

IM Certified Investigator

Section 1: Introduction

Purpose

The purpose of this document is to provide Incident Management (IM) users who have already completed the previous HCSIS IM Training with a quick reference guide that highlights and discusses the changes associated with the redesign of the IM subsystem. The IM subsystem was redesigned with the objectives to simplify data entry and reduce the number of data elements and screens. This quick reference guide is intended for Certified Investigators who currently use, and are familiar with, the HCSIS Incident Investigation Process. This document focuses on the changes associated with the HCSIS investigation process and screens. As prerequisite to this document, please review the **Basics of Incident Management (IM) Quick Reference Guide** before reading this guide. For additional information on the changes to the management review process, access the **IM Management Review Quick Reference Guide**. All of the quick reference guides can be found on the Provider Access homepage or the Learning Management System (LMS). Go to www.hcsis.state.pa.us and click on either the Provider Access or LMS link.

High Level Summary of Design Changes

The following table summarizes the high level design changes for the Incident Management subsystem.

High Level Summary of Design Changes for the IM Subsystem
➤ Condensed three reports into one report
➤ Reduced the number of screens and data elements <ul style="list-style-type: none"> ○ Current Incident Report has 23 screens ○ Majority of incidents now only have 11 screens
➤ Only screens which are relevant to the incident/event appear
➤ Simplified reporting for Medication Errors, Restraints, and Optionally Reportable Events <ul style="list-style-type: none"> ○ Medication Errors have a one-screen report, with an optional second screen ○ Restraints have a one-screen report ○ Optionally Reportable Events have a one-screen report
➤ Site Level Incidents are limited to specific categories
➤ Eliminated Addendums, transferred some of the existing functionality to the Management Review
➤ Created ability to change Incident Date, Time, Primary and Secondary Category, and Certified Investigator in the Final Section
➤ Added a [Finalize] button to each document <ul style="list-style-type: none"> ○ Finalizes ALL documents within the document itself; no longer necessary to use the <i>IM Status</i> screen to finalize documents ○ Located on the bottom-center of the final screen of each document (Incident Report, Medication Error, Restraint, Optionally Reportable Event, Investigation, and Management Review)
➤ When an incident is not approved, the Provider/Agency who submitted the Incident Report should make any necessary corrections and refinalize the report
➤ Once the Region/BSOF approves the incident, it is closed and cannot be re-opened; if new information becomes available after the incident is closed, a new Incident Report should be created
➤ Split all 'Name' fields into two separate fields, 'First Name' and 'Last Name', for consistency and analysis purposes
➤ For all checkboxes that appear on the screens, select ALL that apply by clicking on each checkbox, and if checking 'Other', enter an explanation into text box provided

Section 2: Incident Investigation Process Information

Design Changes Specific to the IM Incident Investigation Process

The following table describes the changes specific to the IM Incident Investigation process as a result of the IM subsystem redesign.

Design Changes Specific to the IM Incident Investigation Process	
➤	Once an incident investigation is created in HCSIS, the Certified Investigator field (name) becomes read only and cannot be modified
➤	Added a [Finalize] button to the document <ul style="list-style-type: none"> ○ Moved [Finalize] button from <i>IM Status</i> screen to the individual document; no longer necessary to use the <i>IM Status</i> screen to finalize documents ○ Located on the bottom-center of the <i>Investigation Summary</i> screen
➤	If an incident is marked 'Not Approved' in the management review, the incident investigation is required to be recompiled and refinalized

Process Information

The following table lists the types of incident investigations and describes when each specific type of incident investigation can begin to be entered into HCSIS.

Type of Investigation	When the Incident Investigation Can be Entered into HCSIS
Provider	<ul style="list-style-type: none"> ➤ The incident investigation can be entered into HCSIS after the First Section of the Incident Report is submitted ➤ If the incident is reclassified on the <i>Verification of Time and Categorization</i> screen of the Final Section of the Incident Report, and an investigation is now required or desired, the Certified Investigator is assigned and the incident investigation can be entered into HCSIS <p>Note: In the management review, if the incident is marked as 'Not approved,' the Certified Investigator will be required to recompile and refinalize the incident investigation in HCSIS</p>
County	➤ The incident investigation can be entered into HCSIS after a Certified Investigator is assigned in the County Management Review
Region	➤ The incident investigation can be entered in HCSIS after a Certified Investigator is assigned in the Regional Management Review
BSOF	➤ The incident investigation can be entered into HCSIS after a Certified Investigator is assigned in the BSOF Management Review

The following table lists the types of incident investigations and describes when the investigation documents must be finalized in HCSIS.

