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Enterprise Incident Management (EIM) Training: Reporting an Individual Incident Final Section Overview

- Individual Incidents

See the next slide for a summary and links to instructions for these incidents.

Created for the Office of Developmental Programs – Intellectual Disability / Autism

Course Overview, continued

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This course describes the detailed steps for creating and submitting the incident final section for the following incident type:

- Individual Incident

Note – the screens required to complete the incident final section vary, depending on the incident's primary category.

Course Overview

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Note: All incident reports (except for Medication Error and Restraint reports) must be submitted within 30 days of the incident discovery date, unless an extension has been requested. Note that Medication Error, Restraints, and Optionally Reportable Events (ORE) do not have a final section.

This course uses previously-created Incident First Section(s) as the basis for creating the Incident Final Section, whenever possible.

During a user's normal workflow, the user's Dashboard will indicate under the Documents Requiring My Attention (Grouped By Document Due Date) the incidents that are ready for review.

Course Overview, continued

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Hints, tips, and EIM functionality information appears in yellow.

Watch the yellow text box for helpful hints and tips

Important items to remember appear with this reminder icon

Items or situations to watch out for appear with this caution icon

These instructions relate to the incident document indicated by the arrow.

Logging Directly in to EIM

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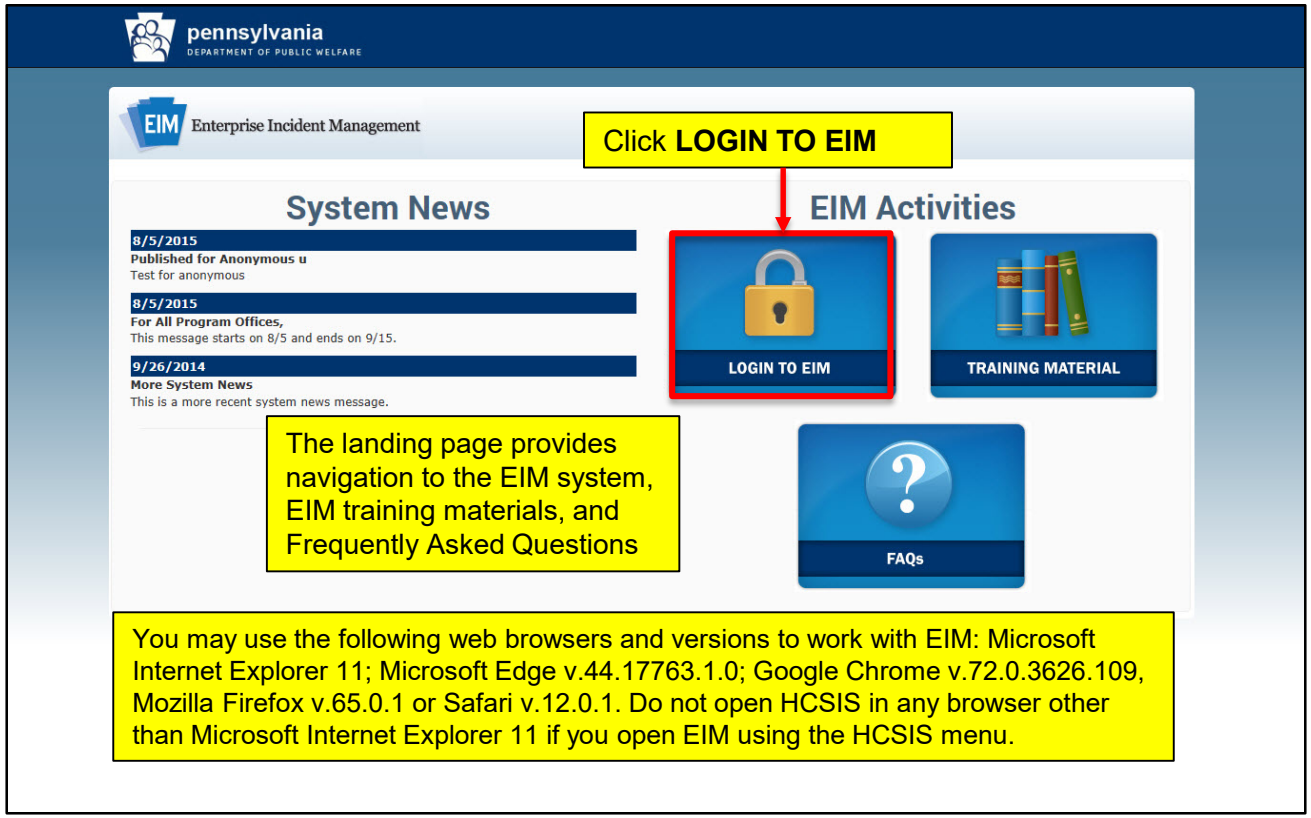
EIM's landing page appears below. Users can navigate directly to the landing page by entering the following web address in their Internet browser's address bar: https://www.hhsapps.state.pa.us/eim/



EIM Keystone Key Screen

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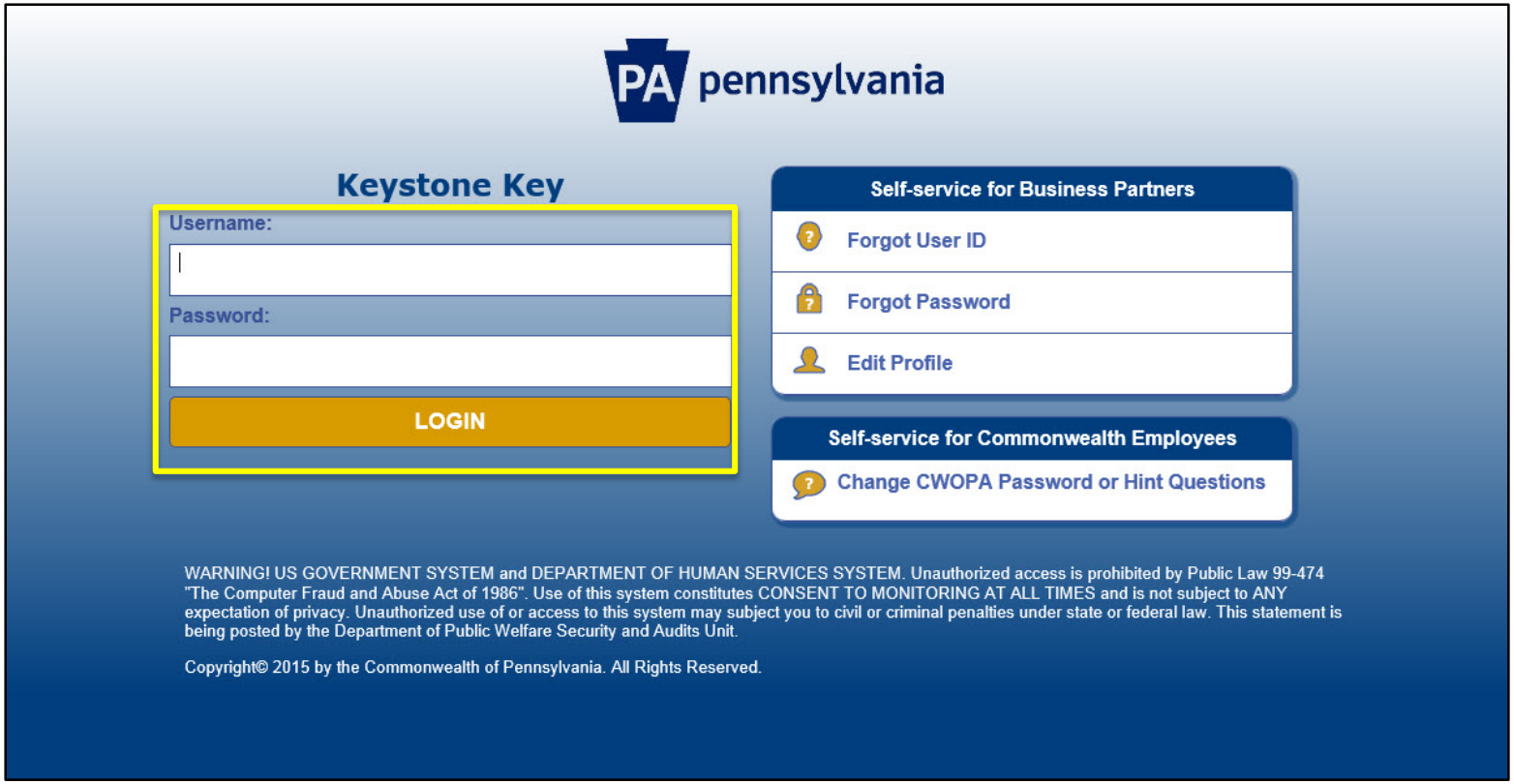
After clicking Login to EIM, the EIM Keystone Key log on screen appears. Enter your credentials and click **[LOGIN]**.



Individual Incident

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The following slides present the various screens users encounter when creating an **Individual Incident Final Section.**

Documents Requiring My Attention

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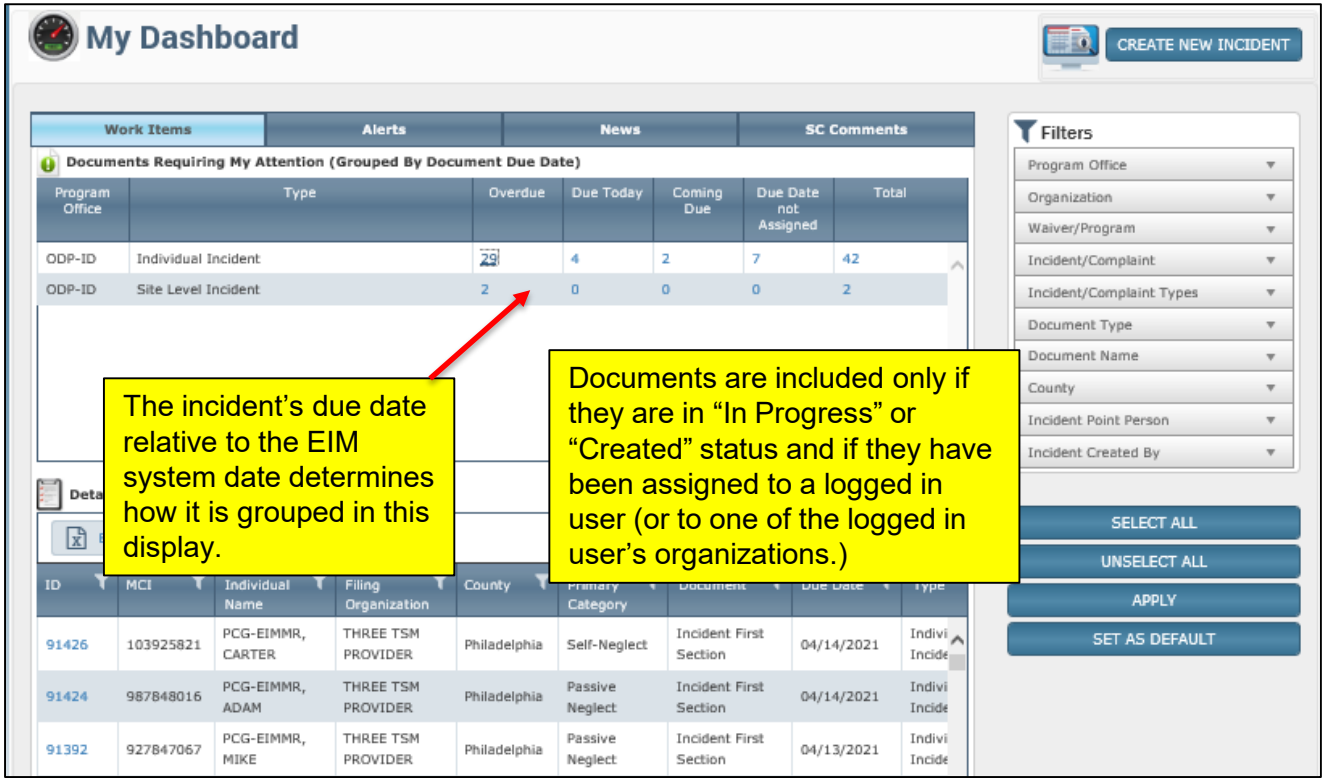
When you log on, the My Dashboard screen appears first. The Work Item tab, which appears by default, displays links to open incidents in the Documents Requiring My Attention panel with documents that require your action.



Workload and Timelines

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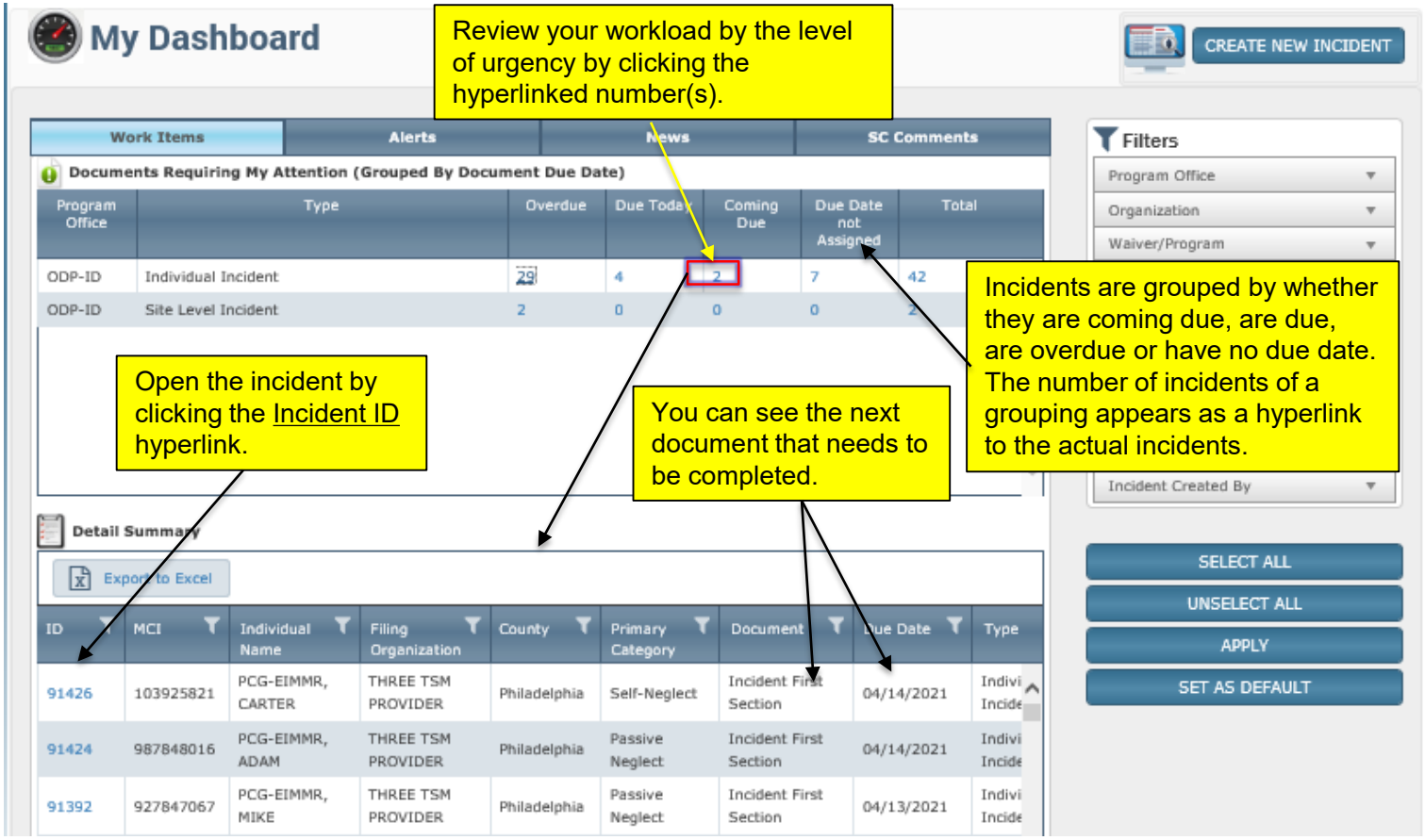
My Dashboard makes it easier for you to manage the completion of incident final sections, while keeping timelines under control.



Incident Detail Screen

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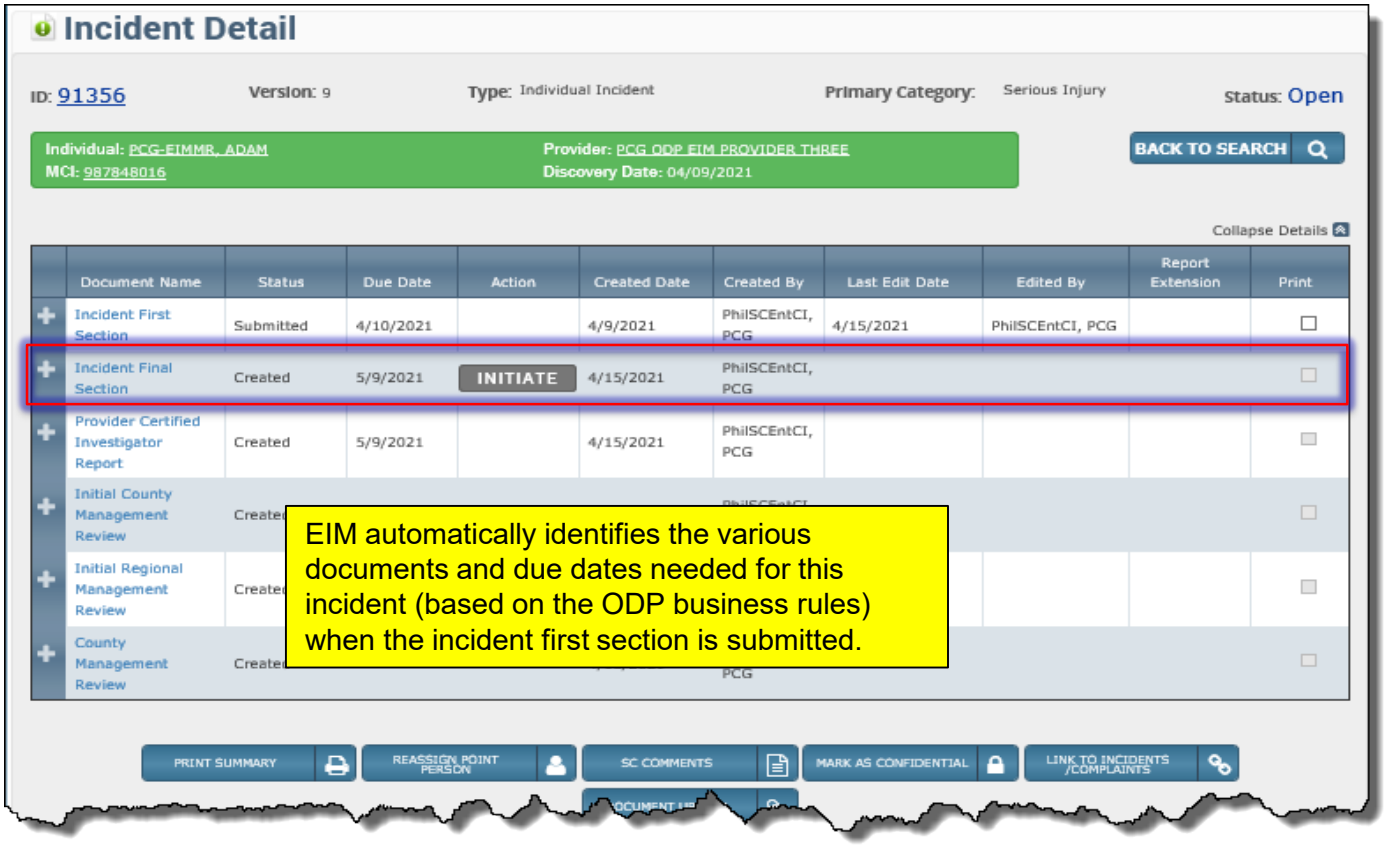
When you click the incident ID of the incident you need in the Detail Summary, the *Incident Detail* screen for that incident is displayed.



