

# HCSIS IM Redesign Frequently Asked Questions

This page contains answers to the most commonly asked questions regarding the Incident Management Redesign. Use the following links to go directly to the topic you want:

- [Getting Started](#)
- [Site Level Incidents](#)
- [Medication Errors and Restraints](#)
- [Incidents Entered Prior to January 4, 2003](#)
- [More Detailed Information](#)

## Getting Started

### ★ *I need to report an incident in HCSIS, what should my first steps be?*

- Determine if the incident is an Individual Incident or a Site Level Incident because in the redesigned IM subsystem Site Level Incidents are limited to specific categories. (See the [table](#) on the next page for a complete list of Primary and Secondary Category combinations that qualify as Site Level Incidents).
- Search for the individual or site level incident/event. If the search on an individual's name returns a message stating the person is not found, try searching with different criteria. If you are still unable to find a match create a temporary demographic record. If any of the other search criteria do not return a value, try searching with different criteria.
- Create a new site level incident. Or if the incident/event is individual determine if the incident/event is an Individual Incident, Medication Error, Restraint or Optionally Reportable Event. Click on the appropriate link and complete the screens. For more information, please refer to the **Basics of Incident Management (IM) Quick Reference Guide**, located on the Provider Access homepage or the LMS. Go to [www.hcsis.state.pa.us](http://www.hcsis.state.pa.us) and click on either the Provider Access or LMS link.

### ★ *If I create an incident and submit the First Section, and later learn that the incident actually occurred at a different date and/or time, do I call the Help Desk?*

No. The *Verification of Time and Categorization* screen in the Final Section of the Incident Report allows you to change the incident date, time and categorization when more accurate information is available. For more information, please refer to the **Basics of Incident Management (IM) Quick Reference Guide** or the Online Help in the HCSIS Application.

### ★ *Is there an appropriate sequence for reporting incidents that may be classified under multiple categories?*

Yes, the following is a SUGGESTED sequence which should be referenced as a guide to identify the appropriate order for categorizing incidents. This sequence may not be appropriate in all situations.

**Note:** If a Medication Error or Restraint resulted in another incident, complete both a Medication Error or Restraint form and an Incident Report.

#### **24 hour Reporting Primary Incident Category**

1. Death
2. Suicide Attempt
3. Hospitalization
4. Psychiatric Hospitalization
5. Emergency Room Visit
6. Abuse
7. Individual to Individual Abuse
8. Neglect
9. Missing Person
10. Injury Requiring Treatment Beyond First Aid
11. Disease Reportable to the Department of Health
12. Fire

#### **72 hour Reporting Primary Incident Category**

1. Medication Error
2. Restraint

13. Misuse of Funds
14. Rights Violation
15. Law Enforcement Activity

★ **My “Search” box is gone, how do I search for an Incident Review?**

You can search by clicking the “Search” link in the upper left corner of the screen. This search model is now consistent with the other HCSIS subsystems. To search by name, you now use at least a last name and a first initial. For example, to search on John Doe, you would enter Doe as the last name and at least J as the first name. The new search link will only allow you to search for an incident in a three month time period, meaning the start date and end date of the search must be within three month of each other. Don’t forget that you can pull up all incidents related to an individual by searching on that individual, and you can use the HCSIS IM reports to view data outside of the three months.

★ **What does the “IM Data Entry” link do?**

The “IM Data Entry” link will take you to the list of documents associated with the current Incident. The “IM Data Entry” link will not take you to the Search Box.

★ **Why do I sometimes go to different screens when I click the “First Section Submitted” link?**

Clicking the “First Section Submitted” link will take you to the first screen where there is a mandatory field element not completed.

★ **What happened to the [Finalize] buttons on the IM Status Screen?**

The [Finalize] button has been moved into the document to save you time. Now you will not have to leave the document and return to finalize your incident.

★ **What is the difference between the [Submit] button and the [Finalize] button at the bottom of the Incident Description, Verification of Time and Categorization, Medication Error, Restraint, Optionally Reportable Events, Management Review Details, Investigation Summary (for Certified Investigators) Screens?**

For the Incident Report, you should click the [Submit] button on the *Incident Description* screen to send the information required to satisfy the 24 hour reporting requirement. Clicking the [Submit] button will generate an alert, and those outside the scope can now review the incident. You will then be taken to the remaining screens to complete the information required for the 30 day reporting requirements. Click the [Finalize] button when all of the information regarding the incident (both 24 hour, 30 day requirements and Certified Investigation) is complete. Clicking the [Finalize] button will allow the county to complete the management review. For all other Documents, click the [Finalize] button when all of the appropriate information has been entered. Clicking the [Finalize] button for a particular document will make it read-only.

