

## Overview

The following questions and responses were recorded over the course of the ODP EIM Question and Answer sessions. Additional questions will be added during the remaining Question and Answer sessions, and will ultimately appear in the FAQ section on the EIM landing page.

## Implementation Questions

### 1. What is the Enterprise Incident Management (EIM) System?

*A system that is considered an enterprise system is one that has the capability to interface with other existing systems. EIM will be ODP's new Incident Management and reporting system. It is a comprehensive system that provides the ability to record and review incidents. In January 2016, the EIM system became the new platform for reporting and managing incidents from beginning to close.*

### 2. Who is required to use EIM?

*Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Agency with Choice Providers, Intermediate Care Facilities for Persons with an Intellectual Disability (ICF/ID) and Direct Service Providers who utilize the Home and Community Services Information System (HCSIS) to perform Incident Management (IM) activities will all use EIM.*

### 3. When will stakeholders start to use EIM?

*The EIM system went live on January 4, 2016.*

### 4. Will I still have access to the HCSIS Incident Management (IM) after EIM Implementation?

*Yes, all users who had access to HCSIS Incident Management before January 4, 2016, will maintain access. The access will allow users to view historical incident information and complete any incidents entered into HCSIS prior to January 4, 2016. Users will not be able to enter new incident reports into HCSIS after January 4, 2016.*

### 5. What should I do if I hire a new employee that needs access to EIM?

*All EIM users are required to have both a HCSIS Incident Management Role and an EIM Incident Management. The BP Admin in your organization should be contacted to add the appropriate roles to the new employee.*

### 6. Will incidents previously entered in HCSIS also appear in EIM?

*No, incidents that were created in HCSIS will remain in the HCSIS system. Incident report data from HCSIS has not been migrated to the EIM system. Once HCSIS Incident Management is decommissioned, all incident data will be converted to EIM at that time.*

### 7. Will Individual Support Plans, Service Utilization, and other items found in HCSIS also be found in EIM?

*No, EIM is a system that will only be used for incident management. All case management associated information (i.e. ISPs, Service Utilization and demographics, etc.) will be maintained in HCSIS.*

## Role Questions

### 1. Are the roles in EIM the same as the roles used in HCSIS Incident Management?

*The majority of roles in EIM are similar to current HCSIS Incident Management roles. ODP released a roles matrix as part of the EIM User Manual that displays each role found in EIM and their permissions.*

### 2. Will my organization be able to select anyone in the state who has a Point Person role?

*No, your organization will only be able to select a point person that is associated with your organization.*

### 3. Do I have the ability to change the Point Person of an incident in EIM?

*Yes, but in order to reassign a Point Person associated with an incident, the user must have the Incident Reporter role in EIM. If the user does not have this role but needs it, they should contact their BP Admin to have the role added.*

### 4. We have staff in our organization who solely data enter information in EIM. Is there a role available that can support this activity?

*The EIM Point Person role most closely aligns with data entry responsibilities.*

### 5. What should I do if a Point Person or Certified Investigator I would like to select is not available on in the dropdown?

*If the Point Person or Certified Investigator you would like to select is not available in the dropdown, this means that this person(s) do not have these roles attached to their EIM profile. The BP Admin for your organization should be contacted in order to add the role(s) needed.*

### 6. What roles in EIM can finalize an incident?

*The EIM Incident Reporter role has the ability to submit the final section of incidents.*

### 7. Will the Incident Reporter role have the opportunity to review an incident before it is submitted?

*Yes, the Incident Reporter role has the ability to review an incident before it is submitted. Each organization will have to decide how to operationalize the submission of incidents.*

## System Functionality

### 1. I am attempting to enter an incident in EIM but my screens do not look the same as the screens on the training materials. What is causing this issue?

*This issue could be caused by your browser. You may use the following web browsers and versions to work with EIM: Microsoft Internet Explorer 11; Microsoft Edge v.44.17763.1.0; Google Chrome v.72.0.3626.109, Mozilla Firefox v.65.0.1 or Safari v.12.0.1. Do not open HCSIS in any browser other than Microsoft Internet Explorer 11 if you open EIM using the HCSIS menu.*

### 2. When I first logged in, I had multiple items on my dashboard. I clicked on my filters on the right side of the screen and all my information disappeared. What did I do wrong?