Incident Detail, Initiate button

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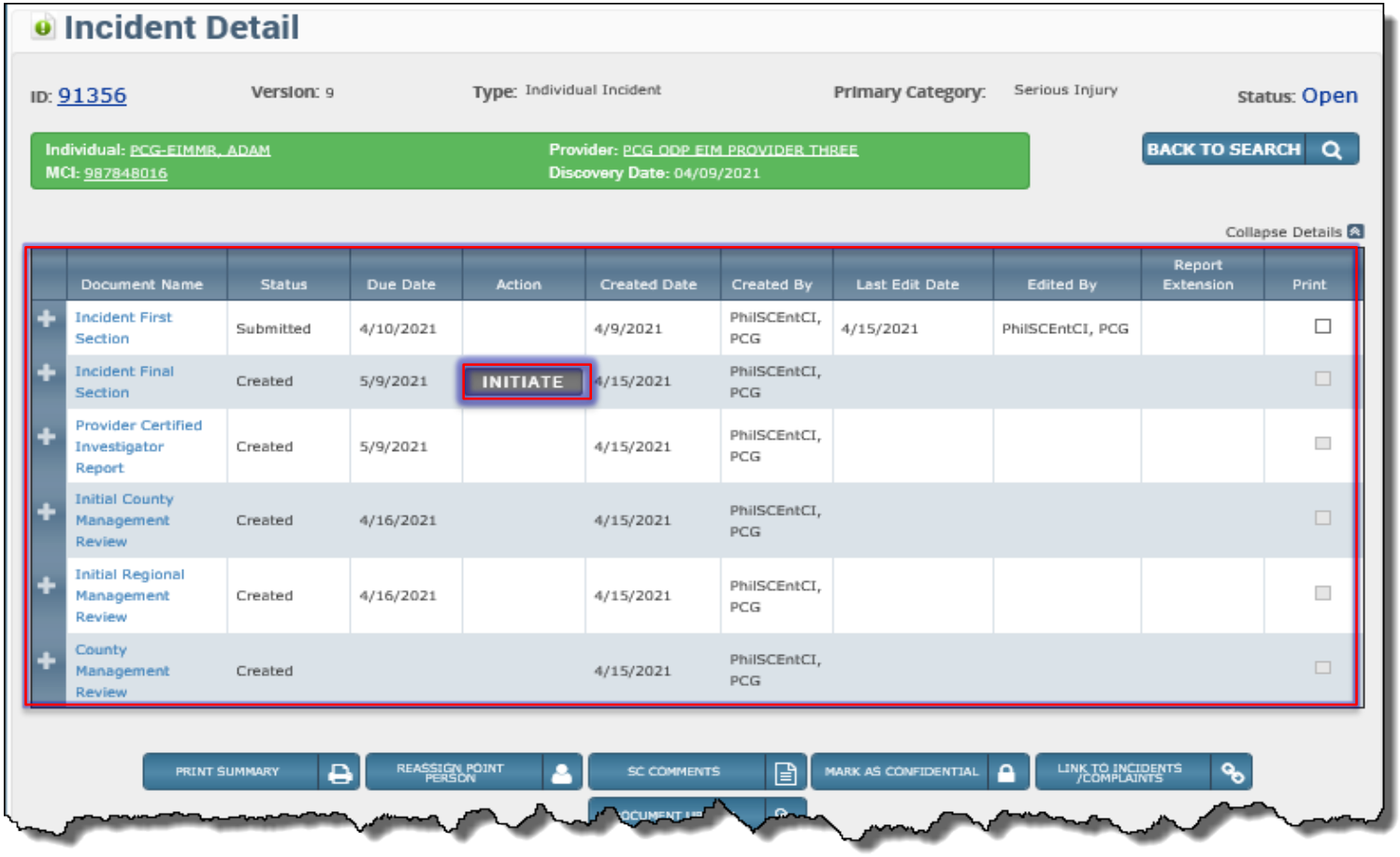
Click [**INITIATE**] to begin the process of recording the incident final section.



Incident Detail, continued

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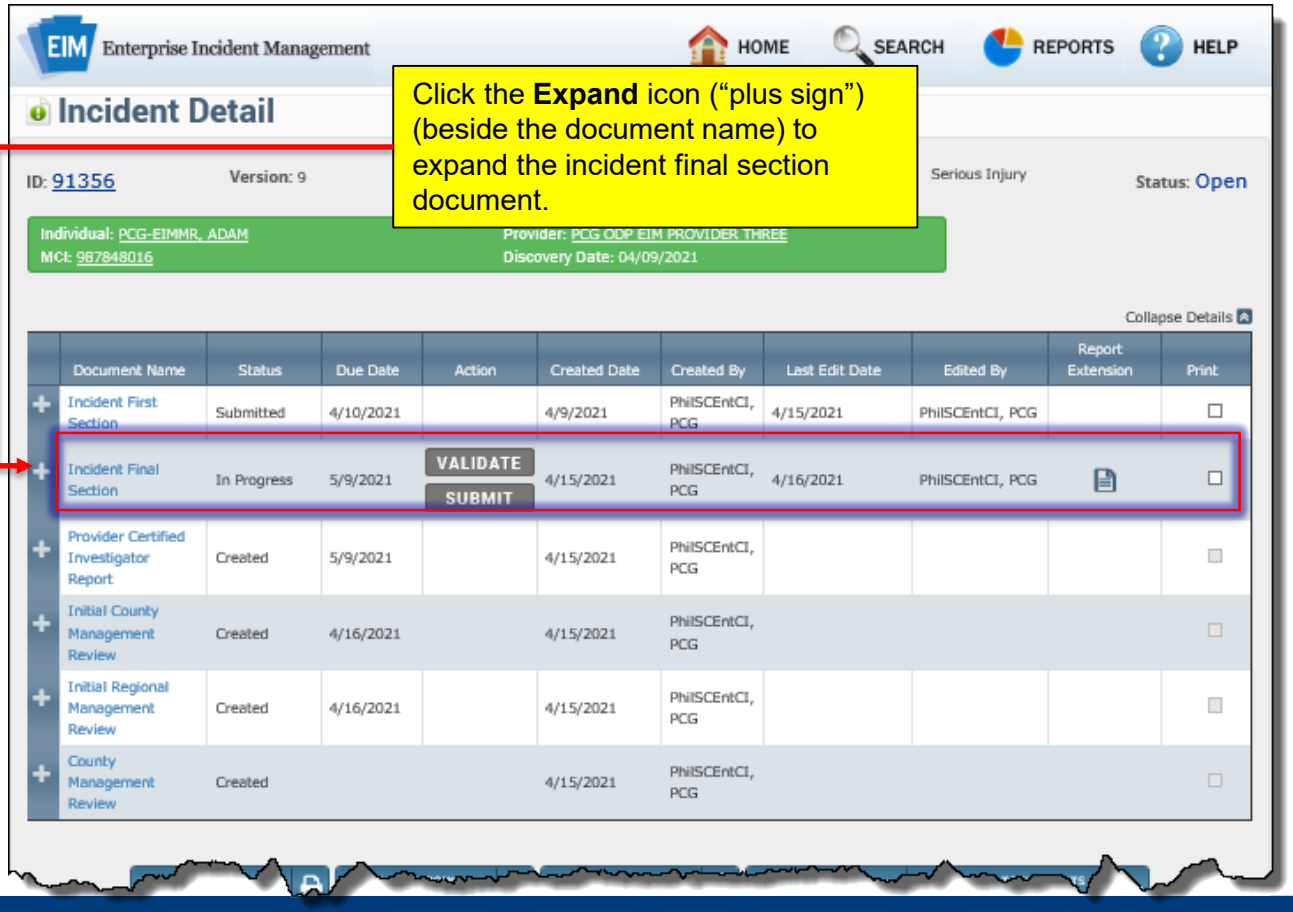
After you click **[INITIATE]**, the final section status changes from *Created* to *In Progress*, and the *Incident Detail* screen displays this updated status.



Incident Detail, expanded Final Section

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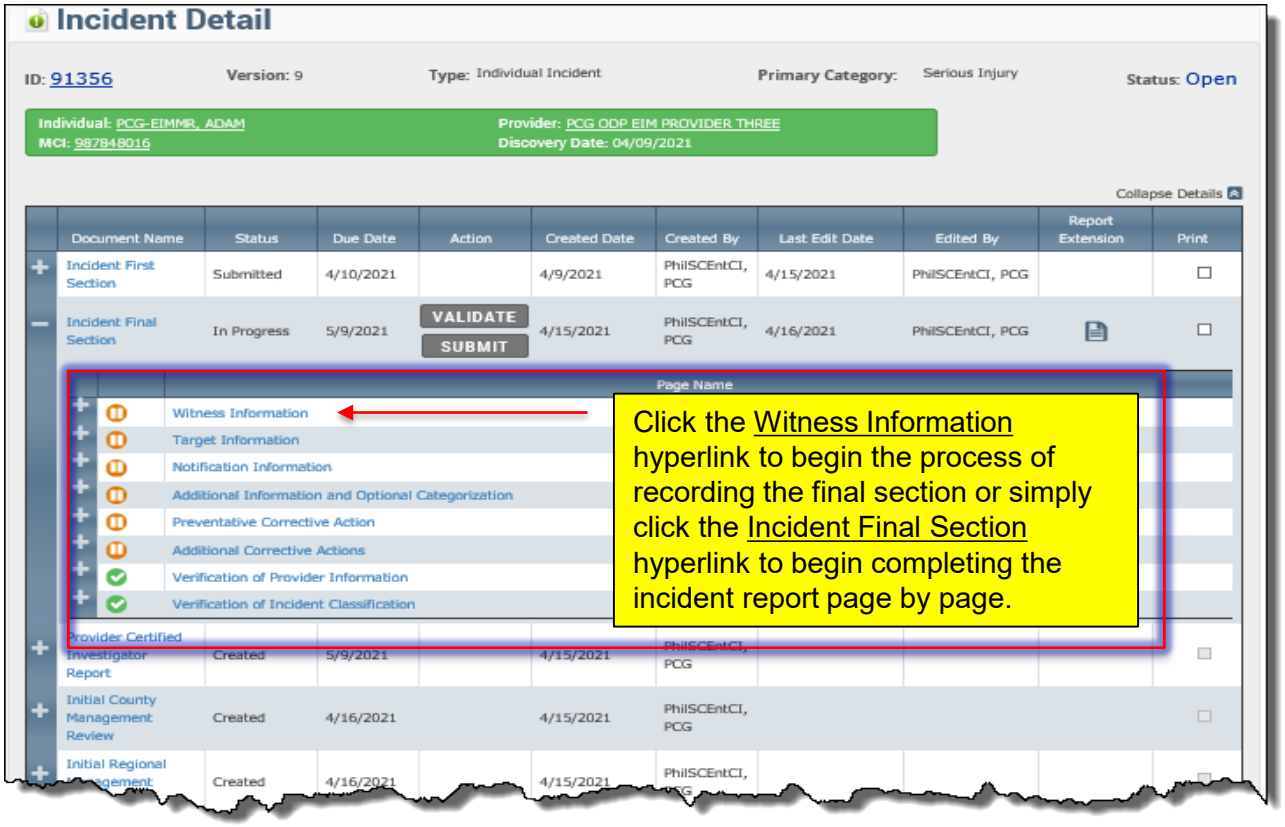
When you click the **Expand** icon, EIM displays the entire list of screens (pages) in the final section that must be completed for this incident. Each page name is a clickable link.



Witness Information Screen

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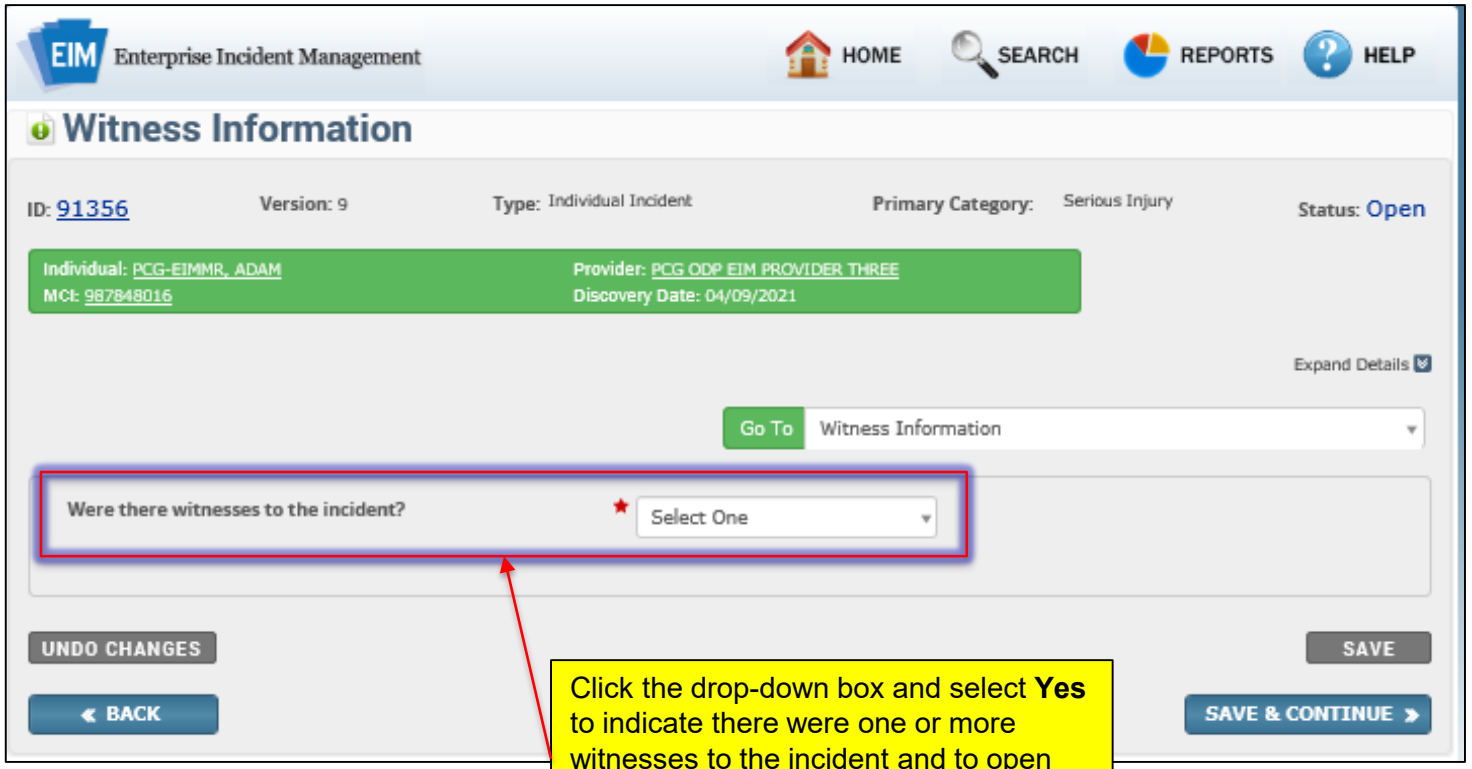
The *Witness Information* screen is displayed. Indicate if there were witnesses to the incident by selecting **Yes** or **No** from the drop-down box.



Click the drop-down box and select **Yes** to indicate there were one or more witnesses to the incident and to open the table where you can record multiple witnesses (see next slide).

Witness Information Screen, expanded

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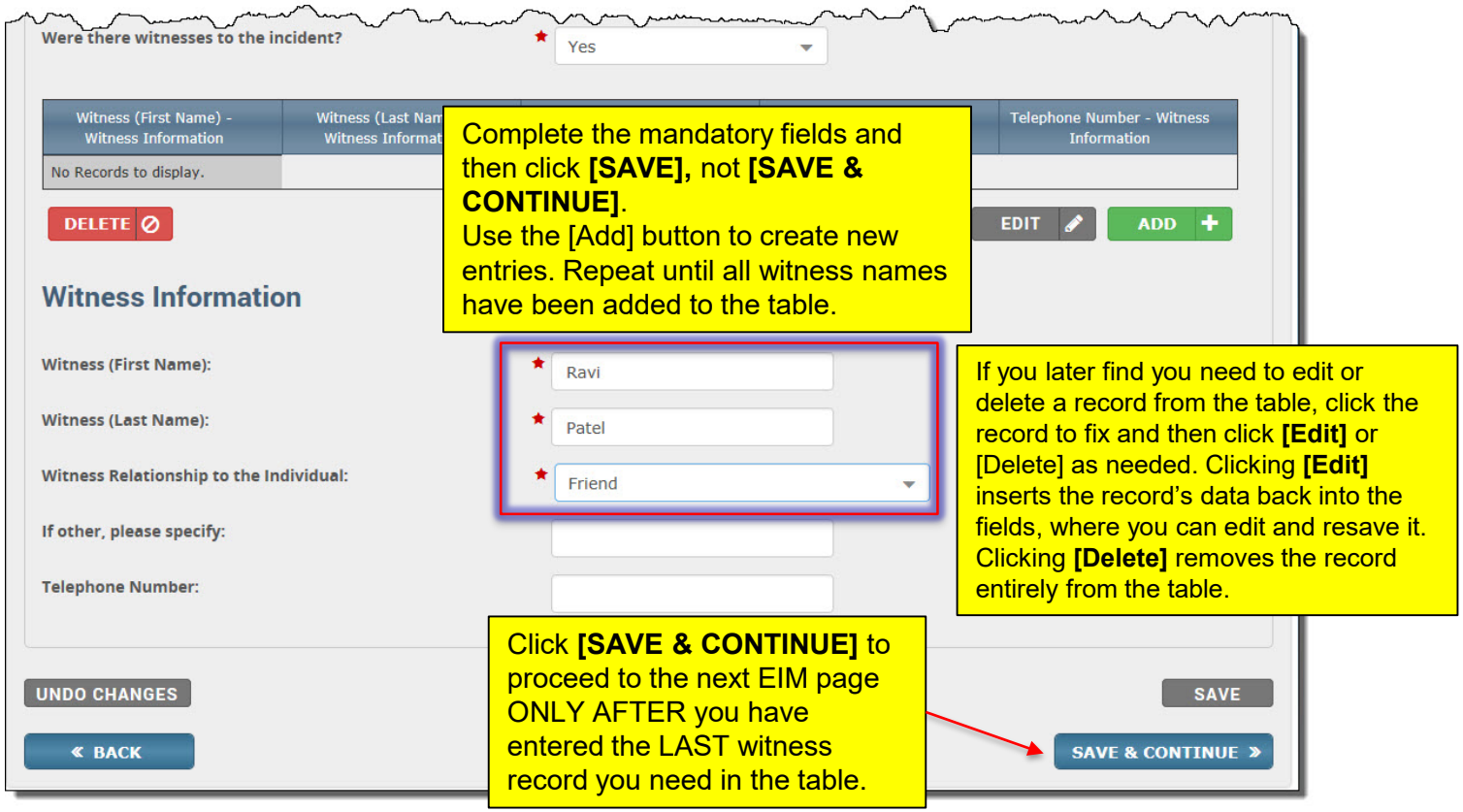
When you select **Yes** in the drop-down box, the Witness Information area of the page appears.



