Enterprise Incident Management Enhancements

On September 11th, 2021, enhancements to the Enterprise Incident Management system (EIM) are being implemented that include the following:

- Indicators have been added to the report extension icon and document upload button
- Standard data elements have been added to the Complaint and Incident Custom Report
- Program office name changes
- Modifications to incidents with a primary category of death and the Death information screen.
- Report Extension changes
  Visual Analytic interactive dashboards have been added

There were some indicator changes as a part of this work order for Report Extension and Document Upload Indicator:

- **Report Extension:** There must be at least one report extension filed for an Incident Final Section document for the system to display the number (count) of report extensions for any given incidents Final Section document.

- The **Document Upload Indicator** has the following capability:
  - ✦ The Document Upload Indicator will display when a user uploads a document to the incident.
  - ✦ The Document Upload Indicator updates the number of documents uploaded once a user deletes a document/document from the upload screen.
  - ✦ The Document Upload Indicator updates the number of documents uploaded once a user uploads an additional document/document from the upload screen.

There will be new heading fields that display on the *Incident and Complaint Custom Report* in grey to show the different categories on the report. ○ MCI ○ Last Name ○ First Name

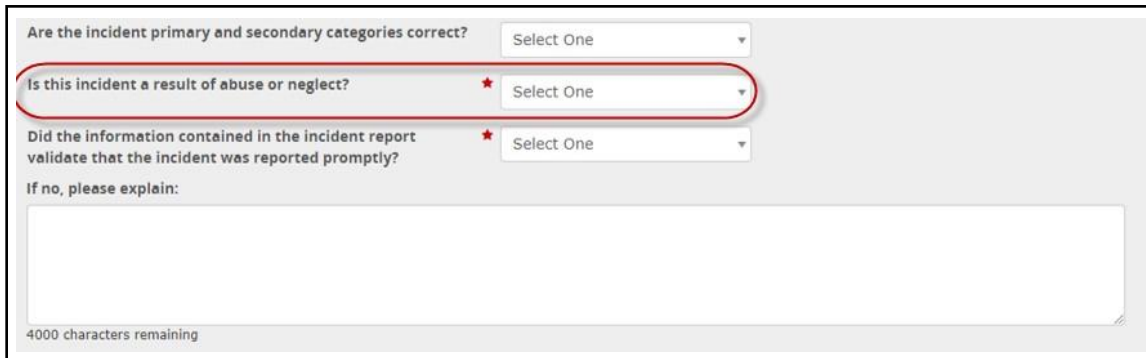| ID	Program Office	Version	Status	Incident/Compl aint	Type	Primary Category (Name and Date)	Occurrence Date	Secondary Categories (Name and Date)	Discovery Date	MCI	Last Name	First Name	Waiver/Program	County
								New fields MCI, Last Name & First Name						
91331	ODP-BSASP	14	Open	Incident	Individual Incident	Serious Injury	04/09/2021	Injury Self Inflicted(04/09/2021)	04/09/2021	290339567	CARROLL-PCG	FRANK	Autism Waiver	Allegheny
91419	ODP-BSASP	14	Open	Incident	Individual Incident	Self-Neglect	04/13/2021	Environmental(04/13/2021)	04/13/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware
91420	ODP-BSASP	14	Open	Incident	Individual Incident	Suicide Attempt	04/13/2021	Injury/Illness that Required Medical Intervention(04/13/2021)	04/13/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware
91554	ODP-BSASP	14	Open	Incident	Individual Incident	Behavioral Health Crisis Event	04/15/2021	Facility Based Crisis Response(04/15/2021)	04/15/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware
91556	ODP-BSASP	14	Open	Incident	Individual Incident	Neglect	05/10/2021	Moving Violation(05/10/2021)	05/10/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware
91559	ODP-BSASP	14	Open	Incident	Individual Incident	Behavioral Health Crisis Event	04/15/2021	Immediate Arrest and Incarceration Crisis Response(04/15/2021)	04/15/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware
91560	ODP-BSASP	14	Open	Incident	Individual Incident	Behavioral Health Crisis Event	04/15/2021	Facility Based Crisis Response(04/15/2021)	04/15/2021	947845401	PCG-BAS	JULIAN	Autism Waiver	Delaware