*Modifying the filters can dramatically affect the data that appears in a user's Documents Requiring My*

*Attention panel. If the filters are not set correctly, users may not see all of their work items. The first time a user views the My Dashboard screen, all of the filters are selected (turned on) by default. Users must find the combination of filters that works for them to be able to view and complete work items in the system. Caution should be used when applying all filters at the same time because selecting all may not actually result in a user being able to view all needed work items.*

### **3. What are the different ways I can search for a Specific Provider Location in EIM?**

*The user can use the following areas to search for locations within their organization: Service Location Name, Service Location County or Service Location ID. SCO, County, Region, and state users can search for a specific provider by using MPI, FEIN, SSN, provider name, service location name, service location county or service location ID. The minimum search criteria when searching by provider name is the first three letters of the name. The search results display a list of the provider service locations that match the search criteria that the user has access to, and are either active or end-dated within 365 days of the date of the search. Provider service locations end-dated more than 365 days before the date of the search do not appear.*

### **4. I currently have one location that provides multiple types of service. Will EIM return values with all the service types?**

*No, EIM utilizes the service location, not the type of service rendered, to return search results.*

### **5. What should I do if there is incorrect service location information in EIM?**

*All service location information is pulled from HCSIS and the MPI system. In the event that you find incorrect information in EIM, you will need to correct the issue in Provider Access or contact the ODP Provider Enrollment for assistance.*

### **6. I noticed EIM only allows 4,000 characters in a text box, how do I enter in my investigatory findings?**

*On the Summary of CI's Findings page of the incident, users enter a summary of findings. Users will have to write a summary of an investigation that is concise enough to fully explain the findings while staying within the character limits. There are two text boxes provided on this screen that each contain a 4000-character limit and can be used to capture the summary the CI's investigation findings.*

### **7. I am currently reviewing an incident in EIM and I cannot see all the information on pages that contain tables. What am I doing wrong?**

*Users will experience both read-only and update access in EIM depending on their role and scope in the system. In read-only mode fields are grayed-out and cannot be updated. In addition, pages in the incident report that display data in a table format utilize the view icon for access to the complete information contained in the table. Tables in EIM store more information than what is visible on the page at first glance. To view a complete entry in the table, highlight the entry in the table, click on the [View] icon and the fields below the table populate.*

### **8. Will my organization automatically be granted an extension once an incident is given a status of not approved?**

*Once your incident is not approved, the system will automatically extend the due date of the incident by 10 days. Users may enter additional extensions for a not approved incident if needed.*

**9. When using My Dashboard Functionality, do I have the ability to filter by the IM Reporter roles?**

*No, a user is able to filter by Point Person and Created By on the dashboard.*

**10. I am an Administrative Entity, how will I complete the Management Review in EIM?**

*ODP has posted training materials related to the completion of the Management Review in the Learning Management System (LMS).*

**11. I am a provider of Intermediate Care Facility for Individual with Intellectual Disabilities (ICF/ IID) and I am required to report medication errors within 24 hours, instead of 72 hours. Will EIM be able to support this timeframe?**

*EIM will allow the entry of a medication error at any time. However, EIM will calculate due dates for medication error reports based on the 72-hour reporting timeframe.*

**12. Why are Medication Errors, Restraints and OR Events all in the same dropdown?**

*Medication Errors, Restraints, and Optionally Reportable Events (OREs) are now Primary Categories. These abbreviated incident reports are created in the same manner as the other types of incident reports in EIM. EIM generates incident documents based on primary/secondary category selections. There is not a need to separate out abbreviated incident reports as distinct incident types due to this functionality.*

**13. I am a Supports Coordinator and I need to submit an incident. Who should I select under the Provider in the Provider Search screen?**

*In any instance where the incident is being filed by an SCO, the MPI number and service location chosen on this screen should represent the SCO's legal entity. If no service locations are returned after performing a search for the SCO within an individual incident, create a consumer/provider relationship in HCSIS between the individual and the SCO's legal entity.*

**14. When I tried to enter an incident where an individual receiving services was the target, I get an error message repeatedly. The system will not allow me to type in their name.**

*ODP Bulletin # 00-21-02 states, "If the alleged target(s) is an employee of a provider or another individual receiving services, a standard identifier must be used for the alleged target(s) of an incident report." . EIM supports the formatting discussed in that communication. ODP requires targets that are defined as "individuals receiving services" to be formatted as:*