Complete the mandatory fields and then click **[SAVE],** not **[SAVE & CONTINUE]**.
Use the [Add] button to create new entries. Repeat until all witness names have been added to the table.

If you later find you need to edit or delete a record from the table, click the record to fix and then click **[Edit]** or [Delete] as needed. Clicking **[Edit]** inserts the record's data back into the fields, where you can edit and resave it. Clicking **[Delete]** removes the record entirely from the table.

Click **[SAVE & CONTINUE]** to proceed to the next EIM page ONLY AFTER you have entered the LAST witness record you need in the table.

Target Information Screen

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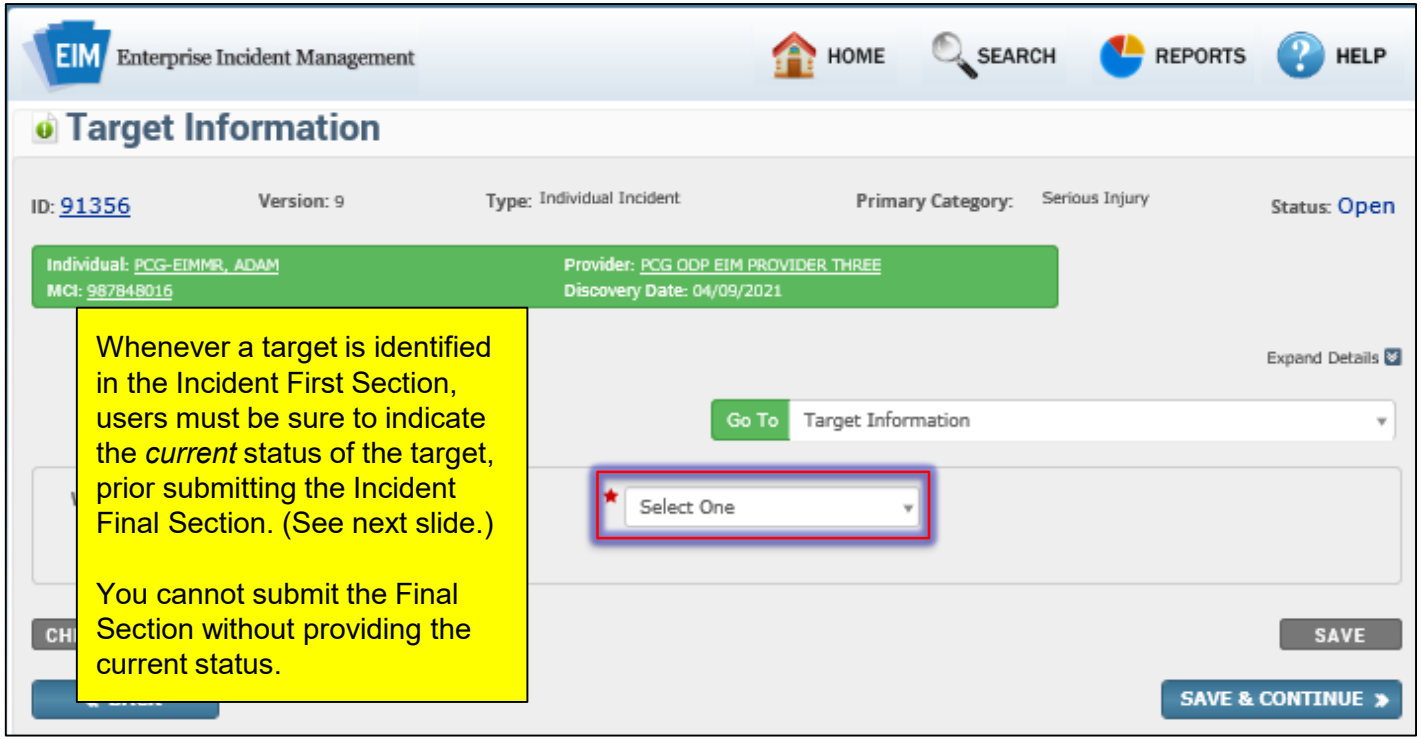
The *Target Information* page is displayed next. If one or more targets are identified, click **Yes** in the *Were there targets Identified?* drop-down box and complete the fields in the expanded screen that appears (see the illustration on the next slide as an example). If no target was identified, select **No** in the drop-down box and then click **[SAVE & CONTINUE].**



Target Information, expanded

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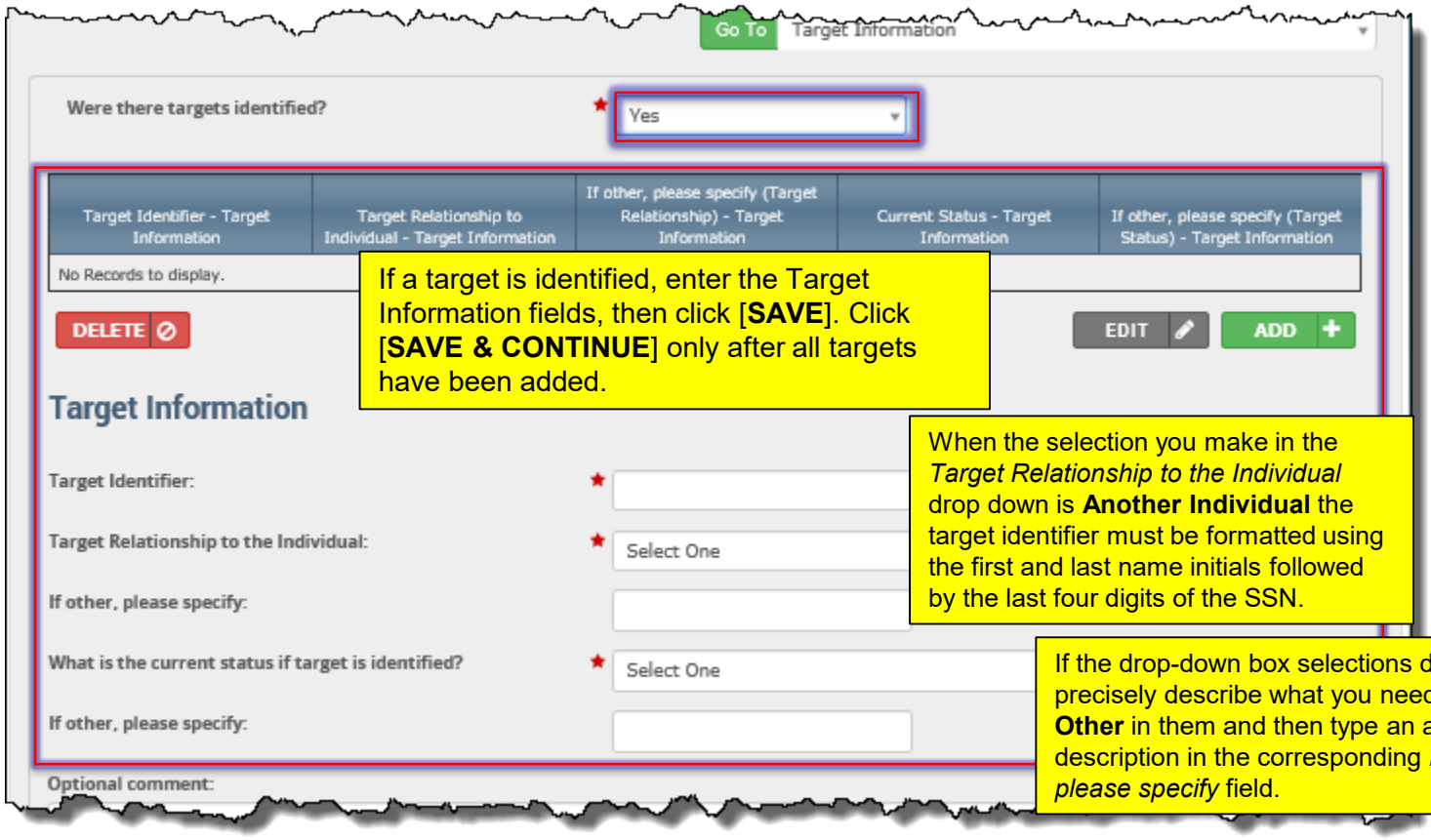
When you select **Yes** in the *Were there targets identified?* drop-down box, EIM expands the *Target Information* screen, as shown below.



Notification Information

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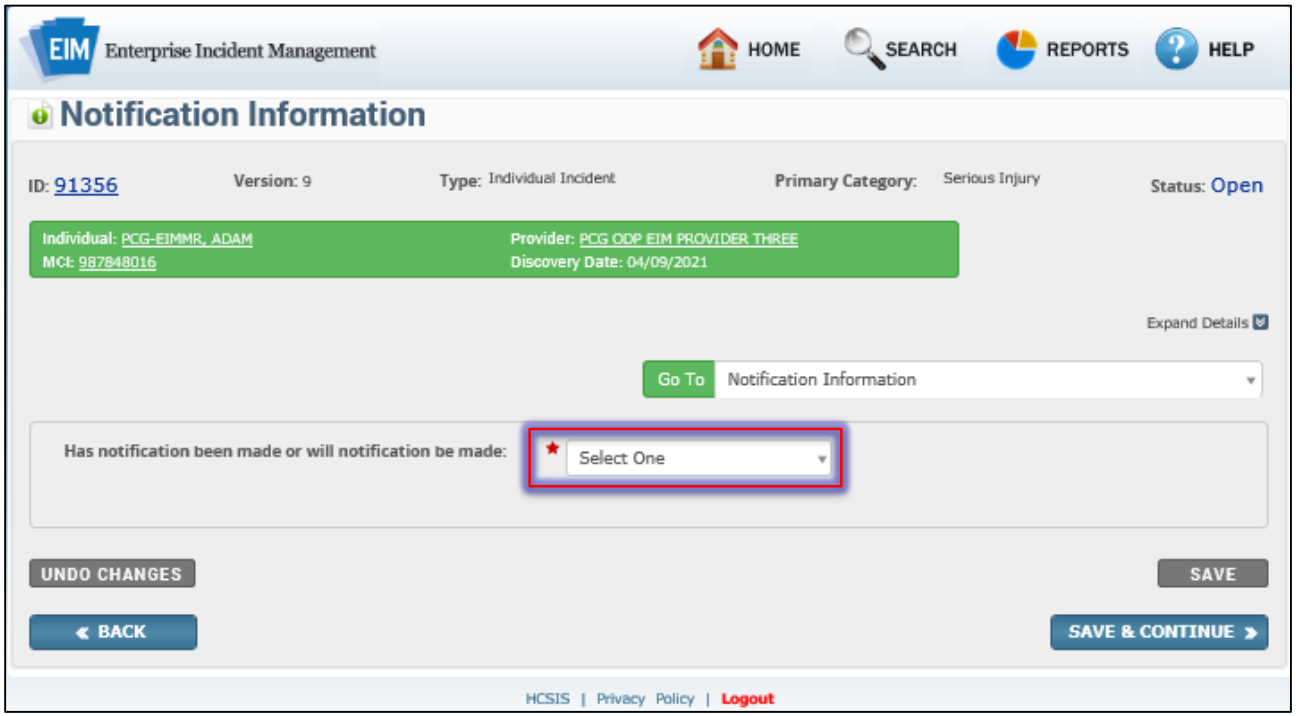
The *Notification Information* screen is displayed next. If notifications were made, click **Yes** from the *Has notification been made or will notification be made?* drop-down box and complete the fields in the expanded screen that appears (see the illustration on the next slide as an example). If notifications were not made, select **No**.



Notification Information, expanded

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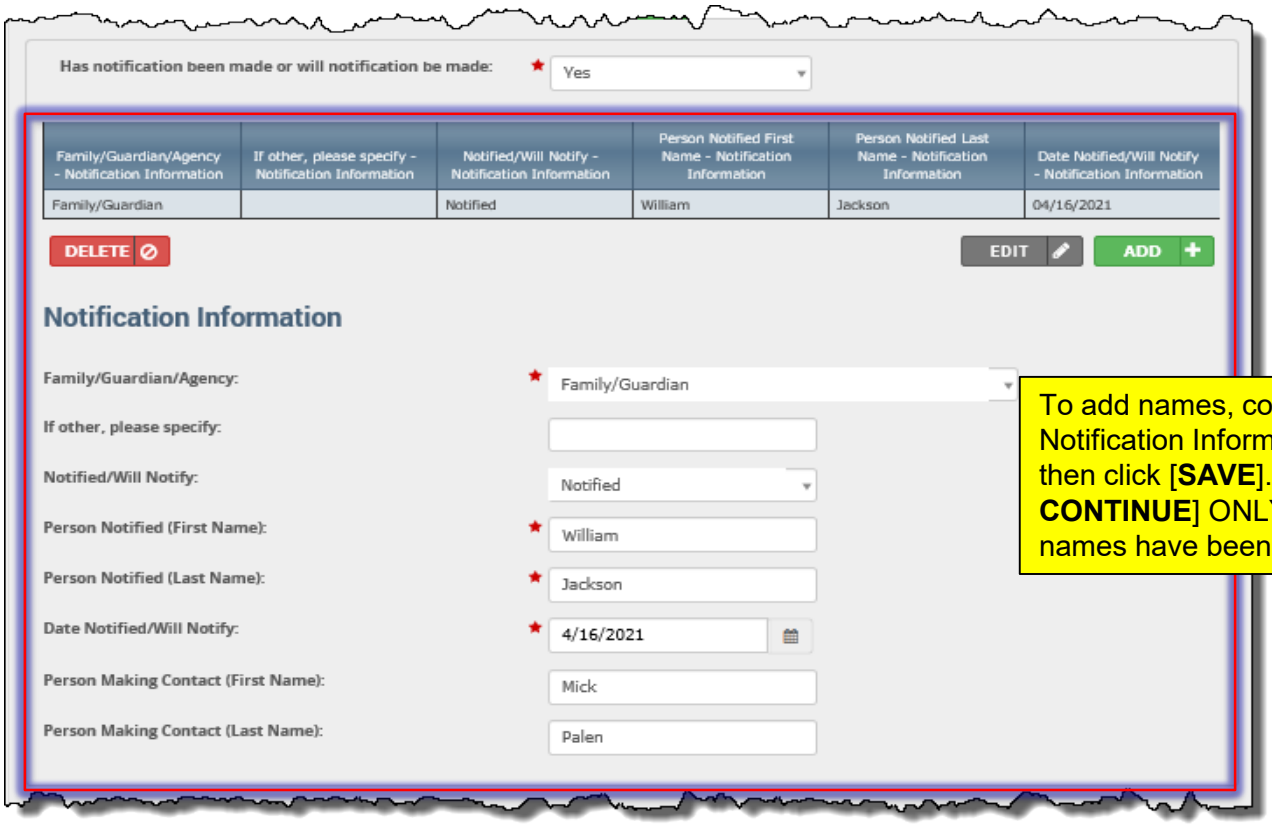
After you click **Yes** in the drop-down box, the Notification Information area of the page is displayed. Complete the *Notification Information* fields.



To add names, complete the Notification Information fields, and then click [**SAVE**]. Click [**SAVE & CONTINUE**] ONLY AFTER ALL names have been added.

Death Information Screen

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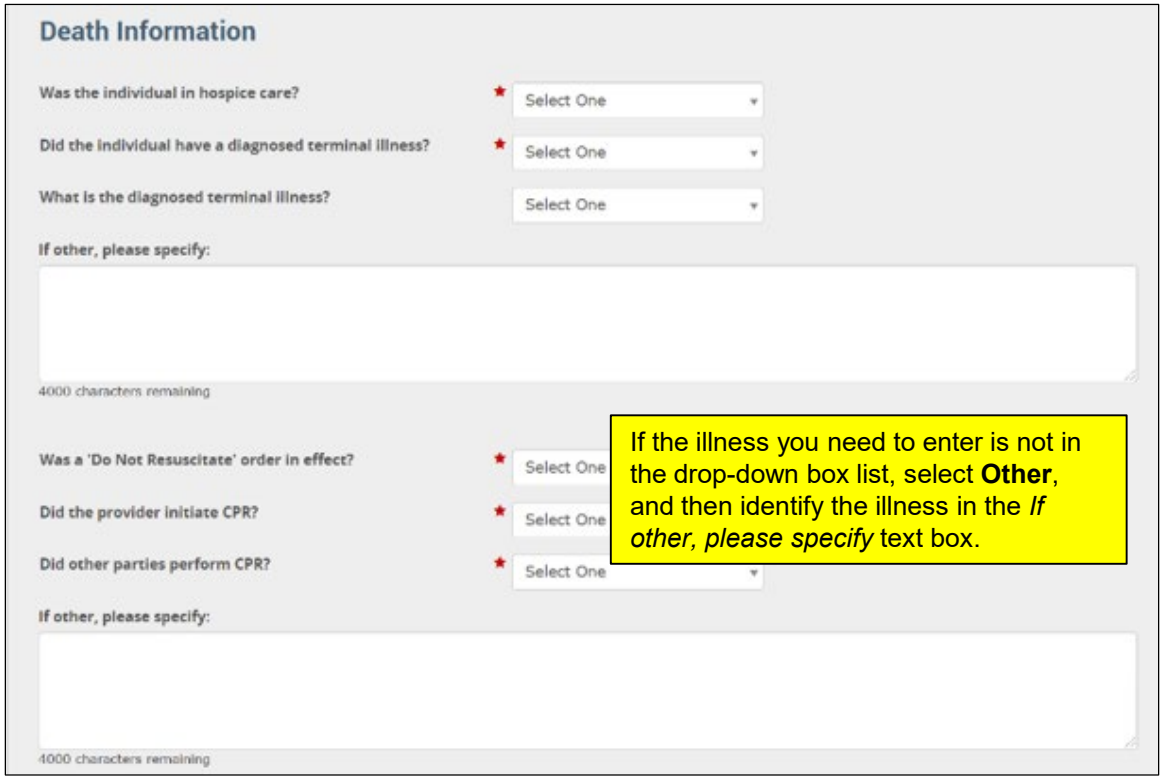
The *Death Information* screen appears next **ONLY** if the incident's Primary Category is "Death." Select **Yes**, **No** or **Unknown** in the first two mandatory drop-down boxes. Select one or more diagnosed terminal illnesses from the corresponding drop-down box.