The *Program Office Names* have been updated in many areas within EIM. "ODP-ID" will now read as "ODP-ID/A", and "BAS" will now read as "ODP-BSASP". The below is an example of how this update is reflected in EIM:

The *Administrative Review Summary screen* has updated the functionality for 'Investigation Determination' and the 'Please Explain' text box associated with 'Investigation Determination.' The overall functionality works as follows

    ○ If a primary category is Death, the 'Investigation Determination' must be left blank or an error message is triggered

- o If a primary category is not Death, the user must answer the 'Investigation Determination' or it will trigger an error message is triggered
  If a primary category is not Death, the user must place an answer/response in the 'Please explain' text box or an error is triggered

The *Incident Management Review Reports* for both ODP-ID/A and ODP-BSASP have new data elements that a user would see on the report outputs. The new data elements include the following:

- o Document Requiring Attention (Incident Details)
- o Did the initiating organization file an extension? (Final Section)
- o If so, what reason did the initiating organization provide for the extension? (Final Section) o How many extensions were filed by the initiating organization? (Final Section) o Did the reviewing organization file an extension? (Final Section)
- o If so, what reason did the reviewing organization provide for the extension? (Final Section) o How many extensions were filed by the reviewing organization? (Final Section) o Did the reviewing organization file an extension? (Incident Management Review) o If so, what reason did the reviewing organization provide for the extension? (Incident Management Review) o How many extensions did the reviewing organization file?

Screenshot samples of some of the new data elements:

Incident Details

Incident ID	Incident Status	Document Requiring Attention	MCI	Last Name	First Name	Waiver
6	Open	First Section				
13	Open	First Section	980314456	SMITH	DEBORAH	Autism Waiver
8710	Open	First Section	290339567	CARROLL	FRANK	Autism Waiver
9788	Open	First Section	290339567	CARROLL	FRANK	Autism Waiver
16451	Open	First Section	980314456	SMITH	DEBORAH	Autism Waiver
16473	Open	First Section				
16479	Open	First Section	290339567	CARROLL	FRANK	Autism Waiver
16506	Open	First Section	530324627	MARTIN	JEN	Autism Waiver

Final Section

Status	Submitted Date	Submitted Time	Due Date	Time Elapsed (Days)	Was the Final Section submitted on time?	If late, how many days late?	Did the initiating organization file an extension?	If so, what reason did the initiating organization provide for the extension?	How many extensions were filed by the initiating organization?	Did the reviewing organization file an extension?	If so, what reason did the reviewing organization provide for the extension?	How many extensions were filed by the reviewing organization?
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0
							No		0	No		0

The *County and Regional Management Review Information screens* for ODP-ID/A, and the State Management Review screen ODP-BSASP there is an addition of a required question that will reply on any management review screen that the user must answer. The question is **'Is this incident a result of abuse or neglect?**,' and this question is answered with a Yes/No drop-down selection.

The *Medical Intervention Information screen* has an update to 'Discharge Date/Medical Intervention End Date.' This update affects incidents that have a Primary Category of 'Death,' and the date entered cannot be more than one day after the 'Primary Category Occurrence Date' on the Verification of Incident Classification screen. The validation message that displays is:

- **Error: Discharge Date/Medical Intervention End Date cannot be more than one day after the occurrence date of the death.**

Death Information First Section screen, for both ODP-ID/A and ODP-BSASP has one new required question on the screen.

- **Was medical intervention information recorded in another incident in relation to this death incident?** The dropdown values are **Yes** and **No.**

The *Death Information Final Section screen,* for both ODP-ID/A and ODP-BSASP has two new required questions on the screen. These questions are related to medical intervention and abuse. The medical intervention question answer from the First Section will carry-through to the Death Information Final Section screen. The two new required questions include:

- **Was medical intervention information recorded in another incident in relation to this death incident? The dropdown values are Yes and No.**
- **Was this death a result of abuse or neglect? The dropdown values are Yes and No.**

There are now validation messages that can trigger as the result of answers to the following two questions in the Death Information screen:

- ✦ If a user answers 'Was medical intervention information recorded in another incident in relation to this death incident?' with a **YES** on the Death Information screen within the Incident First or Final Section, the following validation message will display:
- **Warning: If medical intervention information was recorded in another incident in relation to this death, please link the incident to this death incident.**

✦ If a user answers 'Was this death a result of abuse or neglect?' with a **YES** on the Final Section Death Information screen, the following validation message will display:
- **Warning: If this incident is a result of abuse or neglect, an Abuse or Neglect incident report must be filed and linked to this incident.**

The *Report Extension screen/functionality* has been enhanced to improve the ability to request extensions, show extension details, and have new validations.