- *The first (and/or second) initial of the first name of the target.*
- *The first (and/or second) initial of the last name of the target.*
- *The last four digits of the target's social security number.*

**15. Will the system allow me to complete an incident that has been open for more than 6 months?**

*Yes, users can continue to work on incidents without timeframe limits. However, extensions must be entered for incidents that will be completed outside of standard timeframes.*

**16. When running a custom report, I attempted to use all of the subject areas and the system would not allow the report to run, why?**

*All output for the EIM Custom Reports is generated in an Excel spreadsheet. Microsoft Excel has a limit of 250 columns. Due the column limit, EIM can only create reports that have a less than 250 columns.*

**17. I just generated a Custom Report in EIM and I do not see any subtotals, or calculations. Did I do**

## something wrong?

*Output from the EIM Custom Reports does not complete calculations such as subtotals or counts. Since all the output is in Excel, the user can apply Excel functionality to the report, in order to get the needed calculations.*

### **18. I was informed that a medication list is now available when completing a medication error incident. Does the medication list also contain generic names for some of the most commonly used drugs?**

*Yes, the medication list that is contained in EIM contains both brand names and the generic names of many popular medications. In the event that a medication name is not available in the list, a user can enter any medication name by selecting “other” and manually typing in the medication name.*

### **19. What type of information does EIM retrieve from HCSIS?**

*EIM is able to retrieve basic demographic information related to the provider and the individual. For a full list of all items available, users should review the EIM User Manual.*

### **20. I am attempting to enter an incident for an individual but I can't find them when I complete a search.**

*A user's scope in EIM determines what information the user can view in the system.*

**Provider:** *A provider's scope includes the individuals who receive services from that provider's organization. The provider must have had an authorized service on an individual's support plan (ISP) within the last 365 days or have a consumer/provider relationship established in Home and Community Services Information System (HCSIS) in order to view and file an incident for the individual in EIM. Providers do not have access to information for other provider organizations.*

**Supports Coordinator (SC):** *A supports coordinator's scope includes the individuals whose plans they manage and the providers that serve those individuals. The Supports Coordination Organization (SCO) must have had an authorized service on an individual's support plan (ISP) within the last 365 days or have a consumer/provider relationship established in HCSIS in order to view and file an incident for the individual in EIM.*

**Administrative Entity (AE):** *Scope comprises individuals that are registered with the AE/county program.*

**Office of Developmental Programs (ODP) Region:** *A region's scope includes the various counties that fall within that region of the state.*

**ODP Staff:** *ODP staffs' scope includes all individuals and providers in ODP programs.*

**State Centers:** *Scope includes those individuals receiving care within the state facility for those specific counties/joiners represented.*

### **21. I am attempting to enter an incident for a specific provider location but I cannot find the correct service location when I complete a search.**

*EIM will only return the first 100 locations associated with a provider MPI number. If the organization has more than 100 active service locations, this can impact the search results. In order to find the location you are searching for you should attempt to fill in as much information as possible on the Provider Search screen. Try adding the County, Service Location Name or Service Location ID.*

*Service location IDs can be found by using:*

*HCSIS Path: Provider → Registration → Sites OR*

*Review the ISP Service Details section which lists the MPI# and Service Location ID for each authorized service*

**22. Does the system require that an investigation summary be entered before a user can submit the final section document of the incident report?**

*Yes, the final section of an incident cannot be submitted until the Provider Certified Investigator Report document is submitted.*

**23. I currently serve individuals who are not registered in Pennsylvania; therefore, they do not have an MCI number. Will I be able to use EIM to report an incident for these individuals?**

*Yes, when a licensed provider organization or an extended care facility performs a search and the individual search returns zero results, EIM issues the message that no HCSIS results were found, and displays the [CONTINUE – INDIVIDUAL HAS NO MCI] button. Licensed and extended care facility providers will still have the ability to report incidents for those individuals who are not uniquely identified by an MCI number. Clicking the [CONTINUE – INDIVIDUAL HAS NO MCI] button opens the Individual Detail page.*

**24. Medication error, Restraints and OREs are not appearing on my dashboard. Why?**

*The dashboard only displays items that need or might need an action on the part of the logged-in user. The due dates are for when a user needs to take action on a document. Medication Errors, Restraints and OREs are considered abbreviated incident reports and only require a first section submission to close the incident. This means that they will not appear on the dashboard of any user after they are submitted.*