Death Information Screen, continued

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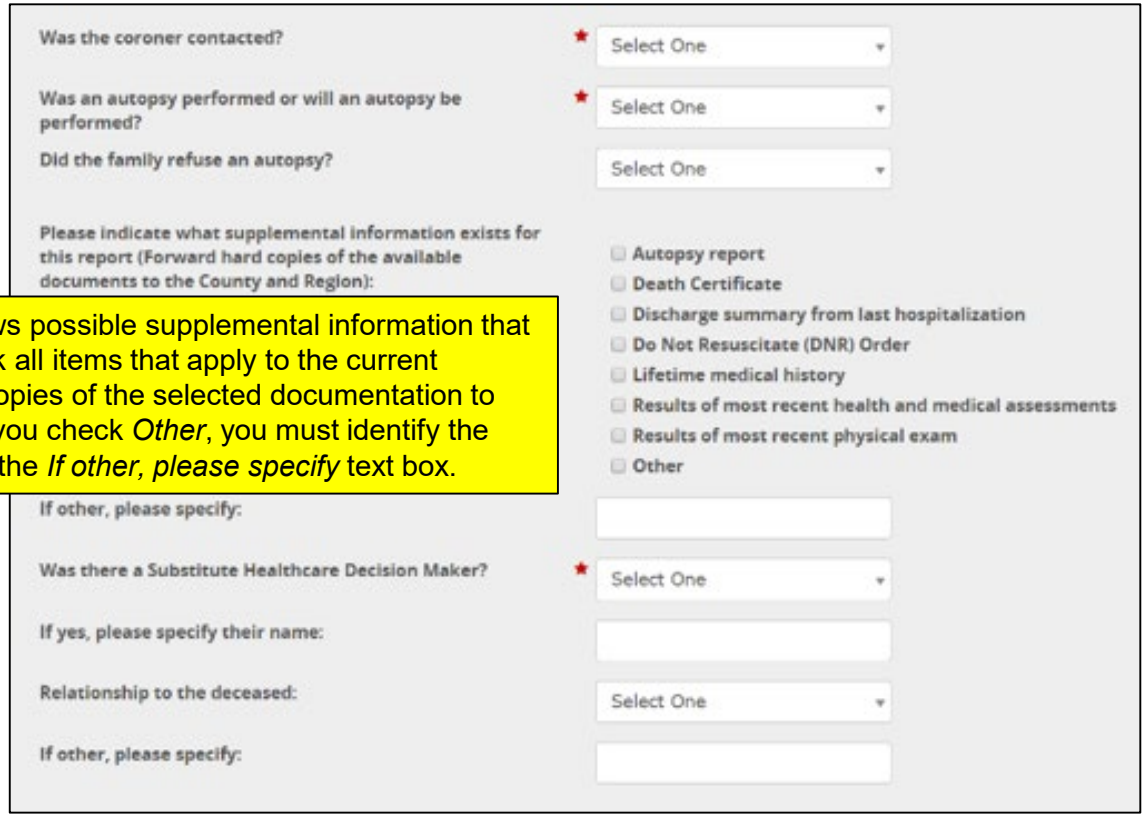
Fill out all the remaining fields relating to existence of DNR orders, whether CPR was administered and by whom, contacting coroners, arranging autopsies, etc.



The list of check boxes shows possible supplemental information that exists for the incident. Check all items that apply to the current incident and forward hard copies of the selected documentation to county and regional staff. If you check *Other*, you must identify the additional documentation in the *If other, please specify* text box.

Death Information Screen, continued

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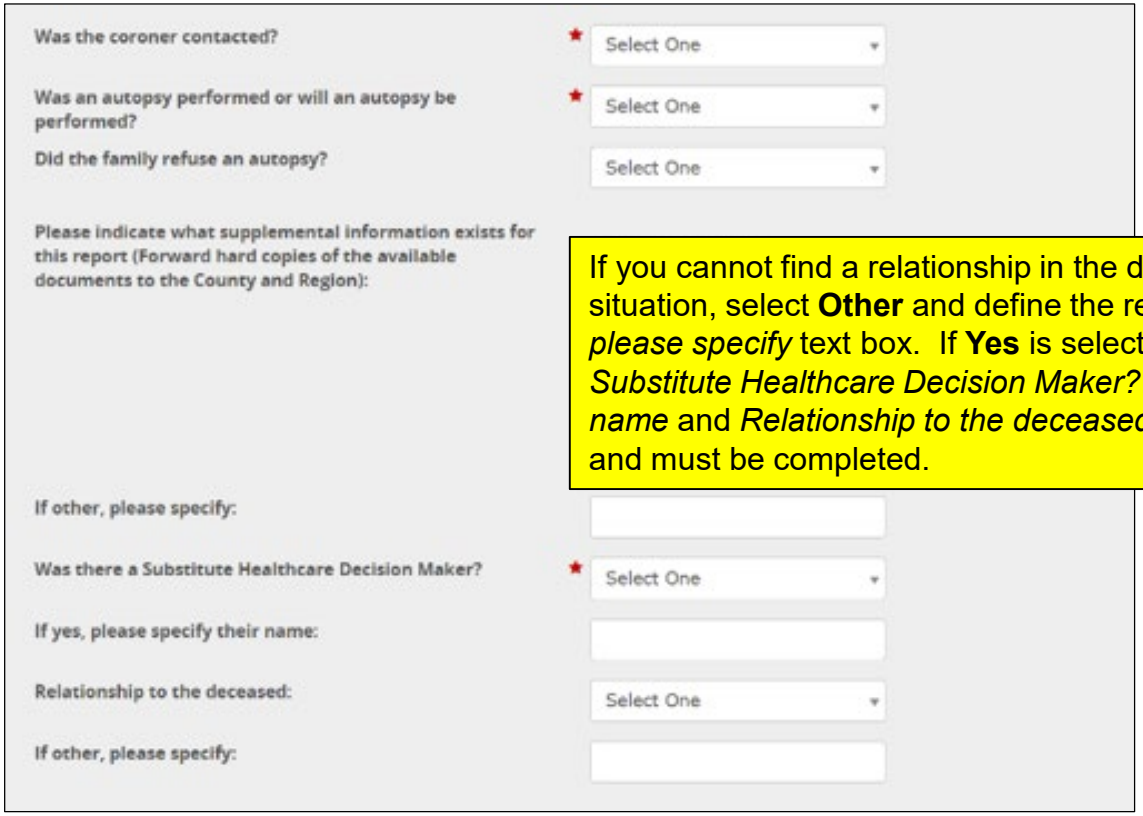
If there is/was a Substitute Healthcare Decision Maker, select **Yes** in the relevant drop-down box, enter the person's name, and select the relationship this decision maker had to the deceased in the corresponding drop-down box.



If you cannot find a relationship in the drop-down box that "fits" this situation, select **Other** and define the relationship in the *If other, please specify* text box. If **Yes** is selected in the *Was there a Substitute Healthcare Decision Maker?*, then *Please specify their name* and *Relationship to the deceased* become mandatory fields and must be completed.

Medical Intervention Information Screen

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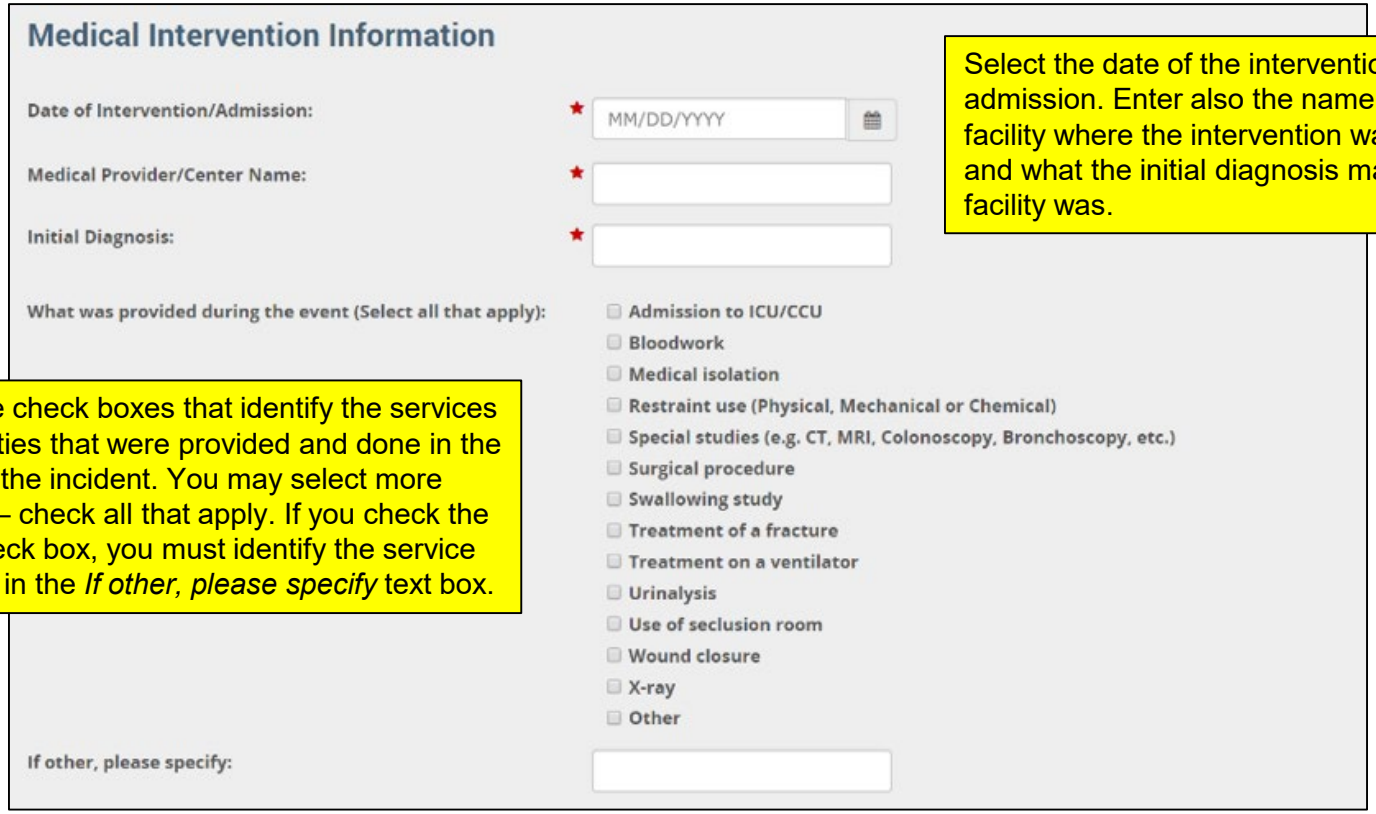
The *Medical Intervention Information* page is displayed next ONLY if **Yes** has been selected in the drop-down box *Was there a medical intervention for this individual?,* which appears on the *Incident Classification* page and/or *Verification of Incident Classification* page.



Select the date of the intervention or admission. Enter also the name of the facility where the intervention was provided and what the initial diagnosis made at that facility was.

Check the check boxes that identify the services and activities that were provided and done in the course of the incident. You may select more than one – check all that apply. If you check the **Other** check box, you must identify the service or activity in the *If other, please specify* text box.

Medical Intervention Information Screen, cont.

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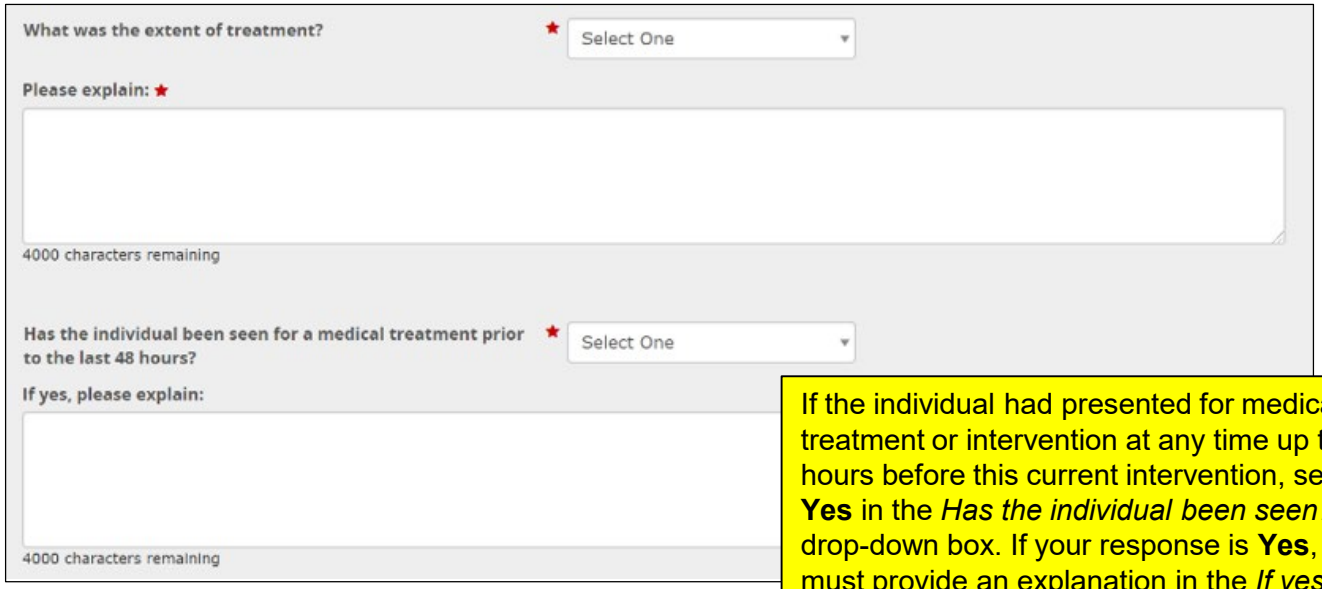
Select in the *What was the extent of treatment* check box the item that best characterizes the nature of the intervention, i.e., primary care physician, emergency room, etc. Provide details in the *Please Explain* text box on what was done in the course of the treatment.



If the individual had presented for medical treatment or intervention at any time up to 48 hours before this current intervention, select **Yes** in the *Has the individual been seen…* drop-down box. If your response is **Yes**, you must provide an explanation in the *If yes, please explain* text box.

Medical Intervention Information Screen, cont.

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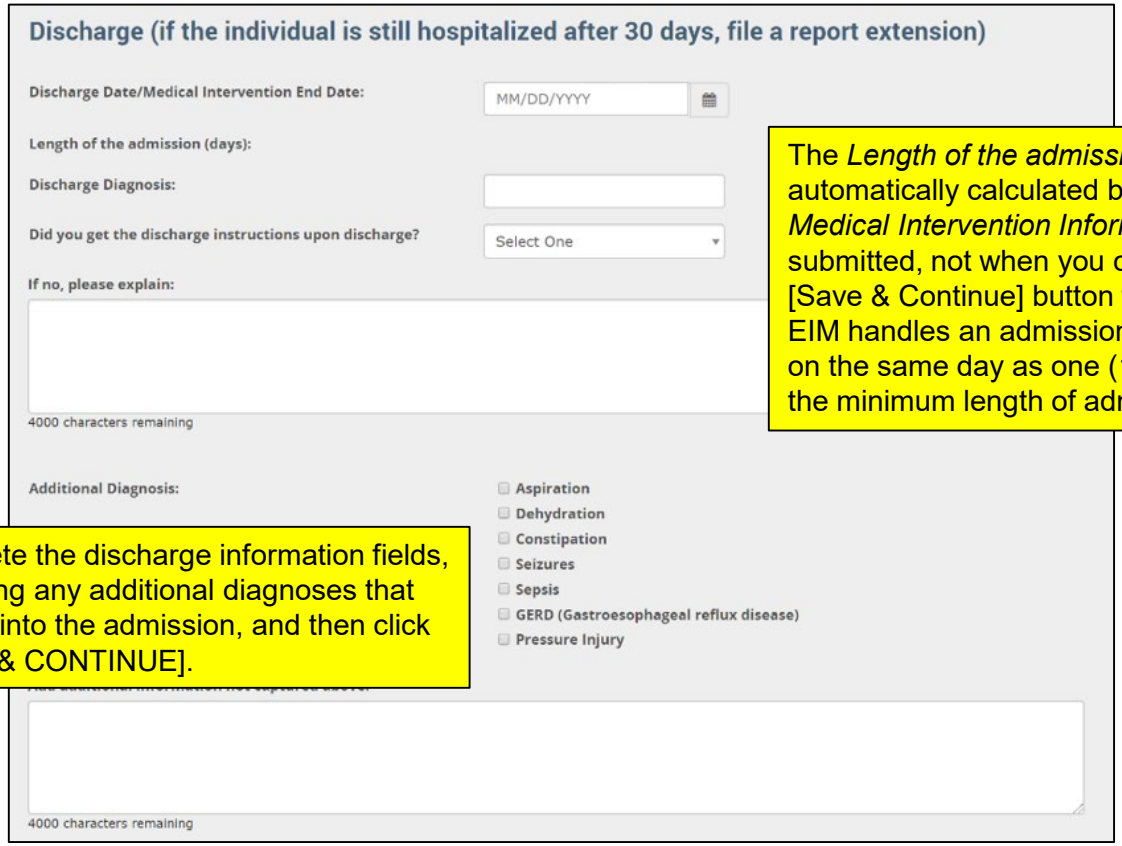
In the Discharge area of the page, click the calendar icon in the *Discharge Date / Medical Intervention End Date* field and select the date when the intervention or hospitalization ended. As stated in the heading, you must file a report extension if the individual is still hospitalized after 30 days.



The *Length of the admission (days)* field is automatically calculated by EIM when the *Medical Intervention Information* page is submitted, not when you click the [Save] or [Save & Continue] button to save the page. EIM handles an admission and discharge on the same day as one (1) day. One day is the minimum length of admission.

Complete the discharge information fields, indicating any additional diagnoses that figured into the admission, and then click [SAVE & CONTINUE].

Additional Medical Intervention Information Screen

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The *Additional Medical Intervention Information* page appears in any workflow that includes the *Medical Intervention Information* page. In completing this page, check the check boxes of any new conditions, modes of treatment or new treatment admissions that apply to this individual incident.

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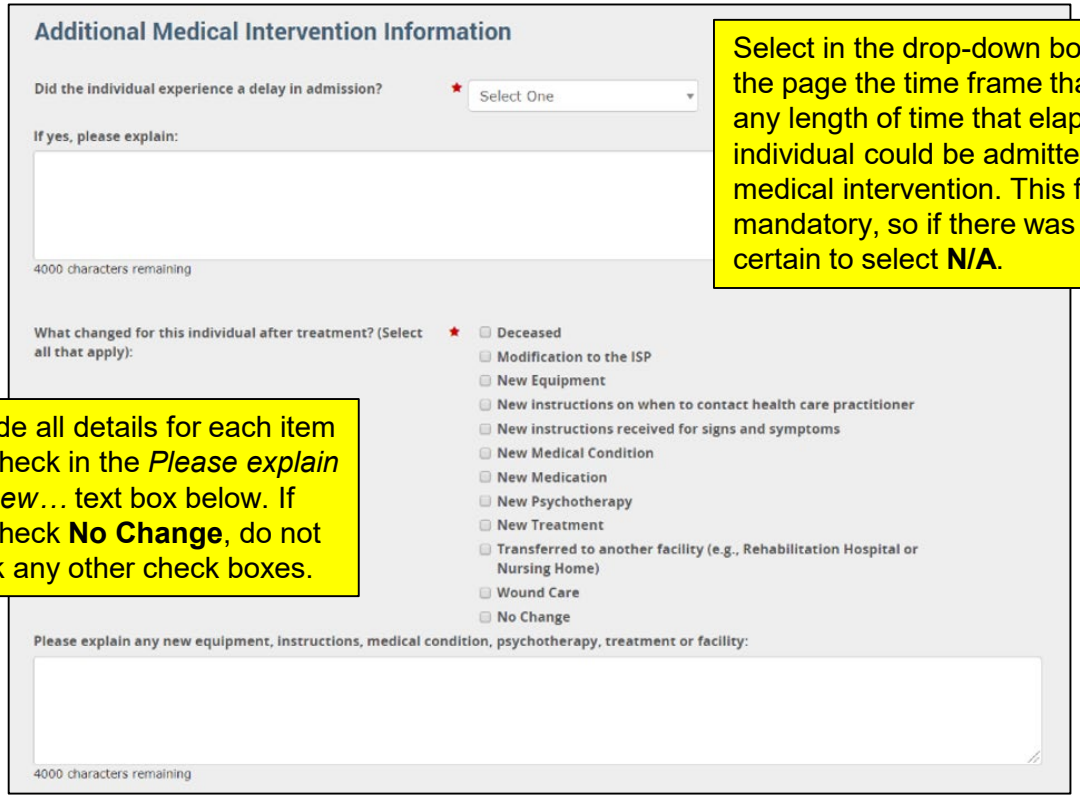

Select in the drop-down box at the top of the page the time frame that best describes any length of time that elapsed before the individual could be admitted to receive the medical intervention. This field is mandatory, so if there was no delay, be certain to select **N/A**.

