

Overview: Incident Reporting Overview Dashboard

This reference guide is intended to familiarize individuals with the concepts required to produce output via the Incident Report Overview Dashboard. The Incident Reporting Overview Dashboard provides users with the ability to analyze metrics related to compliance of first-pass submissions of Incident Report documents. The data that appears in the dashboard is available in near-real-time, sourced from data within the Enterprise Data Warehouse (EDW) as part of an overnight batch process. EIM users may obtain data from the EDW by utilizing the Incident Management Review Report.

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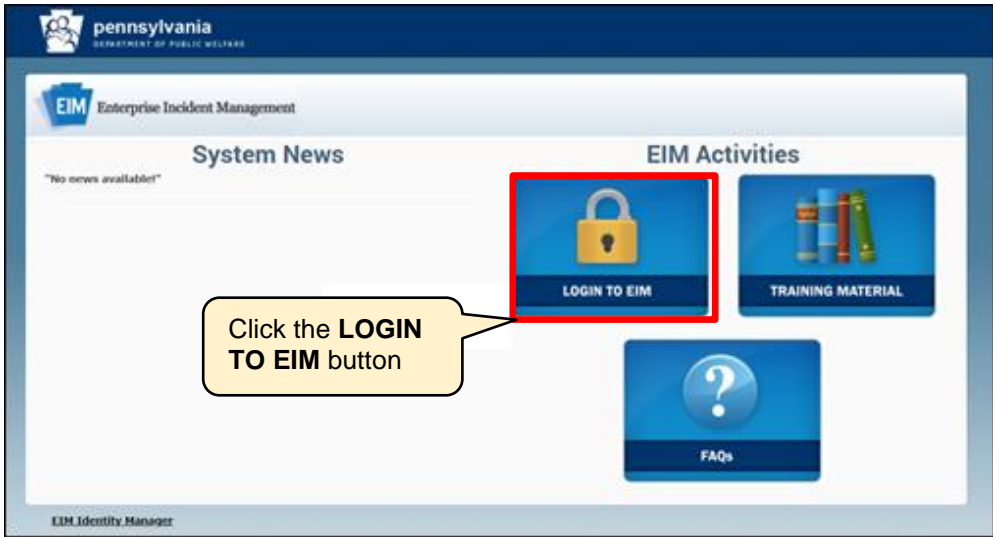
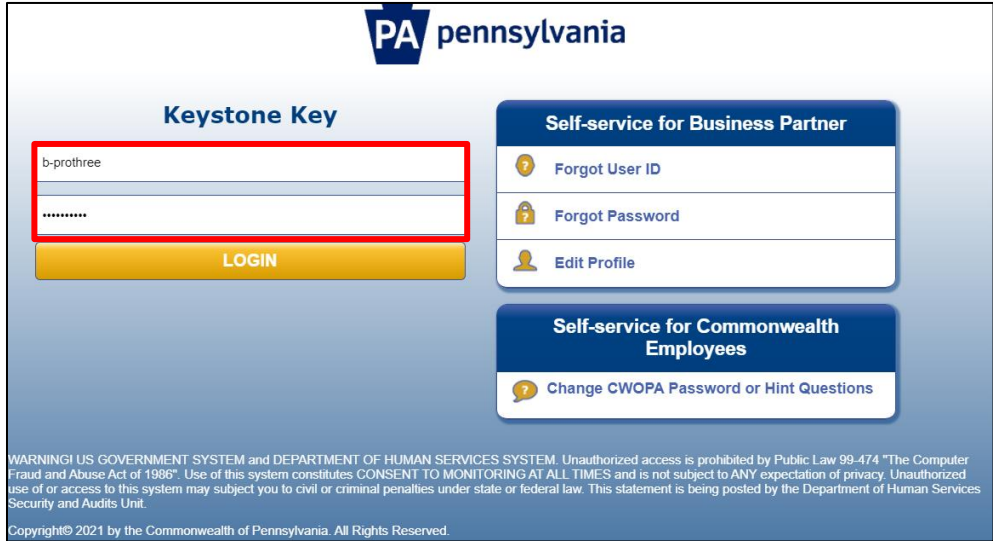
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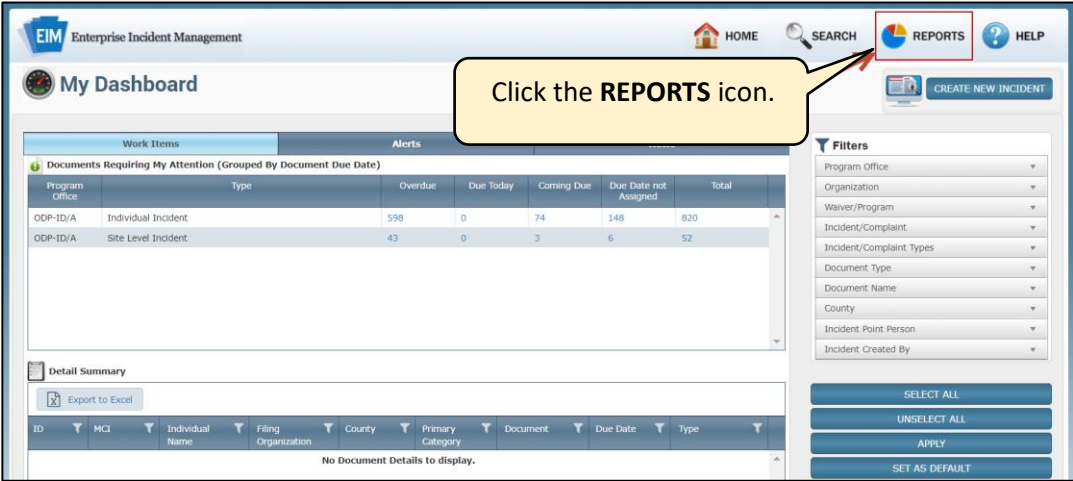
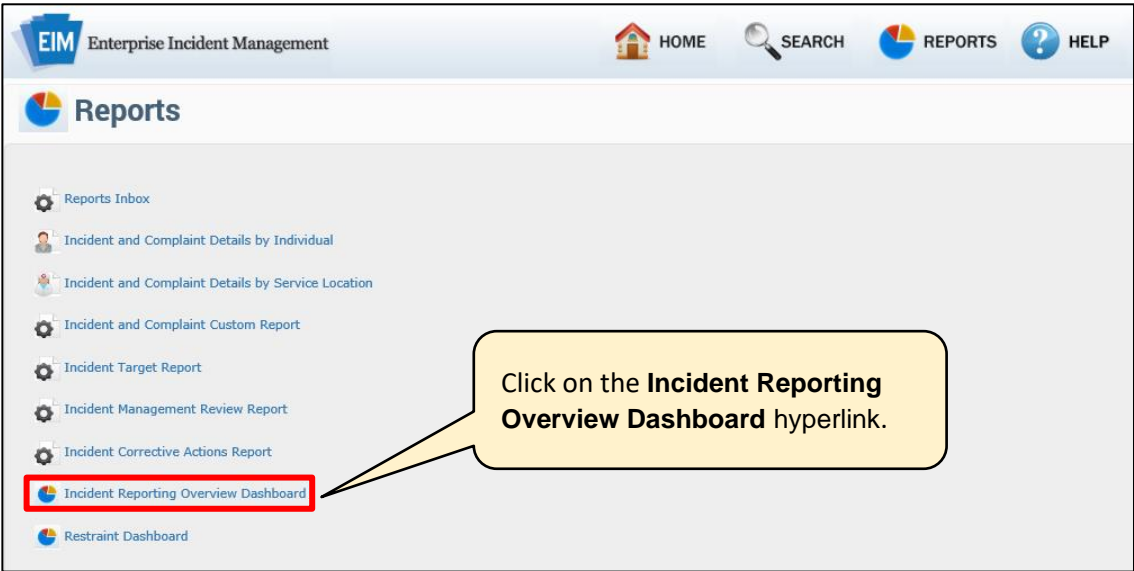
Note: Internet Explorer is no longer supported when attempting to view the dashboards within EIM. Other Internet browsers such as Chrome and Edge are still supported.