Type of Investigation	When the Investigation Documents Must be Finalized
Provider	➤ Before the Final Section of the Incident Report is finalized
County	➤ Before the County Management Review is finalized
Region	➤ Before the Regional Management Review is finalized
BSOF	➤ Before the BSOF Management Review is finalized

Section 3: Highlights of System Design Changes

Incident Investigation

As a result of the IM subsystem redesign, minimal changes have occurred to the Certified Investigator's incident investigation process. The Certified Investigator still completes two screens as part of the investigation process, but additional functionality has been added to these screens.

The following section lists the screens that are part of the incident investigation process in the order in which they appear in the HCSIS application. Below each screen is a description of the changes that have occurred as a result of the IM redesign. For additional information about each screen and the fields appearing on each screen, refer to the Online Help in the HCSIS application.

Note: The Certified Investigator screens for the Provider, County, Region, and BSOF look similar.

IM Data Entry screen

To access the incident investigation screens navigate to the *IM Data Entry* screen and click on the appropriate link.

The screenshot displays the HCSIS interface for the IM Data Entry screen. At the top, there is a navigation bar with the HCSIS logo and the text 'The Home and Community Services Information System'. Below this is a menu with links: Home, M4Q, Individual, ISP, SC, Provider, Financial, Admin., Tools, HRP, IM, OMOC, IM4Q, Reports, IM Data Entry, IM Status, Report Extension, and IM Process Mgt. The current page title is 'M4Q - IM - IM Data Entry'. There is a search field and a link for 'Printable Incident Summary'. Below this is a table with incident information:

Individual Information:	Name: SMITH, ANDRE N.	SSN:	BSU #:	Reg. County:Crawford
Incident Information:	Incident ID: 3277	Incident Date: 12/01/2003	Primary Incident Nature: Abuse	

Below the table, there is a section titled 'Incident Management Documents' with several links: Incident Report, Provider Investigation, County Investigation, County Management Review, Regional Investigation, and Regional Management Review. The 'Incident Report' link is highlighted, and a sub-link 'First Section Submitted - Date Created : 12/09/2003' is visible below it.

Investigation Summary screen (Provider, County, Region, or BSOF)

The *Investigation Summary* screen already existed as part of the incident investigation process.

- 1) The 'Go To' dropdown at the top of the screen allows for easier navigation between the screens.

Note: Before using the 'Go To' dropdown box to navigate between screens, click the [Save] button to retain the information that you entered on the screen.

Go to:

Summary of Investigator's finding. (Please save data at least every 10 minutes to prevent session expiration)

Note: To avoid being timed out of HCSIS, save your data at least once every ten minutes to avoid losing the information.

Note: Use the [Save and Continue] button to navigate to the *Investigation Information* screen.

Note: You can copy and paste text into this screen from word processors.

Investigation Information screen (Provider, County, Region, or BSOF)

The *Investigation Information* screen already existed as part of the incident investigation process, but the [Finalize] button was added to this screen to enhance the functionality. The [Finalize] button is discussed below.

- 1) Use the [Save] button to retain your investigation information if you are not ready to finalize the incident investigation and you are using the investigation as a working document.

Go to:

Date the Investigation Assignment was made: (MM/DD/YYYY) *

Date Investigation Completed: (MM/DD/YYYY) *

- 2) The incident investigation is now finalized from the *Investigation Information* screen. The *IM Status* screen is no longer used to 'Finalize' the incident investigation. A [Finalize] button appears centered on the bottom of the screen.

Clicking the [Finalize] button:

- a. Makes the incident investigation read only
- b. Makes the status of the investigation 'Finalized'
- c. Allows the Provider, County, Region, and BSOF to view the information in read only format