Provide all details for each item you check in the *Please explain any new…* text box below. If you check **No Change**, do not check any other check boxes.

Additional Medical Intervention Information Screen, cont.

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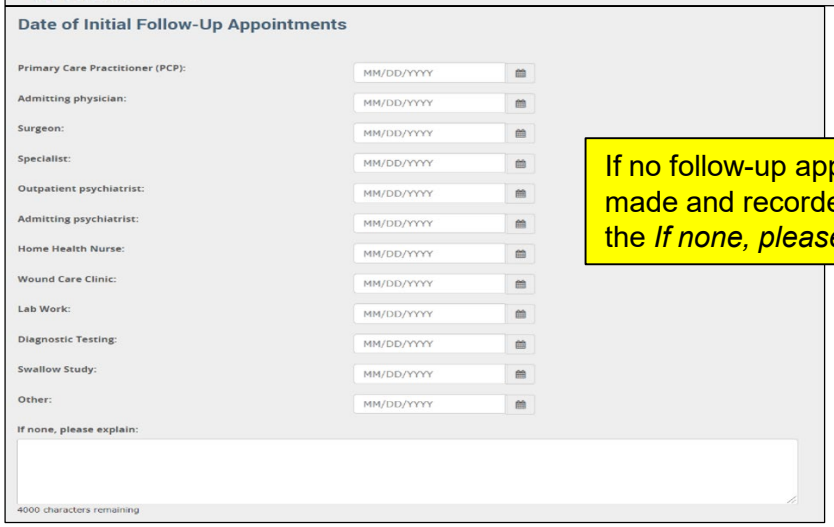
Fill in as needed the remaining fields on this *Additional Medical Intervention Information* page. Use the fields at the bottom of this EIM page to note the dates of any follow-up appointments that have been made at this stage of the individual incident.

Make a selection in the mandatory drop-down box *What location did the individual return to after medical treatment?* that best describes any subsequent facility that admitted the individual.



If no follow-up appointments have been made and recorded here, explain why in the *If none, please explain* text box.

Additional Information and Optional Categorization

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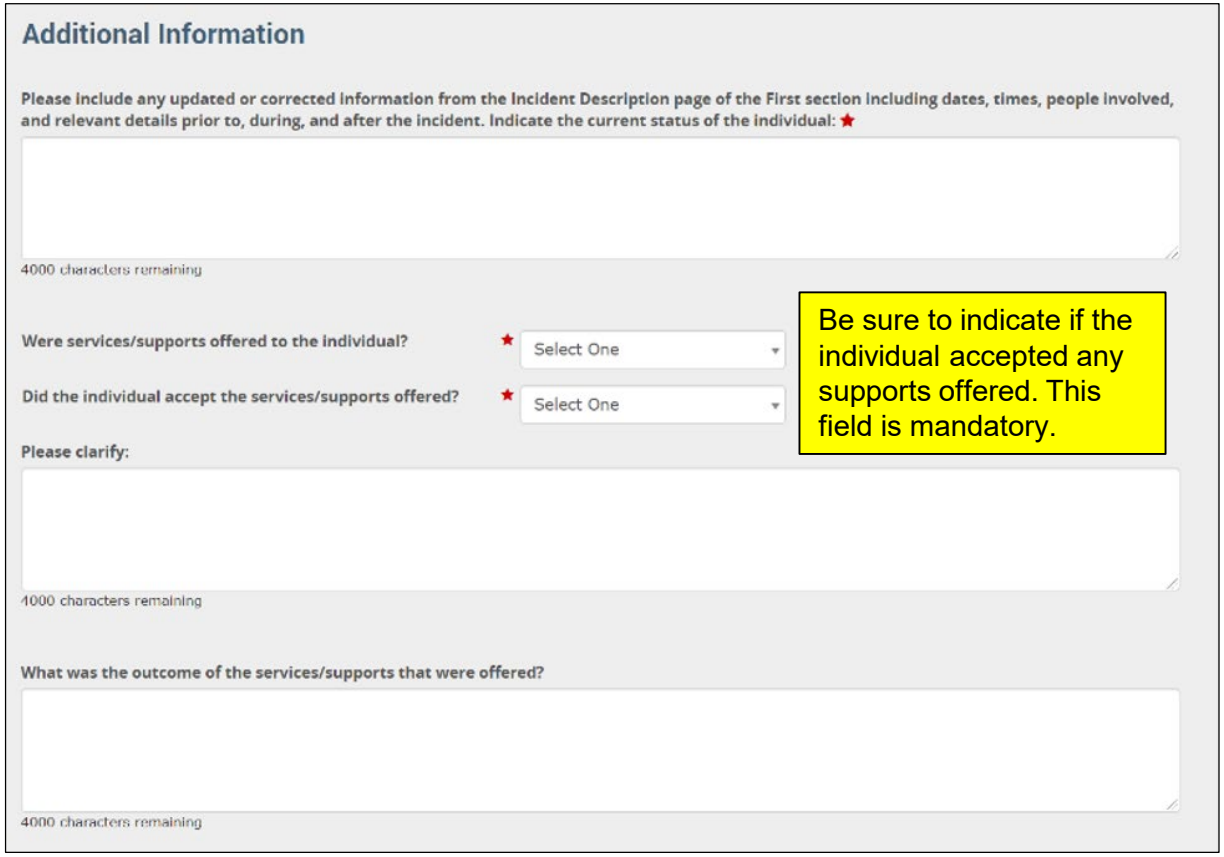
The *Additional Information and Optional Categorization* page is displayed. The data you can enter into the fields in the Additional Information area of the page focuses on providing corrections and updates as well as on following up on services and supports offered.



Additional Information and Optional Categorization, cont.

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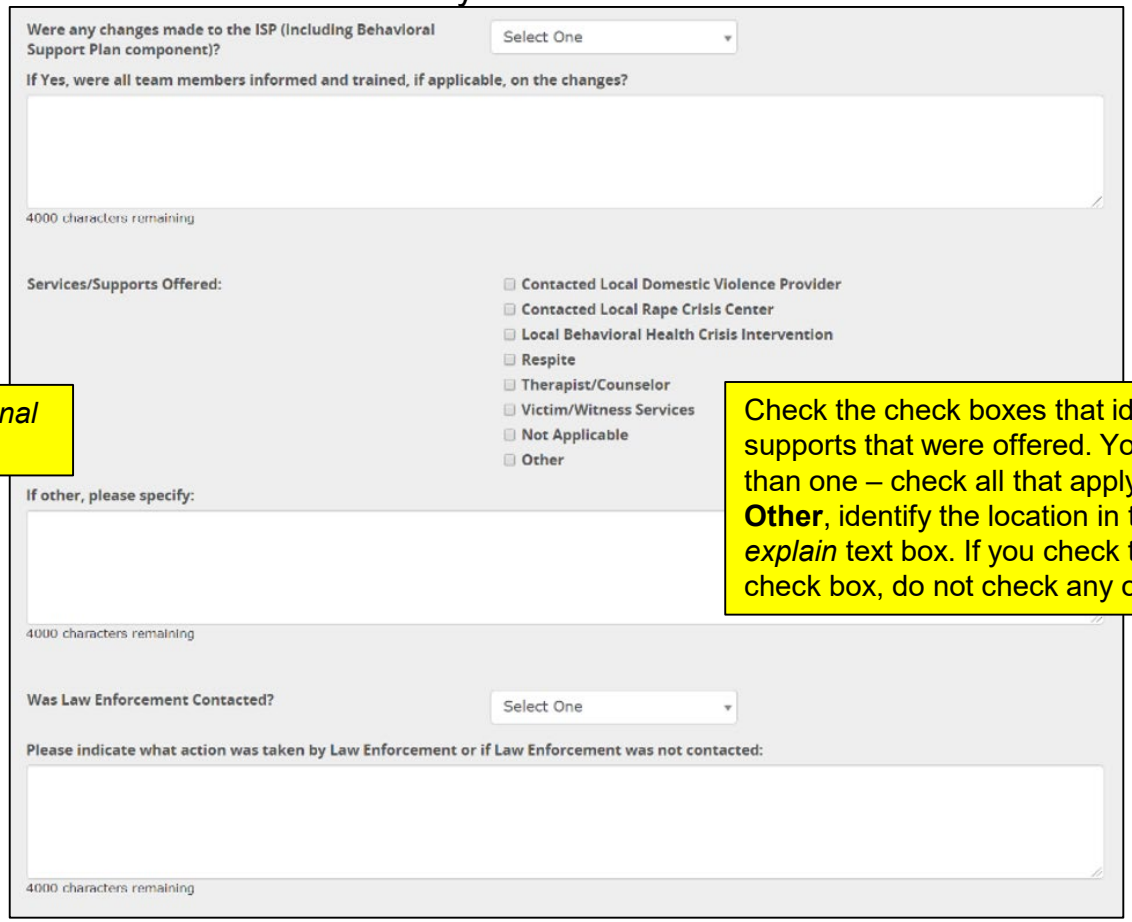
The *Additional Information and Optional Categorization* page also has fields where you can note any changes made to ISPs and the details on any contact with law enforcement.



Complete the *Additional Information* fields.

Check the check boxes that identify the services or supports that were offered. You may select more than one – check all that apply. If you choose **Other**, identify the location in the *If other, please explain* text box. If you check the **Not Applicable** check box, do not check any other box.

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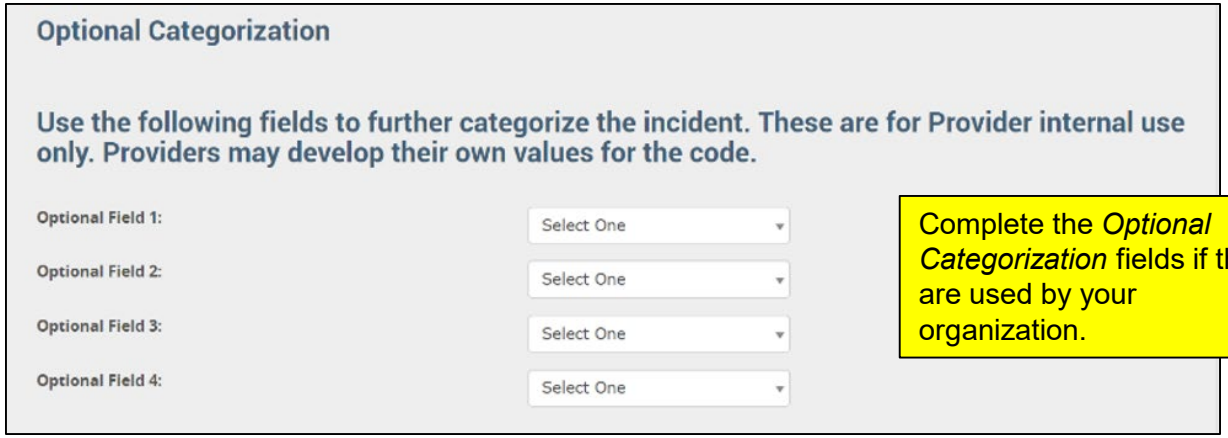
The *Optional Categorization* area of this page gives providers a way to create and use their own system of categorization.



Complete the *Optional Categorization* fields if they are used by your organization.

Click the [**SAVE & CONTINUE**] button to proceed to the next page.

Suicide Attempt Information

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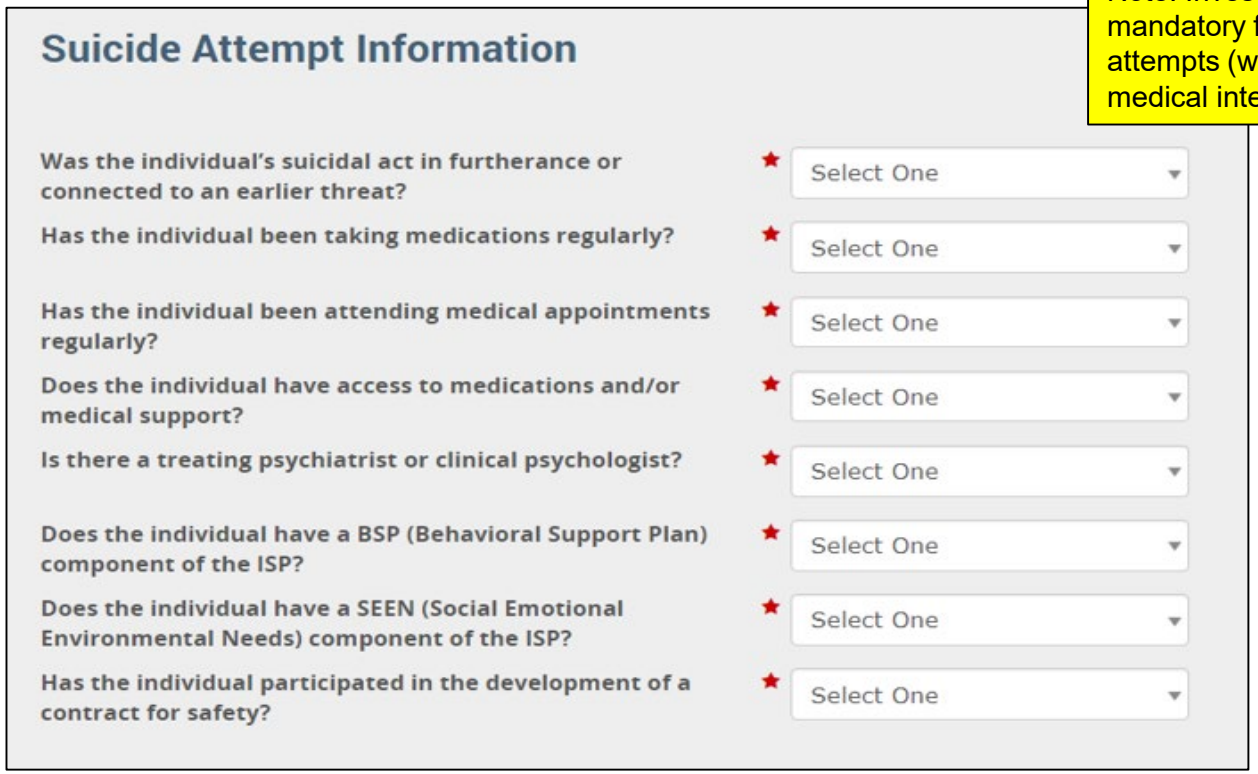
The *Suicide Attempt Information* screen appears next ONLY if the incident Primary Category is “Suicide Attempt.” This page is very straightforward. All the fields are mandatory, and the questions are self-explanatory. The possible selections for all the drop-down boxes except the last one are **Yes**, **No** or **Unknown**. **Yes** and **No** are the only selections in the last drop-down box.

Note: Investigations are mandatory for all suicide attempts (with and without medical intervention).



Preventative Corrective Action

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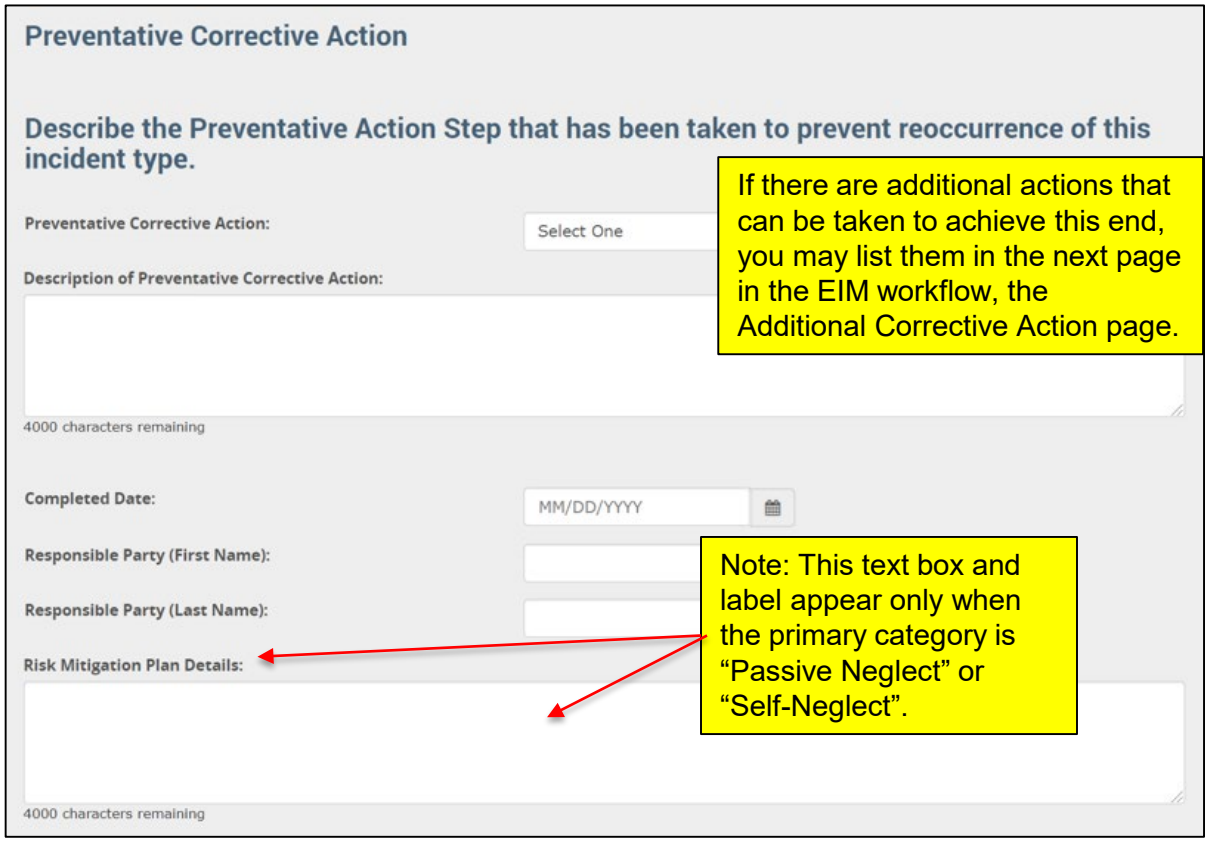
The *Preventative Corrective Action* screen is displayed next. This page lets you identify one single preventative corrective action that has been taken to prevent a recurrence of the incident type being submitted.



Preventative Corrective Action , continued

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The *Preventative Corrective Action* screen has several data-conditional constraints built into it to determine when certain fields become mandatory (summarized below).

For incident's categorized as "Abuse," "Sexual Abuse," "Neglect," "Rights Violation," or "Exploitation" **where** the provider investigation determination is **Confirmed**, the following fields are mandatory:

- Preventative Corrective Action
- Description of Preventative Corrective Action
- Completed Date
- Responsible Party - First Name
- Responsible Party - Last Name

If a Provider Certified Investigation Report is required for the incident, the Preventative Corrective Actions entered in the Administrative Review are auto-populated into the Preventative Corrective Action screen, as these fields are read only.

For "Passive Neglect" or "Self-Neglect" incidents, the fields above are mandatory. The *Risk Mitigation Plan Details* text box also appears and is mandatory. This text box appears on the page only when the incident is categorized as "Passive Neglect" or "Self-Neglect."