The validations are in place to update who can edit/view the report extension, the number of days the extension can be requested for and the number of extensions for a given incident.

- The following are more detailed explanations of what occurs for Report Extensions for users:
    ✦ If the user logged in is not the same user that created the report extension the request, this user will only be able to view the report extension request.
    ✦ There is a minimum of 25 characters required to be entered into the extension reason
    ✦ Validation messages will trigger if the number of extensions is exceeded beyond the allowable maximum, and they will trigger if completion date exceeds the maximum days passed the current due date
    ✦ If the user that is logged in is a County/AE or Regional user, they have the ability to add an extension (ODP-ID/A)If the user that is logged in is a Regional/State user, they have the ability to add an extension (ODP-BSASP)

The *Verification Incident Classification* will allow the user to attempt to recategorize a previously nondeath incident to death. Once the user recategorizes the incident, the user will be need to complete a death information screen. The user will hit [SAVE & CONTINUE] and when validating, the user will trigger the error message. If you the user goes back into the section and clicks [SAVE] the will also trigger the error message at the top of the page. The screen functions this way to prevent users from recategorizing a non-death (i.e. law enforcement activity, abuse) incident to a death incident. A separate incident would need to be created if a death resulted from another incident and be linked.
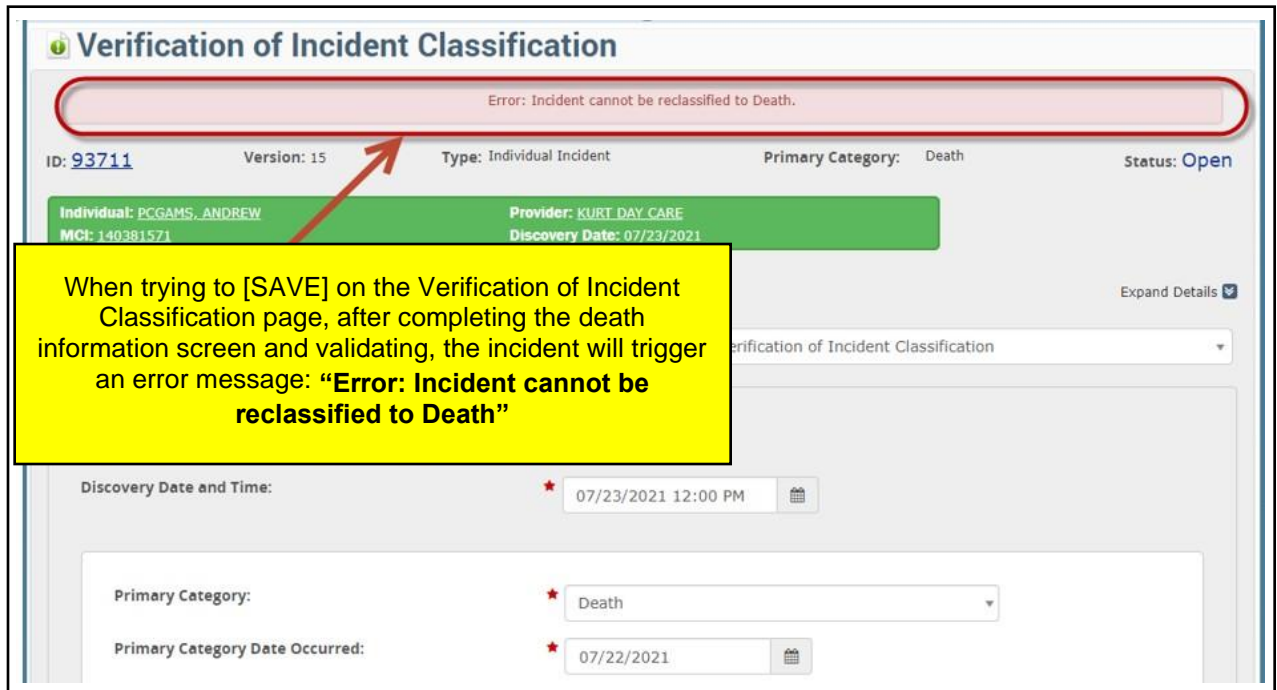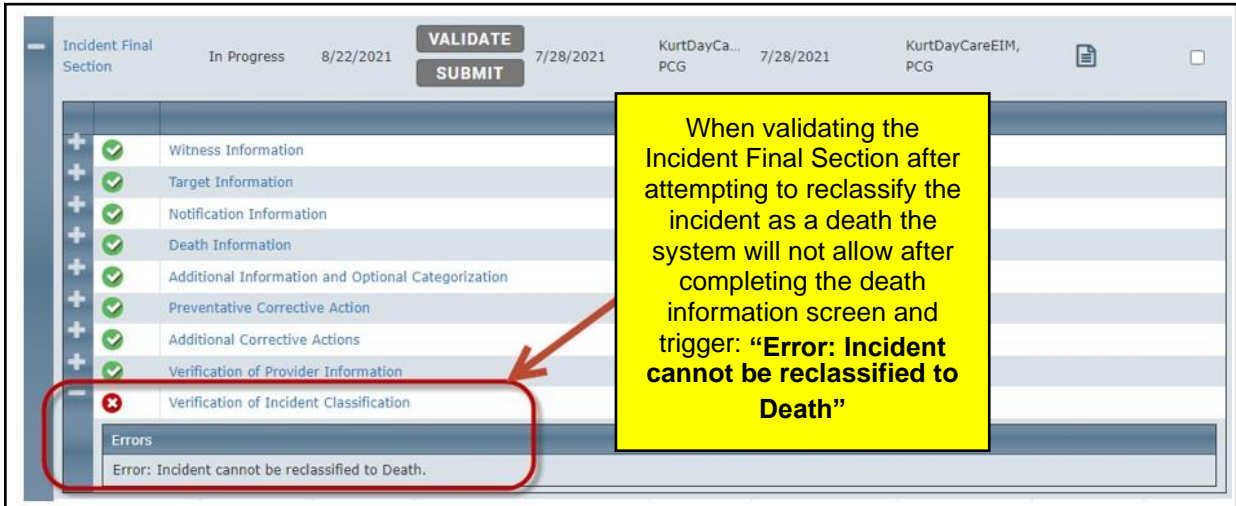