**25. I work for an AE and I need to complete an investigation as part of an incident's management review. How can I assign the Certified Investigator in the system?**

*The Investigation Assignment page is the first page in the management review document. It allows users to assign an investigator as part of a management review. EIM automatically determines if an investigation is mandatory based on primary and secondary category combinations. Users can also decide to proceed with an investigation if one is not mandatory. To assign an investigator, users must select one from the drop-down box. The drop-down box only appears if an investigation is mandatory or the user chooses to proceed with an investigation. In order for an investigator to have access to the investigation document, users must click save or save and continue on this page. After an investigation assignment is made, users may navigate away from the management review and return to this page once the investigator submits the investigation document.*

**26. I see there are questions related to reporting to Protective Service Agencies. Will the system incident report automatically be sent to the appropriate protective services agency, when I select yes, in the dropdown?**

*No, the protective services questions are for documentation purposes at this time.*

## Report Questions

**1. What types of reports are available in EIM?**

*EIM provides a variety of reporting options for users. Users may run real time and overnight reports. Report availability is based on the scope of the data requested.*

*The EIM system provides the following reports:*

- *Incident and Complaint Details by Individual*
- *Incident and Complaint Details by Service Location*
- *Incident and Complaint Custom Report*
- *Incident Target Report*
- *Incident Management Review Report*
- *Incident Correct Actions Report*

**2. I logged into EIM and found that there are only several reports associated with incidents. Where are the rest of the reports?**

*EIM currently contains less reports than the fifteen Incident Management Reports found in HCSIS. EIM contains a Custom Report feature where users can design their own reports. Users should review the "HCSIS Detail Report to EIM Custom Report Crosswalk-Job Aid"; in order to review how to generate reports in EIM similar to what is currently found in HCSIS.*

**3. I use a report on a consistent basis; do I need to re- create the report each time I log into EIM?**

*No. Users with the EIM Report Admin role can save the values selected for the custom report as set of options, known as a "query". This allows them to save both the selected subject areas and the report criteria. In order to save a custom query, users must enter a unique and descriptive name. Once the query has been saved, it will be available to all users within the specified program office. Individual or provider information is not saved as part of a query in order to protect the security of personally identifiable information. Users can delete only their own saved queries.*

#### 4. Are the reports available to all EIM users?

*EIM reports are available to all users except those that only have the Certified Investigator role. Output from the report will depend on your scope in the system.*

#### 5. Are there any reports that can be generated in order for my organization to monitor compliance with timelines?

*Currently, EIM does not contain a report that will track the timelines of an incident throughout its lifecycle. It is anticipated that a report to track provider/SCO timelines will be available to users in March of 2016.*

#### 6. What specific information is contained in each subject area in EIM Custom Reports?

*The specific data elements that are available in each subject area in the EIM Custom Reports can be found in the EIM Manual and HCSIS to EIM Reports Crosswalk Job Aid. Please reference those documents for details.*

#### 7. I would like to see if incidents reported in my organization are currently not on-time. How can get this information?

*The dashboard in EIM can be used to determine what incident reports are currently exceeding timelines established by policy. Users can filter and sort the items in the dashboard (export to excel if needed), to determine what actions need to be taken for all open incident reports.*

### Additional Questions

#### 1. How do I access additional Training materials related to EIM?

*All training materials for the ODP-ID Enterprise Incident Management are contained on the HCSIS Learning Management System (LMS). All the materials can be found under:*

- *ODP: Enterprise Incident Management Reference Materials*
- *ODP: Enterprise Incident Management Training Demonstrations*
- *ODP: Enterprise Incident Management Trainings*

#### 2. Who should I contact if I need assistance with EIM?

*EIM users can contact the HCSIS Helpdesk in the event they are having technical difficulty with EIM.*

*E-mail: [c-hhcsishd@state.pa.us](mailto:c-hhcsishd@state.pa.us)*

*Phone: 1-866-444-1264*

*Fax: 717-540-0960*

*Users can also contact the ODP EIM Assistance mailbox ([ra-pwodpeimassist@pa.gov](mailto:ra-pwodpeimassist@pa.gov)) with policy related questions.*