Additional Corrective Actions Screen

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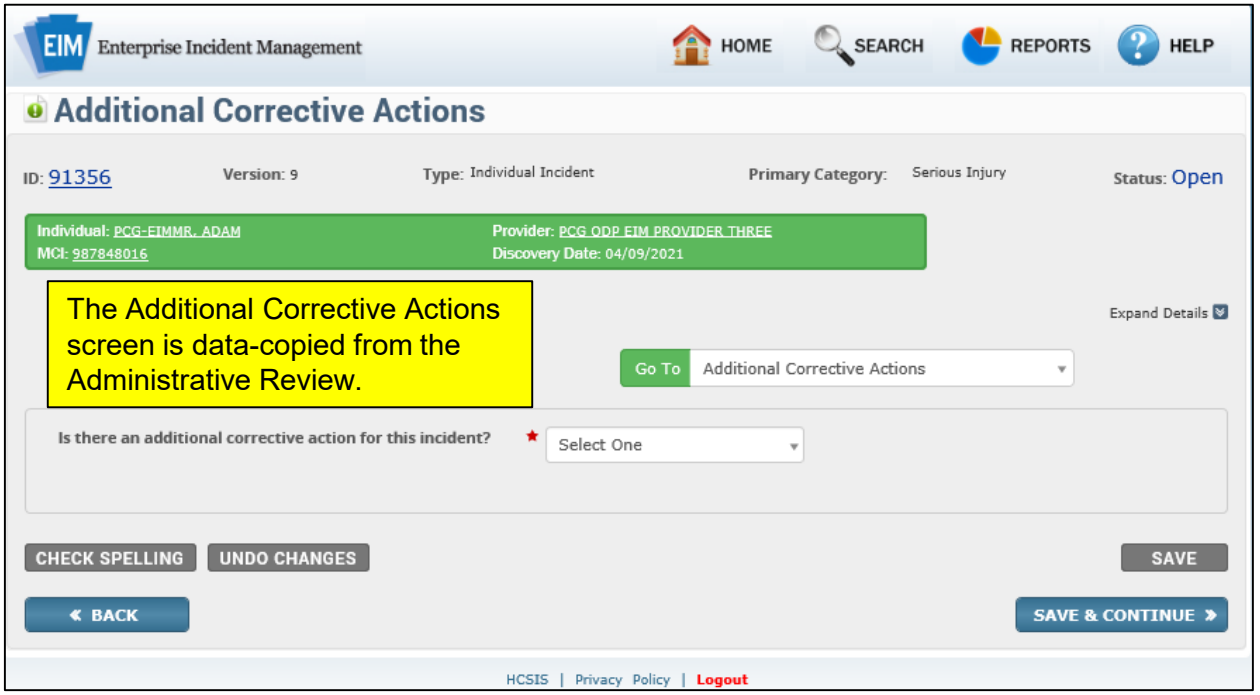
The *Additional Corrective Actions* screen is displayed. If one or more additional corrective actions are needed, click **Yes** in the *Is there an additional corrective action for this incident?* drop-down box and complete the fields in the expanded screen that appears (see the illustration on the next slide as an example). If no additional corrective action is needed, select **No**.



Additional Corrective Actions, expanded

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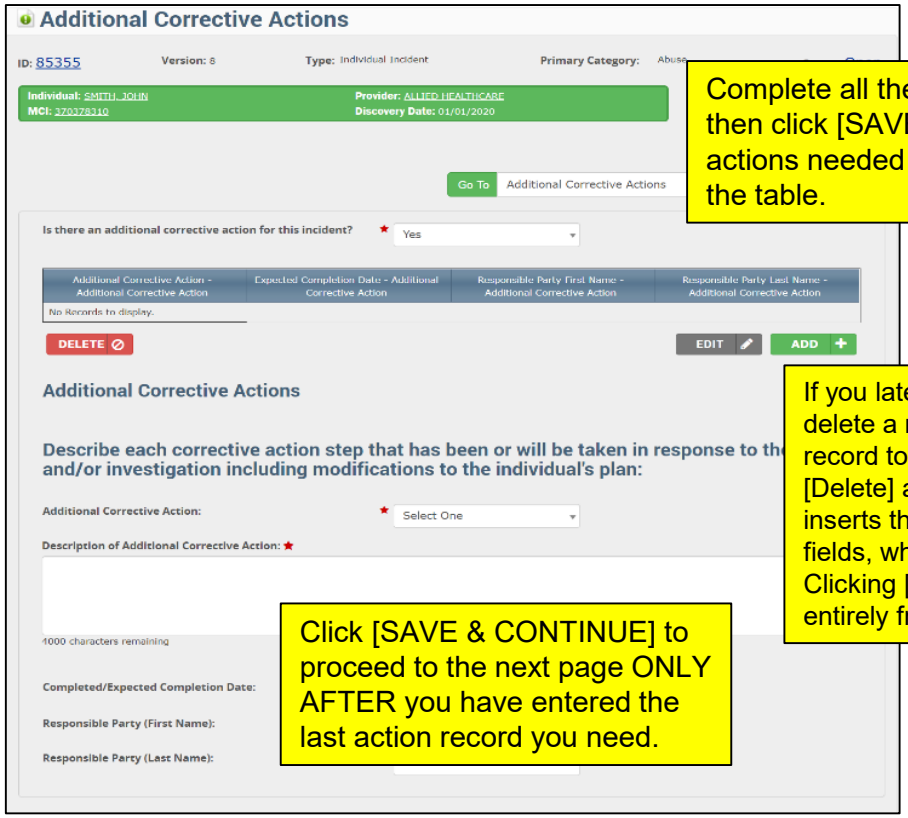
When **Yes** is selected from the drop-down box, the *Additional Corrective Actions* area appears. When there is an Administrative Review related to the incident with additional corrective actions, they will appear in the table on this page. Clicking [Save] causes the action's details to be entered into the table.



Complete all the mandatory fields; then click [SAVE]. Repeat until all actions needed have been added to the table.

If you later find you need to edit or delete a record from the table, click the record to fix and then click [Edit] or [Delete] as needed. Clicking [Edit] inserts the record's data back into the fields, where you can edit and resave it. Clicking [Delete] removes the record entirely from the table.

Click [SAVE & CONTINUE] to proceed to the next page ONLY AFTER you have entered the last action record you need.

Verification of Provider Information

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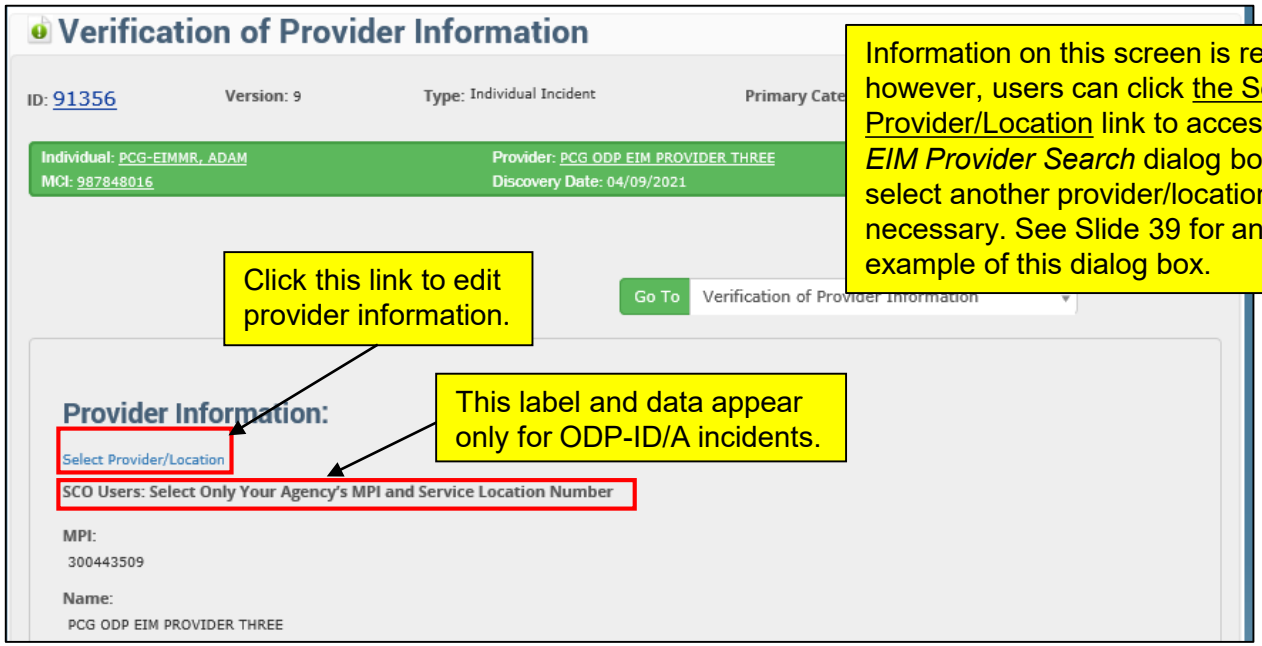
The *Verification of Provider Information* screen is displayed. Verify that the provider information is correct, and then click [**SAVE & CONTINUE**]. If you need to correct any information, click the Select Provider/Location link indicated below and reselect as needed using the ***EIM*** *Provider Search* dialog box (illustrated on Slide 39).



Verification of Provider Information

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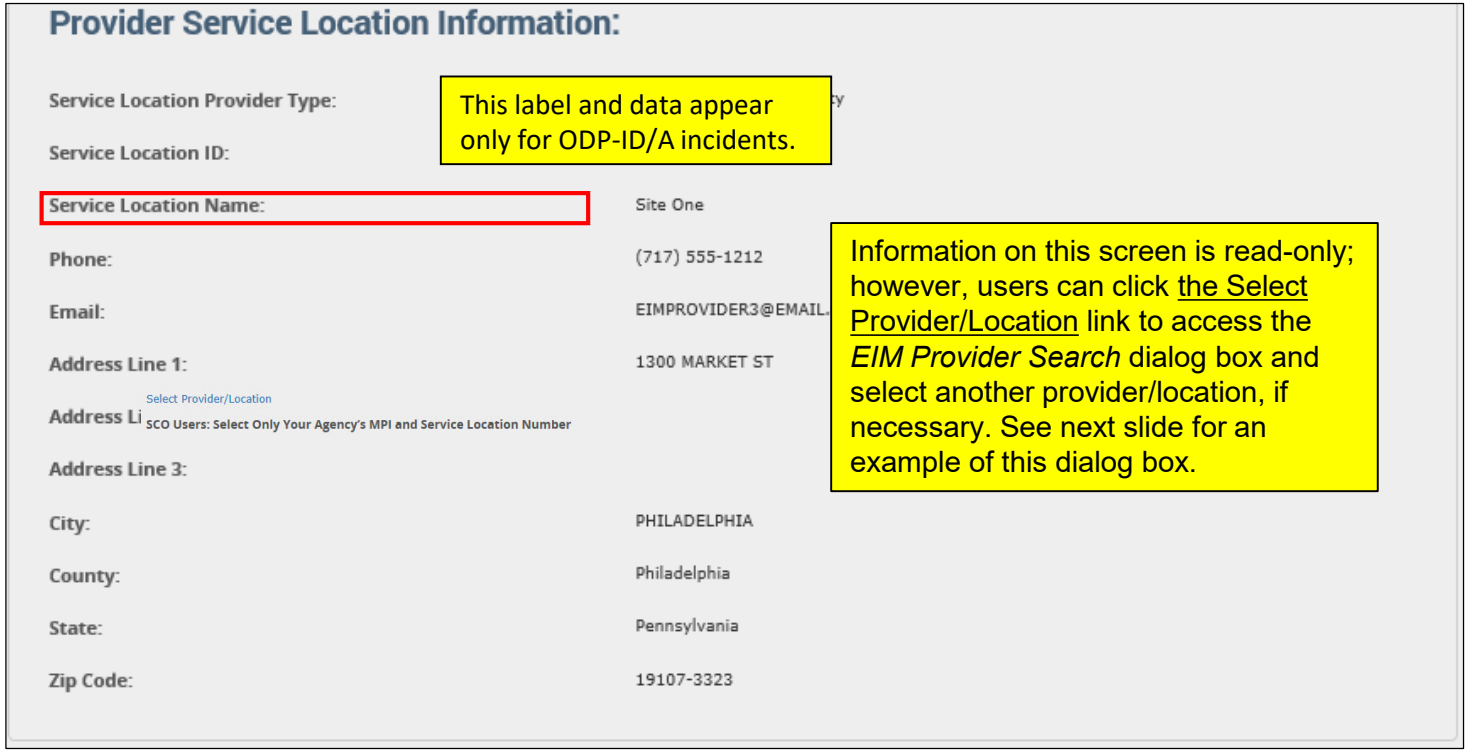
Illustrated below is the rest of the *Verification of Provider Information* page. Verify that the provider information is correct, and then click [**SAVE & CONTINUE**].



EIM Provider Search Dialog Box

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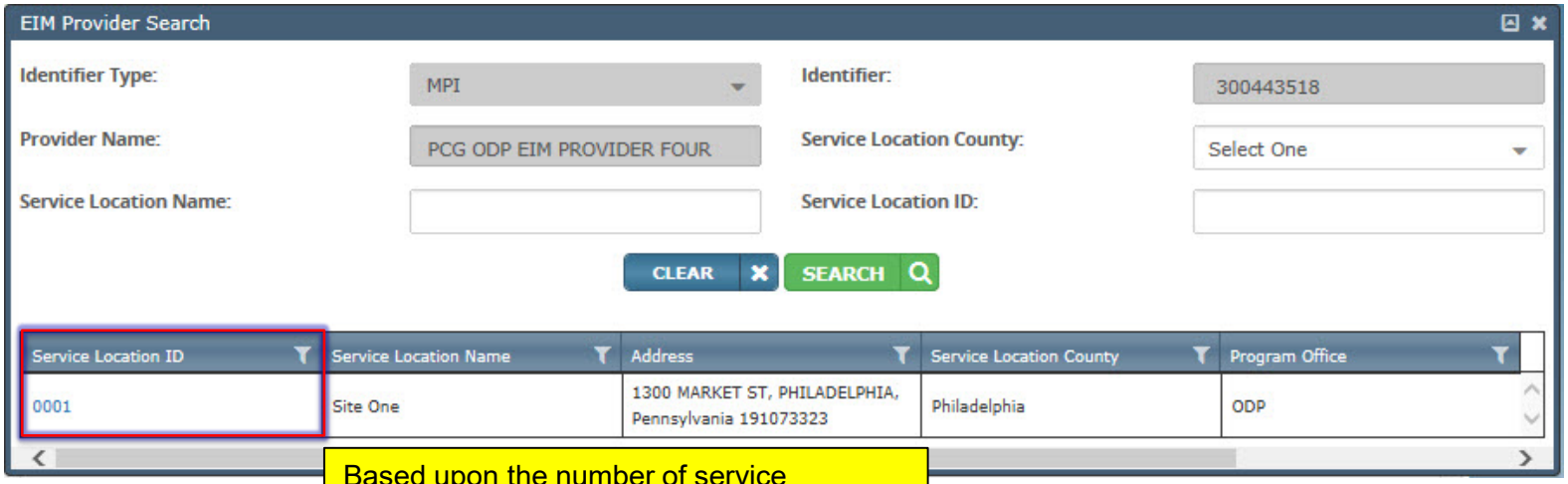
When users click the Select Provider/Location link on the *Verification of Provider Information* form, the *EIM Provider Search* dialog box appears.



Based upon the number of service locations that exist for a given provider, you can select among a list of possible service location IDs to choose another service location, if necessary. EIM then populates the associated Provider Service Location information into the Verification of Provider Information form.

Verification of Incident Classification

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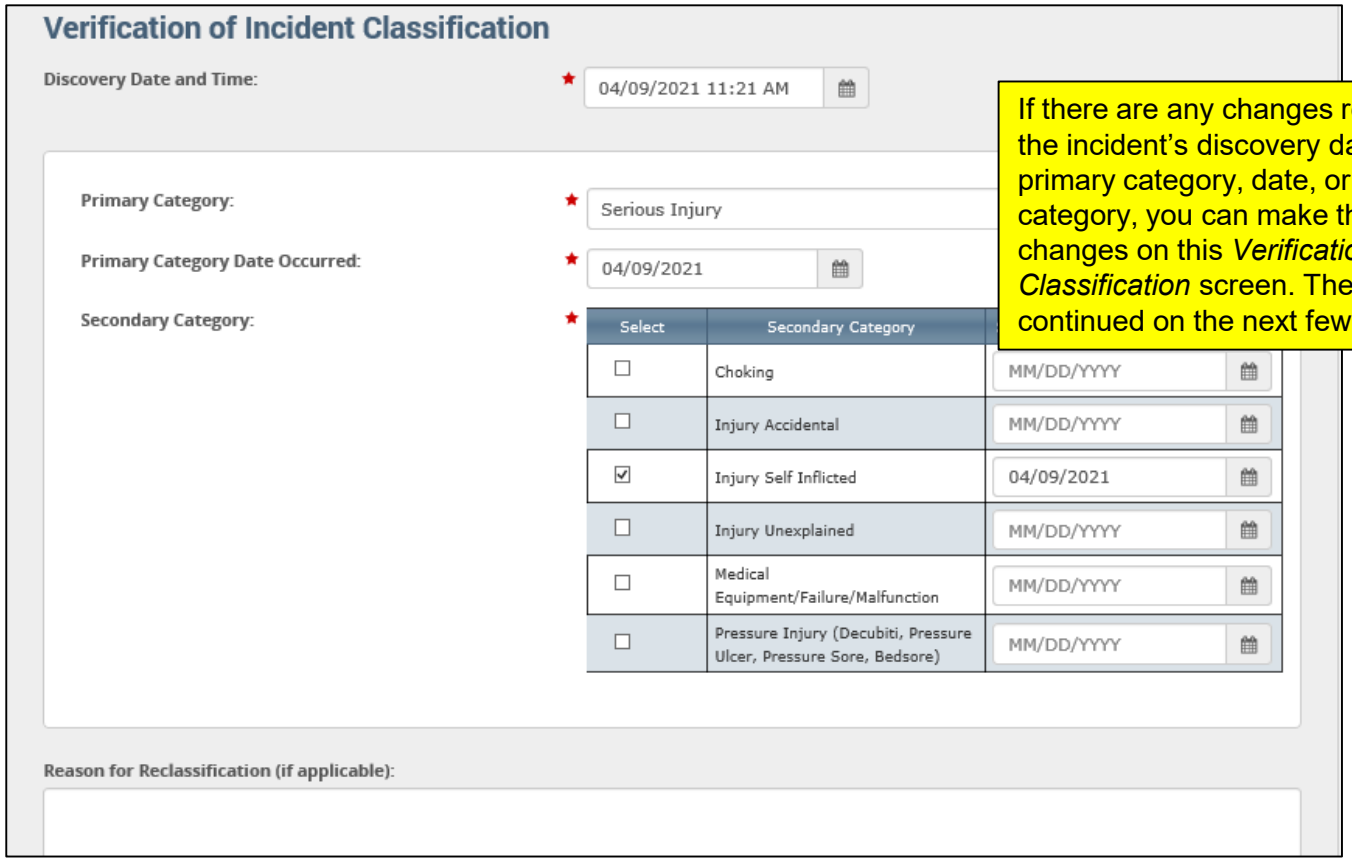
The Verification of Incident Classification screen displays. Verify that the incident classification information is correct, and then scroll down.



If there are any changes required to the incident's discovery date or time, primary category, date, or secondary category, you can make those changes on this *Verification of Incident Classification* screen. The screen is continued on the next few slides.