★ **Why can't I finalize the Final Section of my incident?**

If you cannot finalize the Final Section of your incident it may be because there is an investigation required or desired that has not been finalized. To check if an investigation is required or desired refer to the Incident Investigation Requirement Statement on the *Verification of Time and Categorization* screen. If you originally selected a combination of primary and secondary categories requiring an investigation in the First Section, and you change to a combination of categories not requiring an investigation in the Final Section, the investigation must still be completed. There will be a “Finalized” link under the Provider Investigation Link on the *IM Data Entry* Screen when an investigation is finalized. You can click on the “Finalized” link to view the investigation. You should note, only Provider IM Rep, County Incident Mgr, SC Supervisor, and SC Unit Mgr roles have the ability to finalize incidents.

★ **Why was my incident not approved?**

If an incident that you filed is not approved you can check the Management Review by going to the IM Data Entry Screen as Management Review is no longer an option on the menu path. The *Management Review Status* screen will state the reasons behind the “Not Approved” status as well as comments and recommendations.

If your incident was not approved and the County/Region has requested that you change the incident date, time or classification you should use the *Verification of Time and Categorization* Screen in the Final Section to change these fields. In the “As a result of a Not Approved Management Review, enter any necessary updates, clarifications, and corrections” text box note any necessary updates, verifications, or corrections.

## Site Level Incidents

★ ***The [Site Level Incident] button no longer appears on Search screen. How do I create a new Site Level Incident?***

First, you should search using the From and To Dates to display a list of all the Individual and Site Level Incidents that occurred during that timeframe. (The date range has a maximum three month window.) If Site Level Incidents have occurred within the date range, your provider/agency name will appear as a link in the bottom table. Click on your provider/agency name to display the list of Site Level Incidents. The [New Site Level Incident] button appears here; click this button to begin creating a new Site Level Incident.

★ ***What categories can be reported as Site Level Incidents?***

The following table lists all of Primary and Secondary Category combinations that qualify as a Site Level Incident.

Combinations that qualify as Site Level Incidents	
Primary Category	Secondary Category
Fire	Other
Fire	Fire with property damage
Fire	Fire without property damage
Fire	Fire requiring relocation/closure
Fire	Fire personnel response to false alarm/cooking
Fire	Fire personnel response to false alarm/malfunction
Fire	Fire personnel response to false alarm/fire drill
Fire	Fire personnel response to false alarm/unknown
Fire	Carbon Monoxide/Gas/etc. alarm
Law Enforcement Activity	Site crimes (vandalism, break-in, etc.)
Law Enforcement Activity	Employee/Caregiver
Law Enforcement Activity	Volunteer
Law Enforcement Activity	Moving violation
Emergency Closure	None

## Medication Errors and Restraints

★ ***What is the new reporting requirement for Medication Errors and Restraints?***

Medication Errors and Restraints now have a 72 hour reporting requirement.

★ ***How do I perform a Management Review for Medication Errors and Restraints?***

Medication Errors and Restraints are no longer approved individually by the County or Region and therefore do not go through an individual Management Review Process.

★ ***How do I enter an incident for a Medication Error or Restraint in the redesigned IM subsystem?***

Each application of a medication error or Restraint is required to be logged as a separate incident. However, the process for entering these incident types has been streamlined to one screen!

## Incidents entered prior to January 4, 2003

- ★ **What will the incidents that I entered before January 4, 2003 look like in the redesigned IM subsystem?**  
Incidents entered prior to the redesign will be converted. For more information, please refer to the **IM Redesign Conversion Details** document located on the Provider Access homepage or the LMS.

## More Detailed Information

- ★ **For more detailed information regarding the Incident Management Redesign, please refer to the following documents which can be found on the Provider Access homepage or the LMS. Go to [www.hcsis.state.pa.us](http://www.hcsis.state.pa.us) and click on either the Provider Access or LMS web site.**

### ***Basics of Incident Management (IM) Quick Reference Guide***

The Basics of Incident Management (IM) Quick Reference Guide is intended for Providers, Counties, Regions, Bureau of State Operated Facilities (BSOF) staff, and Certified Investigators who currently use, and are familiar with, the HCSIS incident reporting activities. This document focuses on the basics of incident management, which includes entering an incident, from a Provider view point.

### ***IM Management Review Quick Reference Guide***

The IM Management Review Quick Reference Guide is intended for County, Region, and BSOF Incident Managers who currently use, and are familiar with, the HCSIS Incident Management Review Process. This document focuses on the changes associated with the management review process and screens.

### ***IM Certified Investigator Quick Reference Guide***

The IM Certified Investigator 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 incident investigation process and screens.

### ***IM Redesign Conversion Details***

The IM Redesign Conversion Details document is intended for Providers, Supports Coordinators, County Incident Managers, Regional Incident Managers, and BSOF Incident Managers who currently use, and are familiar with, the HCSIS IM subsystem. This document provides current IM users with a detailed overview of what changes will be occurring to existing incidents as a result of the conversion process to the redesigned IM subsystem.