Landing page. The link to Identity Manager is located in the bottom left corner of the screen.*

3. **I am the HCSIS BP Admin for my agency. Does this mean that I am automatically set up as the EIM BP Admin for my agency?**

   No, even if you are set up at the HCSIS BP Admin for your agency, you are not automatically set up as the EIM BP Admin for your agency. The Help Desk needs to assign your user ID the EIM BP Admin role. This role will give you access to assign EIM roles to user IDs in Identity Manager.

4. **I have multiple HCSIS accounts. To which user ID do I assign EIM roles?**

   The user ID to which you should assign EIM roles depends on the reason you have multiple HCSIS accounts. If you provide services through multiple agencies and have a HCSIS account for each agency, you will need to assign EIM roles to each user ID. If you have a HCSIS account for both direct service provider access and for SC Entity access, you will need to assign your EIM roles to your SC Entity user ID. This will give you access in EIM to all participants on your caseload.

5. **What is the difference between the Incident Reporter role and the Incident Point Person role?**

   The Incident Reporter role can submit the final section of the incident report for program office management review and the Incident Point Person cannot. The Incident Reporter role also has the ability to mark an incident confidential so that only a selected Incident Point Person can view the incident. Marking an incident as confidential only limits the access of users with the Incident Point Person role; users with the Incident Reporter role will still have access to incidents marked confidential.

6. **Does it matter how many Incident Reporters and Incident Point Persons we have at our agency?**

   No, it does not matter how many Incident Reporters and Incident Point Persons you have at your agency. Assign roles in the way which best fits your business needs.

7. How do I know which EIM role is assigned to my user ID?

If you do not know which EIM role is assigned to your user ID contact your Business Partner Administrator (BP Admin).

You can also refer to the role letter sent to you by your BP Admin to review your role in EIM.

8. Where can I find and view the role letter?

The role letters are posted on the Learning Management System (LMS) under the OLTL: EIM Provider User Role Mapping Training Materials *course. Role letters can also be downloaded from the Provider Training Materials listed on the OLTL area of the Aging website.*

9. Do SC supervisors have access to all incidents submitted by SCs for whom they are responsible?

Yes, SC supervisors will have the ability to view all incidents submitted for their agency.

10. Does the modify EIM BP user stay in the system or do I need to update the user ID each time an incident is reported?

No, you do not need to update user IDs each time a user needs to enter an incident report in EIM. Once you've assigned roles to a user ID, the roles remain assigned to the user ID until you change them.

11. When personnel change, can I delete users in Identity Manager?

*Yes, you can remove access from these users if personnel changes and users no longer need access to the system. In Identity Manger, users with the HCSIS BP Admin role can deactivate user accounts by clicking on the Modify HCSIS BP User link in the Task tab. Search for and select the user ID you wish to deactivate. Under the Profile tab for the selected user, uncheck the **Enable HCSIS Access** checkbox. Click [SUBMIT].*

12. Do I need a unique email address to assign multiple roles to my user ID?

No, you do not need a unique email address for each role you assign to your user ID. Each user ID is required to have a unique email address.

13. When do the changes I make in Identity Manager take effect? Do I have to wait 1 business day like I do for HCSIS?

Changes to EIM user IDs and roles take effect immediately. You may need to wait about 20 minutes for the change to take effect, but you do not need to wait 1 business day.

14. Is my Learning Management System (LMS) ID the same as my EIM ID?

No, your LMS ID is separate from your EIM ID. Your BP Admin can create an LMS ID for you if you do not already have one. If desired, you can create your LMS ID to look like your EIM ID.