The **NEW Visual Analytic Dashboards** allow Counties/SCs, Regions, and Providers to better understand from a data perspective where they fall within meeting ODP's guidelines for ensuring incident

compliance. The two Dashboards that were added were the *Incident Reporting Overview Dashboard* and *the Restraint Dashboard*. The data on the dashboards will display based on the occurrence date of the incident. Data for incidents is not displayed in 'real time', the data will appear on the dashboard the next day. Users can manipulate the Dashboard filters and certain elements on the screen in various ways to adjust the data and timeframes of which they view incident data.

Here are a couple of examples of how users can manipulate the screen:

1. Users can click in the charts/diagrams to isolate and call-out certain data points. In this example, by clicking the abuse category it isolates this and calls out the open incidents of abuse and the number based on the user's filter selection.
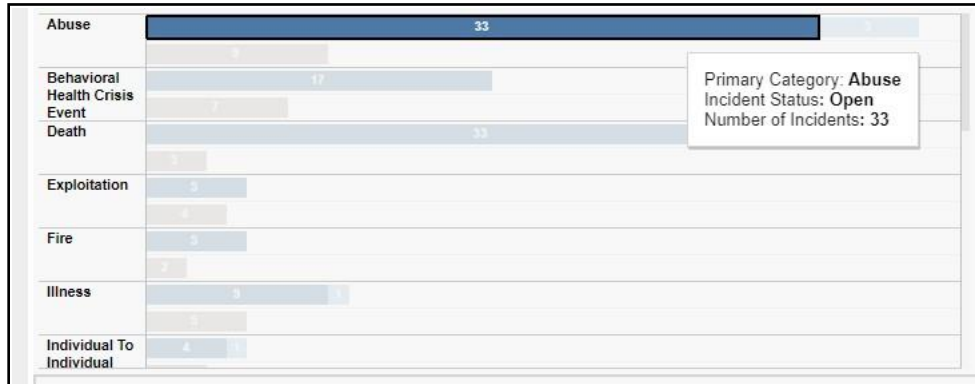