Verification of Incident Classification, continued

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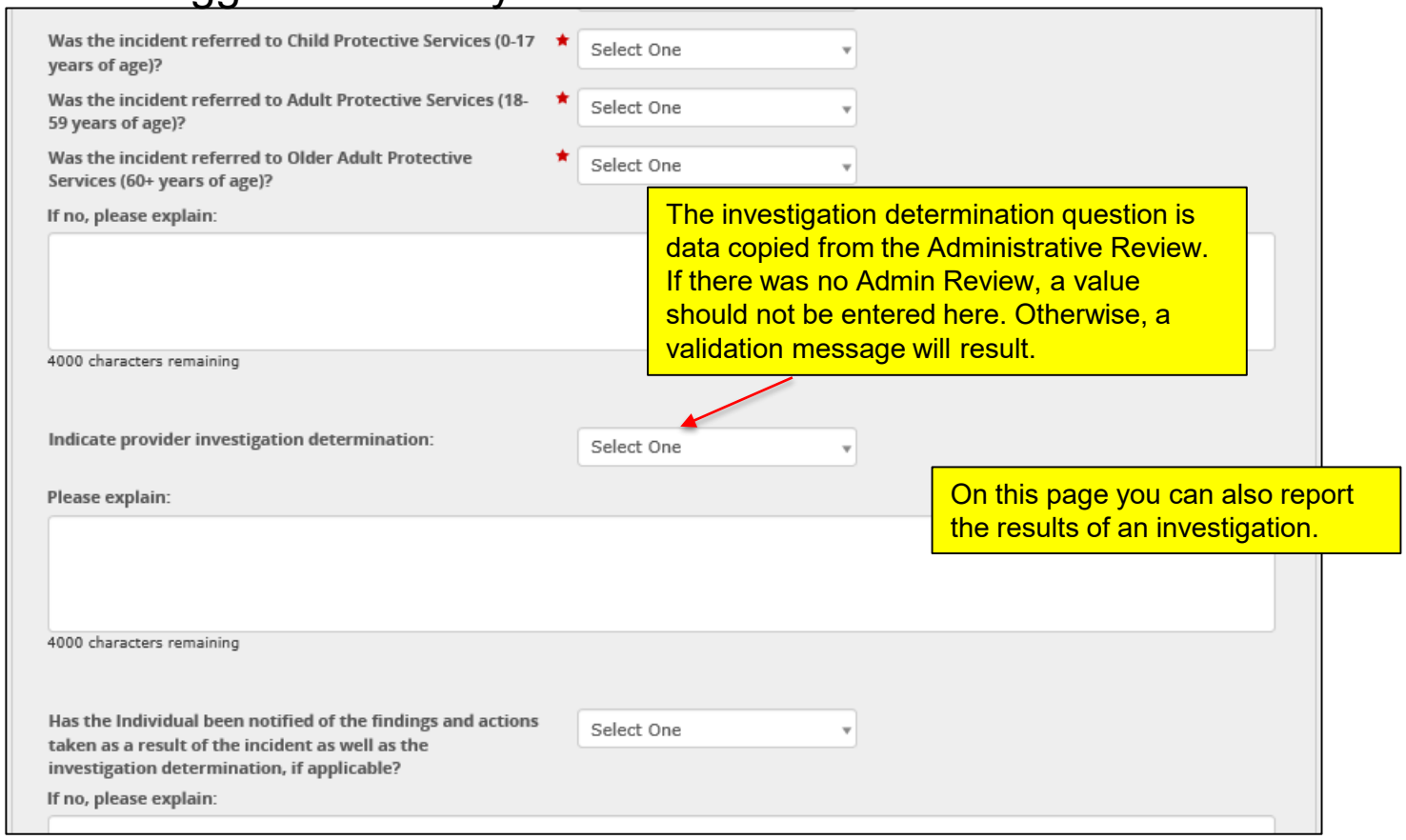
Verify the remaining incident classification information. You can provide additional information as suggested in the yellow boxes below.



Verification of Incident Classification, continued

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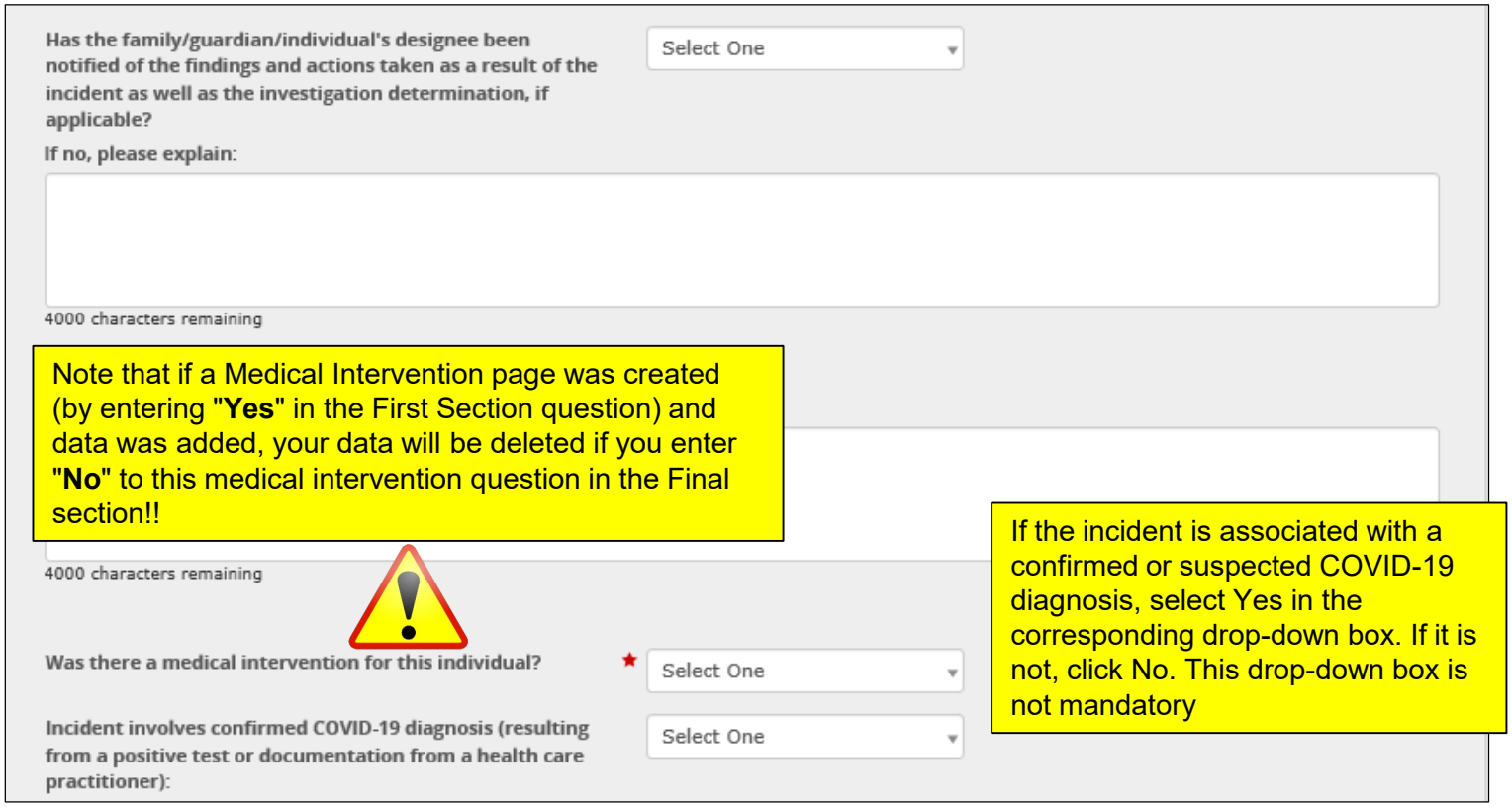
Verify the remaining incident classification information, then click [**SAVE & CONTINUE**].



Incident Detail

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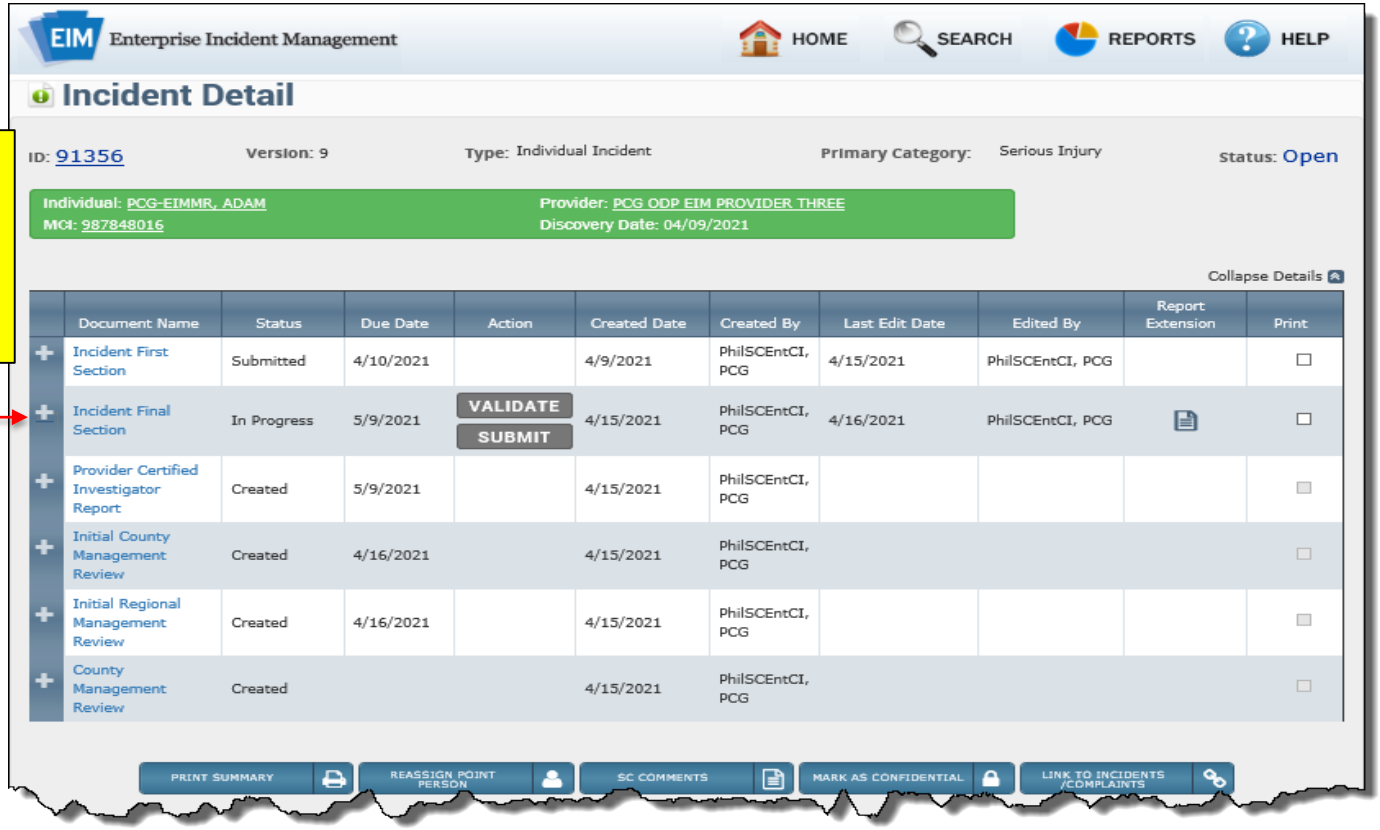
Clicking [**SAVE & CONTINUE**] in the *Verification of Incident Classification* page displays the *Incident Detail* screen. The appearance of this screen indicates that you have completed all the required screens for the incident final section.

Click the **Expand** icon to expand the incident final section document.



Incident Detail, Expanded Final Section

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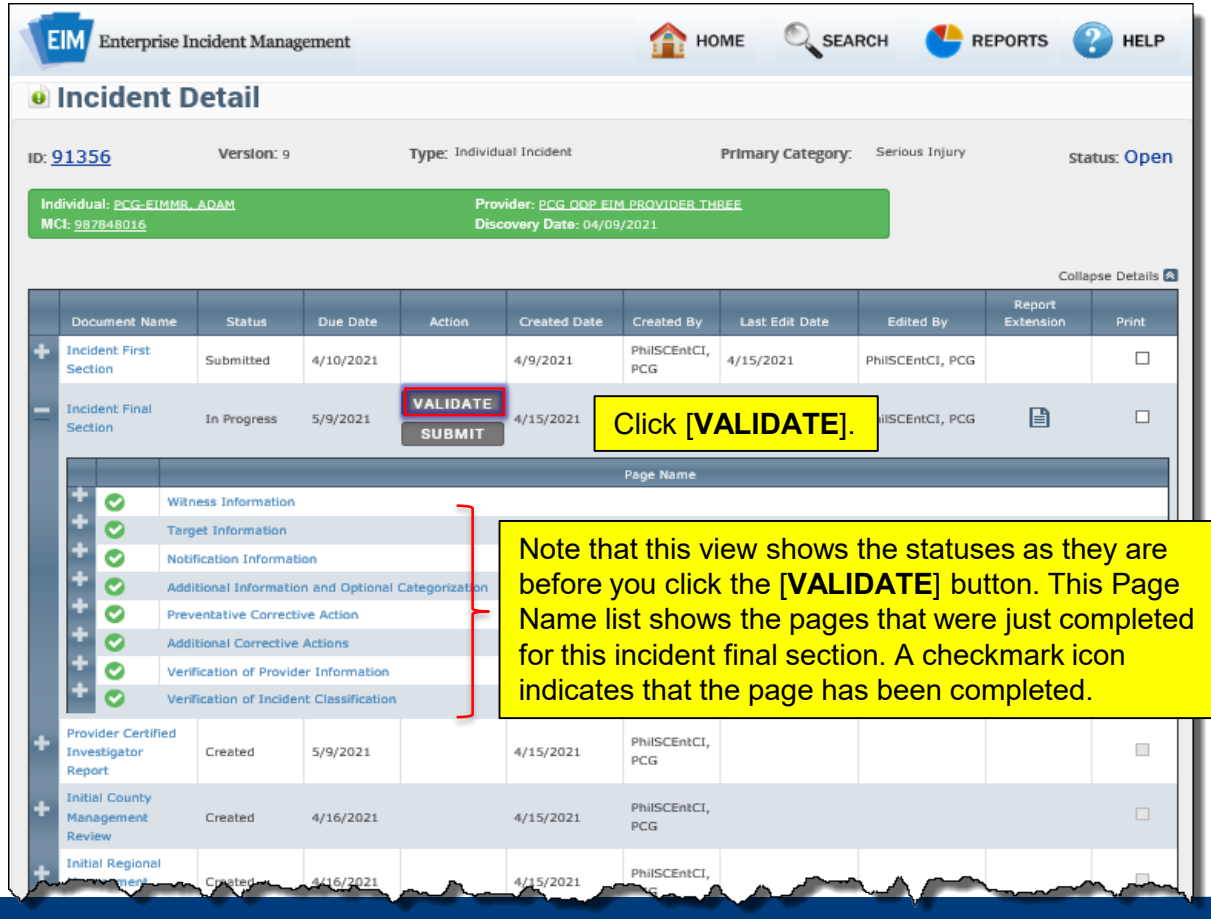
When you click the **Expand** icon, the incident final section document is expanded, displaying the various pages and their status.



Incident Detail, Validation Error

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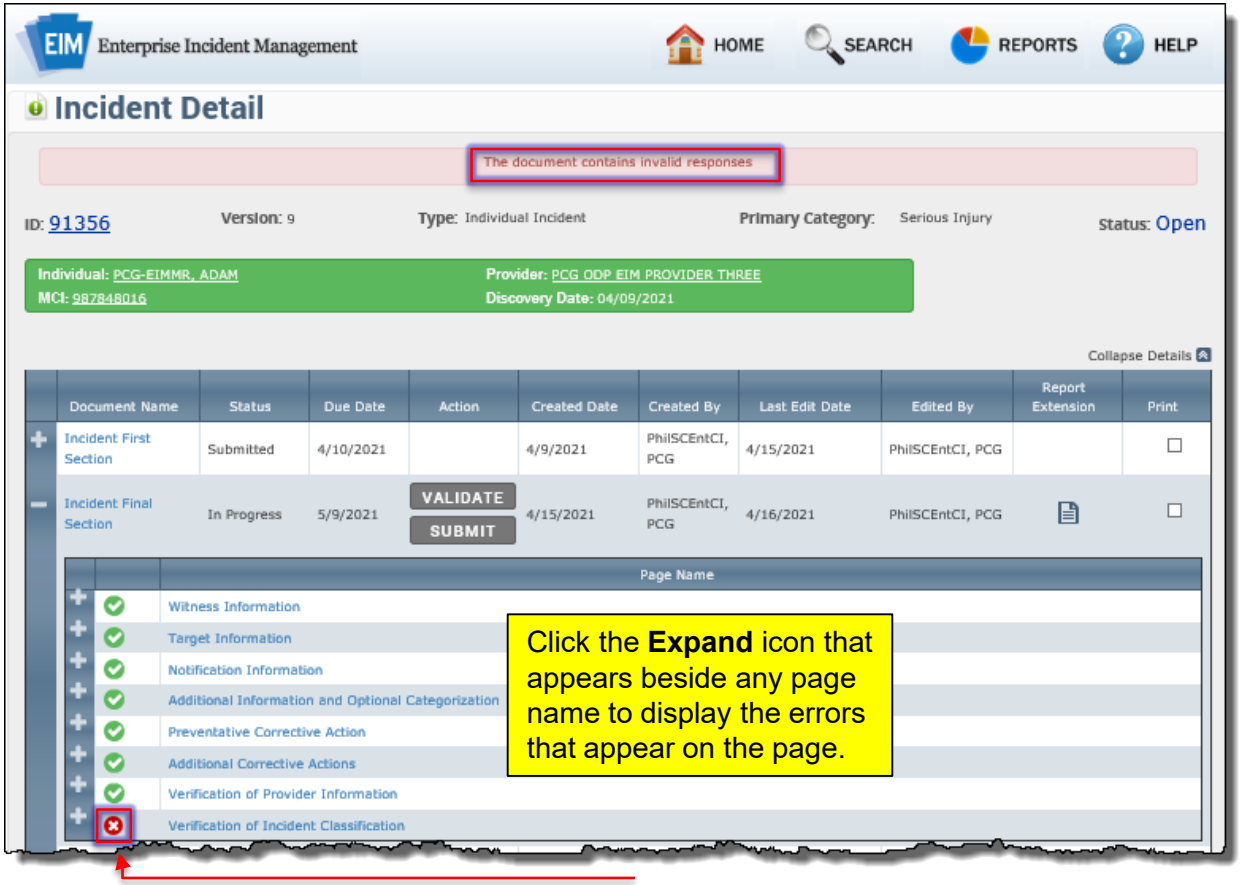
When you click [**VALIDATE**], EIM may indicate that the *Verification of Incident Classification* page has one or more invalid responses (see sample below).