2. Users can utilize the pie charts and click certain sections to adjust the overall screen and how it represents the data. In this example, it calls out the data based on compliance for incident first and final section for the three open behavioral crisis events.
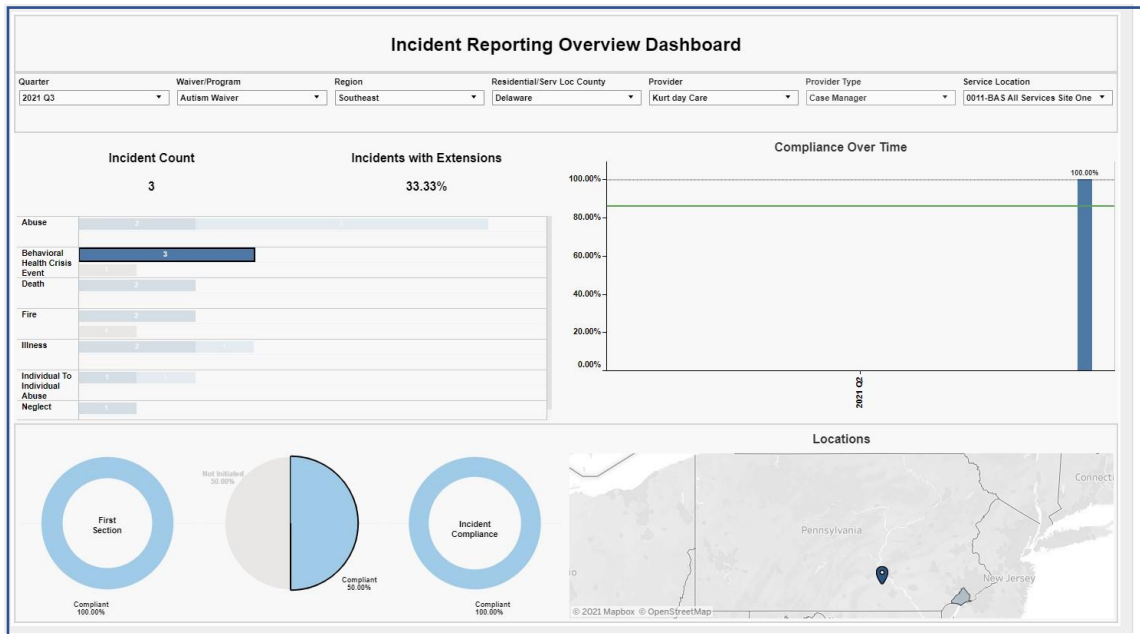
Incident Reporting Overview Dashboard:

✦ The Incident Reporting Overview Dashboard allows Counties/SCs, Regions, and Providers the ability to analyze data to ensure compliance per ODP's guidelines by helping identify areas of compliance and non-compliance. The following areas are represented on this dashboard:
   • Incident Count
   • Incidents with Extensions
   • Compliance Over Time
   • Not Classified
   • Not Initiated
   • Late
   • Locations

✦ There are different views based on scope. For example, a Provider will only see incidents associated with the services that incidents are occurring or in service locations that incidents have occurred.
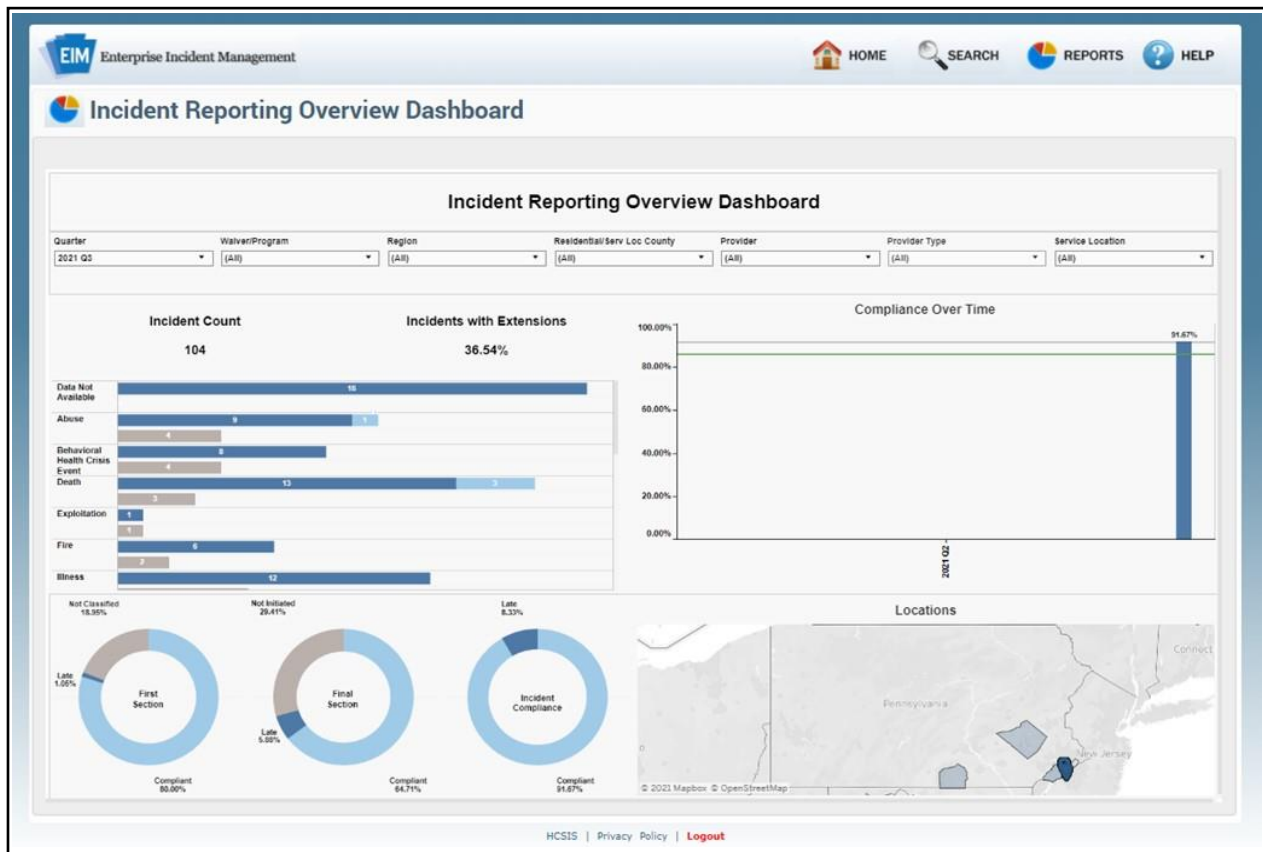
Restraint Dashboard:

- The Restraint Dashboard gives Providers the ability to analyze data/metrics for individual restraints to understand how and why restraints are occurring. The following areas are represented on the dashboard:
- Individuals Restrained
- Individuals without RPP
    - o Beginning 9/11/2021, an indicator displaying whether or not an individual has an active Restrictive Procedure Plan (RPP) will appear on the Individual Information screen. This data element is populated from the question "If yes, is it restrictive?" as part of the Individual Support Plan (ISP) behavior support plan area.
    - o Please note that EIM will begin determining whether an individual with a restraint incident has a RPP in place at the time of the incident only for incidents created after 9/11/2021.Therefore, when examining incidents for a time period prior to 9/11/2021, this KPI will always display 0.
- Improper Restraints
- Total Restraints
- Injuries
- Improper Restraint Procedures
- Restraints Per Individual
- Restrictive Procedures

There will be resource guides and other detailed information made available in the HCSIS LMS, and there will be targeted training on the dashboards (Incident Reporting Overview Dashboard & Restraint

Dashboard). There will be various sessions announced for October and November 2021. Please stay tuned for additional updates and announcements regarding these EIM enhancements.