Incident Detail, Errors Expanded

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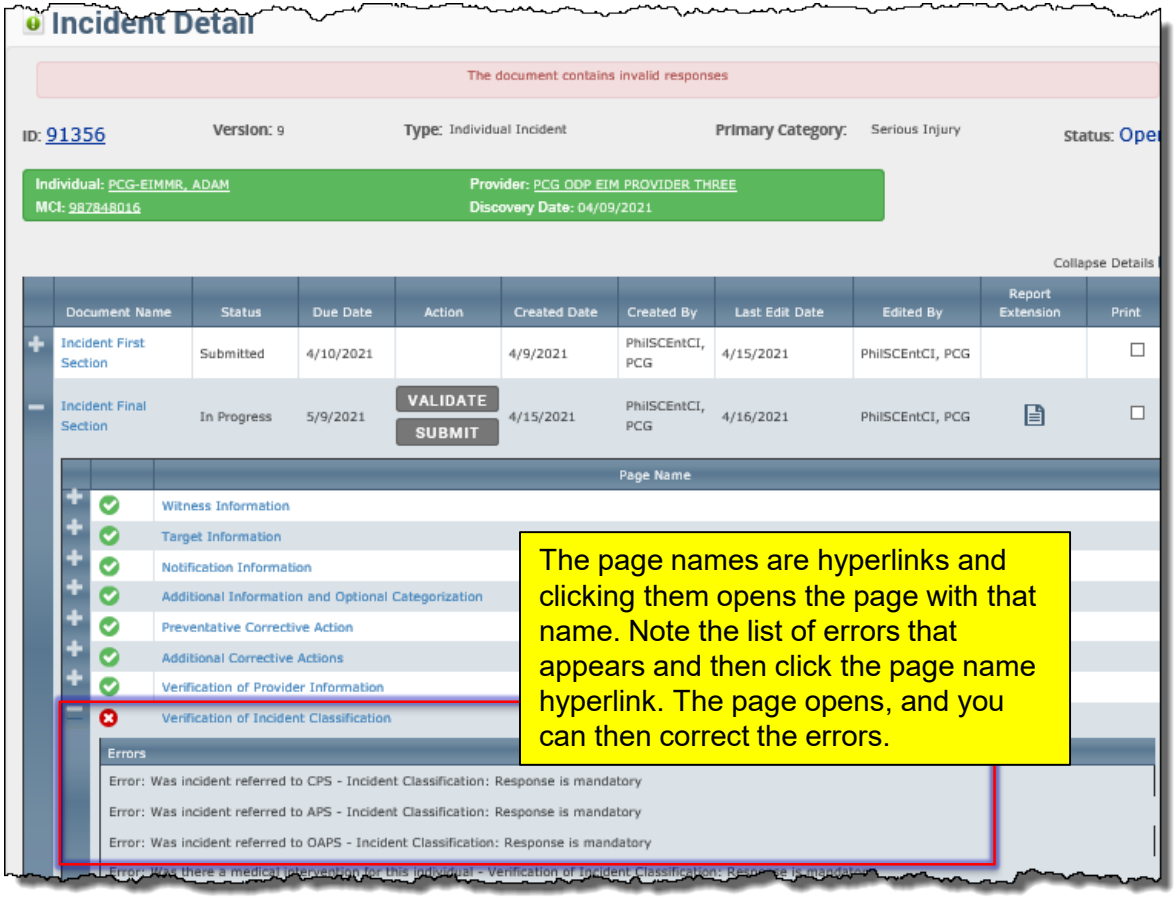
Click the plus sign beside the page name with the red icon, EIM indicates the errors that were found on the *Verification of Incident Classification* screen.



Incident Detail, Validation Errors Corrected

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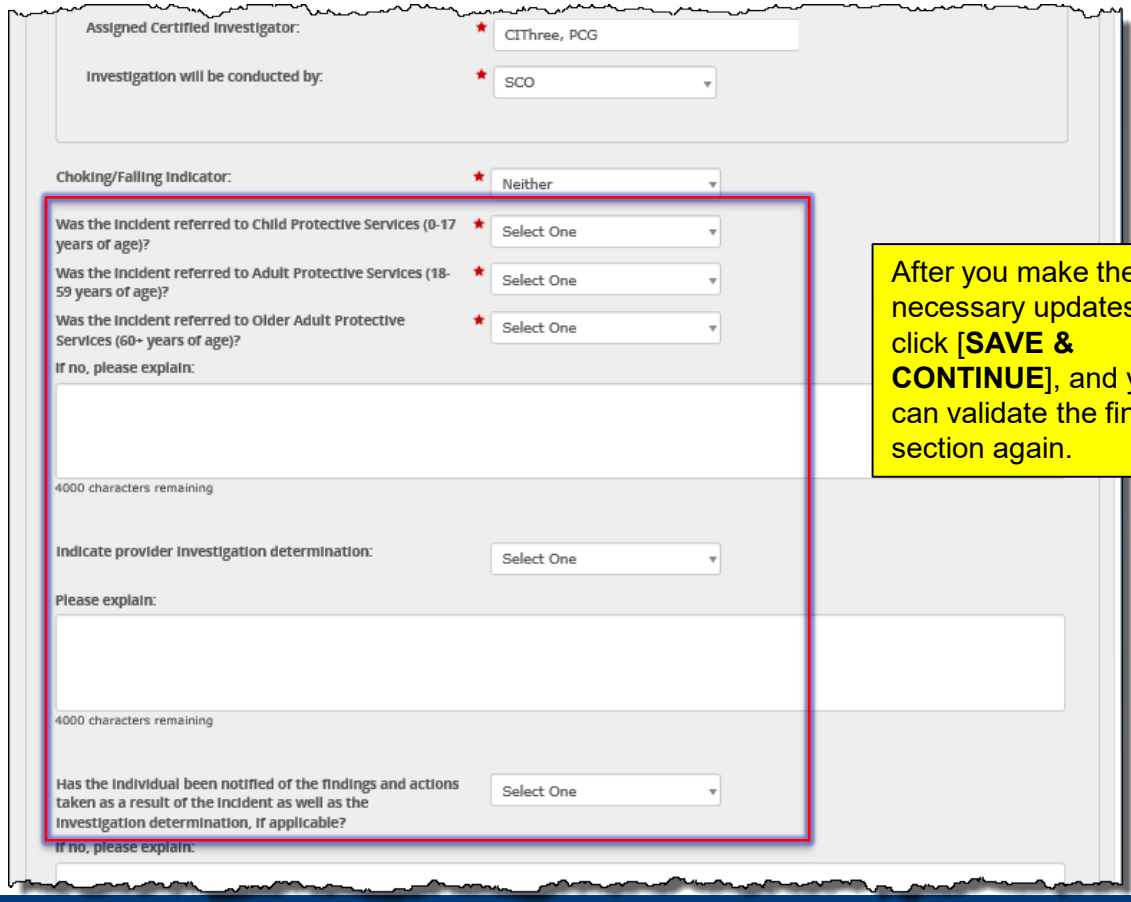
When you click the *Verification of Incident Classification* link to open the page, you can update missing or incorrect data and then click [**SAVE & CONTINUE**].



After you make the necessary updates, click [**SAVE & CONTINUE**], and you can validate the final section again.

Incident Detail, Repeat Validation & Submit

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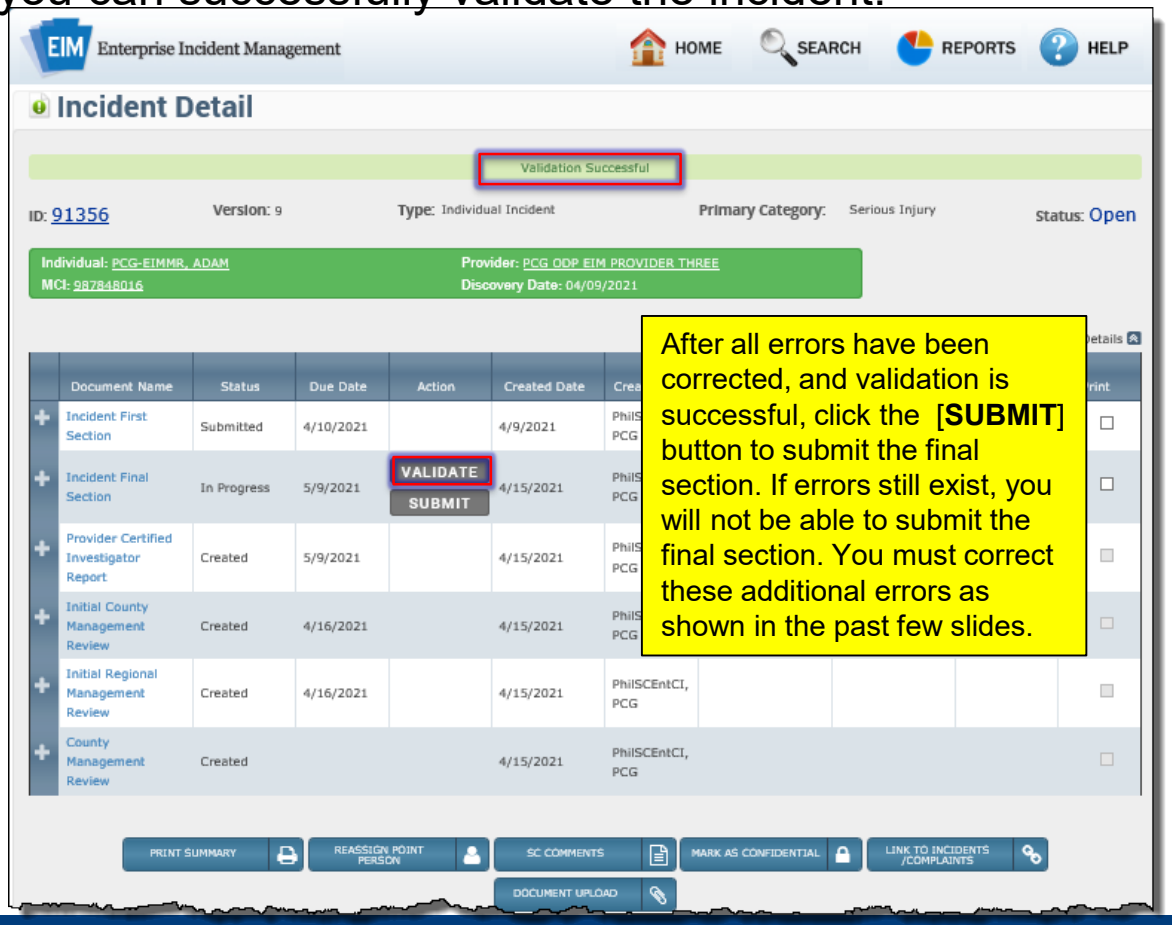
After you correct the missing or inaccurate fields and reopen the *Incident Detail* screen, you can successfully validate the incident.



After all errors have been corrected, and validation is successful, click the [**SUBMIT**] button to submit the final section. If errors still exist, you will not be able to submit the final section. You must correct these additional errors as shown in the past few slides.

Incident Detail, Repeat Validation & Submit

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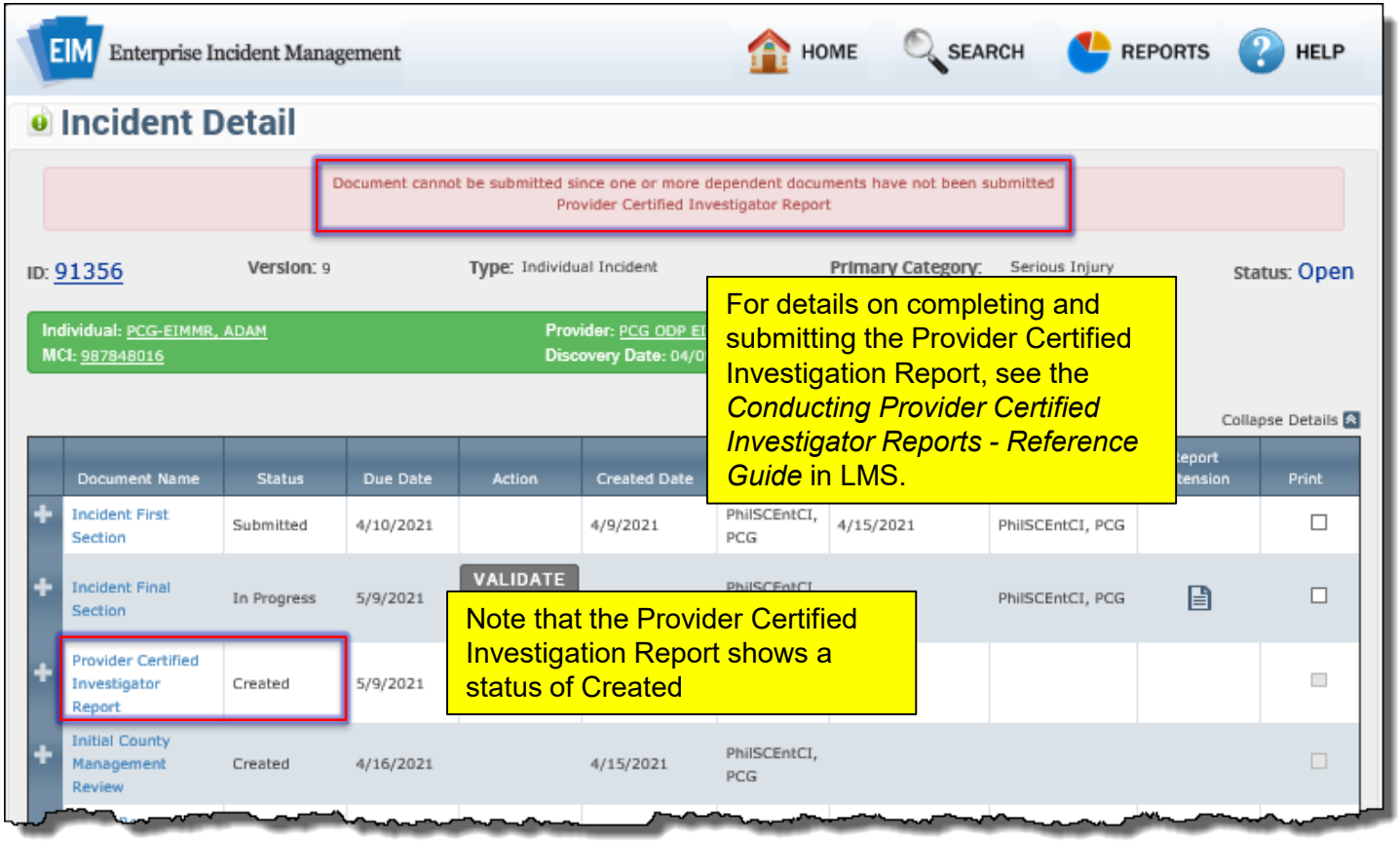
Upon clicking Submit, EIM issues a message stating the Final Section cannot be submitted prior to the Provider Certified Investigation Report submission.



Incident Detail Successfully Submitted

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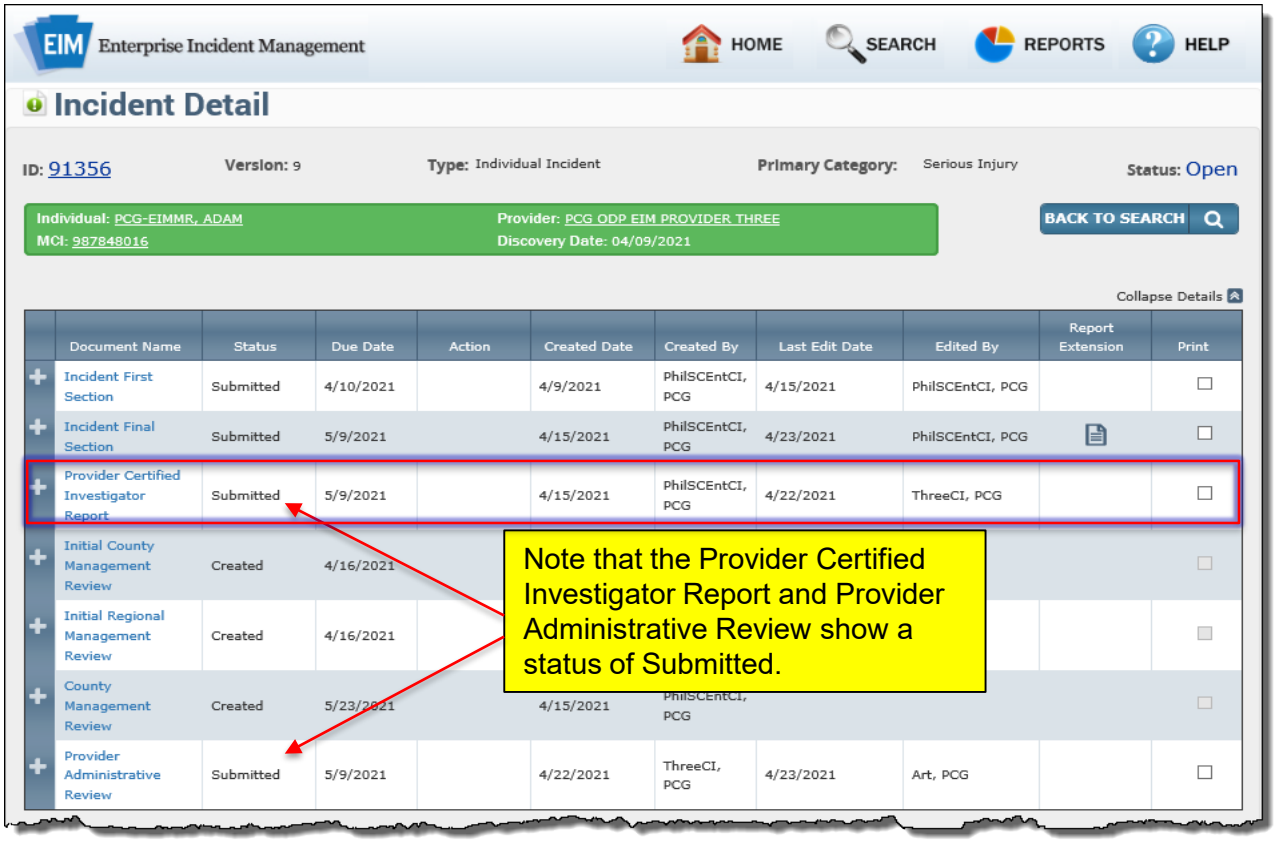
The Incident Final Section can only be submitted after the Provider Certified Investigation and Provider Administrative Review have bene submitted.



Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
Incident First Section	Submitted	4/10/2021		4/9/2021	PhilSCEntCI, PCG	4/15/2021	PhilSCEntCI, PCG		
Incident Final Section	Submitted	5/9/2021		4/15/2021	PhilSCEntCI, PCG	4/23/2021	PhilSCEntCI, PCG		
Provider Certified Investigator Report	Submitted	5/9/2021		4/15/2021	PhilSCEntCI, PCG	4/22/2021	ThreeCI, PCG		
Initial County Management Review	Created	4/16/2021							
Initial Regional Management Review	Created	4/16/2021							
County Management Review	Created	5/23/2021		4/15/2021	PhilSCEntCI, PCG				
Provider Administrative Review	Submitted	5/9/2021		4/22/2021	ThreeCI, PCG	4/23/2021	Art, PCG		

Summary

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You should now be able to:

- Use My Dashboard to identify open incidents with documents that require the logged-in user's action.
- Access the *Incident Detail* screen by clicking the incident ID found in the search results.
- Identify the screens that must be reviewed and completed before the incident final section can be validated or submitted for an individual incident.
- Be able to update the *Witness Information* screen table, *Target Information* screen table, and other related information screen tables.
- Explain what information the *Additional Information and Optional Categorization* screen allows users to update.
- Add a corrective action to an incident.
- Modify the *Verification of Provider Information* screen with an updated service location ID if needed.
- Validate and submit the incident final section report for an individual incident.

Congratulations: You have completed the Incident Final Section Overview.

Additional Assistance

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- Online Help

  Click the Help option in the top right corner of any EIM screen to view a description for the fields and information displayed on the screen.

- HCSIS Help Desk

  For technical assistance, contact the HCSIS Help Desk:

  E-mail: c-hhcsishd@state.pa.us

  Phone: 1-866-444-1264

  Fax: 717-540-0960