Incident Report Overview Dashboard

The Incident Reporting Overview Dashboard provides users with a variety of analysis capabilities, including, but not limited to the following:

- Identifies providers or service locations that are non-compliant with submitting Incident Report documents on time per ODP’s guidelines (depending on the EIM User’s scope).
- Identifies areas where providers are either reporting incidents late or submitting the documents late.
- Provides a trend chart to identify the provider’s incident management behavior over time.
- Provides information on Final Section document extensions.
- Identifies incident types that are open and closed, as well as where a greater number of extensions are filed.

Step	Action
1.	<p>To access the dashboard, log in to EIM .</p> 
2.	<p>Enter your log in ID and Password, then click the LOGIN button.</p>  <p><small>WARNING! US GOVERNMENT SYSTEM and DEPARTMENT OF HUMAN SERVICES SYSTEM. Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Department of Human Services Security and Audits Unit.</small></p> <p><small>Copyright© 2021 by the Commonwealth of Pennsylvania. All Rights Reserved.</small></p>

Step	Action
3.	<p>The EIM My Dashboard screen displays.</p> 
4.	<p>The Reports screen displays.</p> 

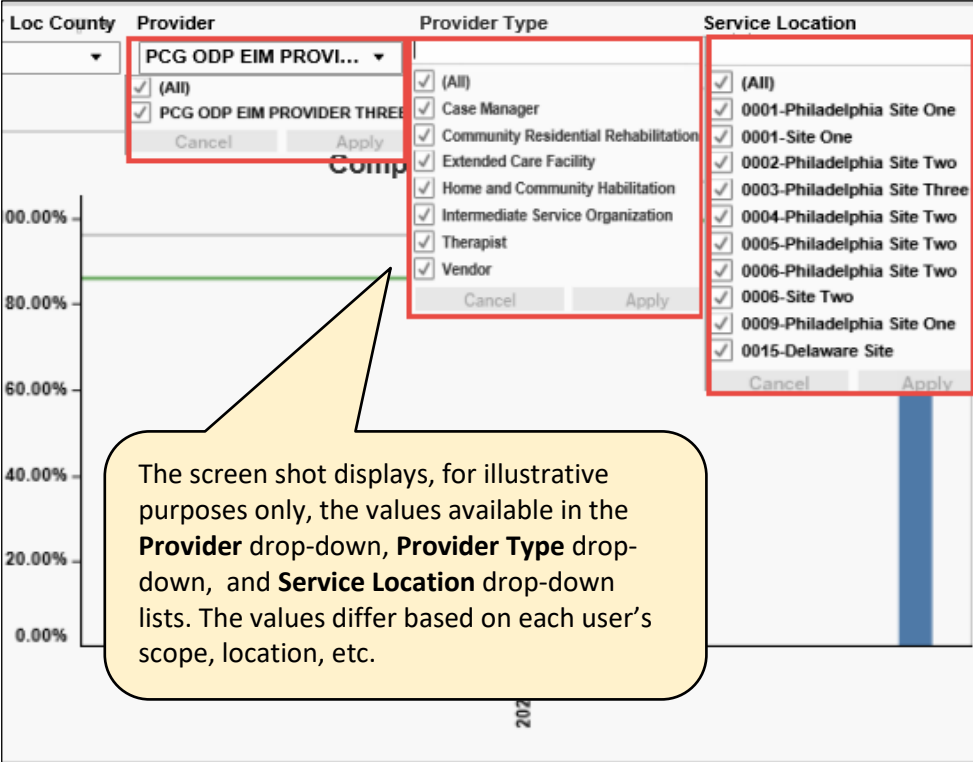
Step	Action
5	<p>The Incident Reporting Overview Dashboard displays.</p> <p>The user-selected filter values below drives the data that appears in the dashboard.</p> <p>The Incident Count and Incidents with Extensions summary labels provide a high-level summary of the data being analyzed on the screen.</p>

Step	Action
6	<p>The Incident Reporting Overview Dashboard consists of four separate views (quadrants, visualizations, etc.) of detailed information based on the filter settings selected by the user.</p> <p>The views display in quadrants, as follows:</p> <ol style="list-style-type: none"> 1. Incident Count /Incidents with Extensions 2. Compliance Over Time 3. Not Classified/Not Initiated/Late 4. Locations

Step	Action
7	<p>Select the values for each of the Dashboard filters at the top of the screen. The first group of filters appear below. The drop-down values will differ based on users' scope, provider locations, and individual characteristics, etc.</p> <p>Note that this screen shot displays, for illustrative purposes only, the values available in the Quarter drop-down, Waiver/Program drop-down, Region drop-down, and Residential/Service Location County drop-down lists. The values differ based on each user's roles, location, etc.</p>

Quarters are based on Incident Report Occurrence Date and are broken down by Calendar Year:

- **Q1** = Jan 1 through March 31
- **Q2** = April 1 through June 30
- **Q3** = July 1 through Sept 30
- **Q4** = Oct 1 through Dec 31

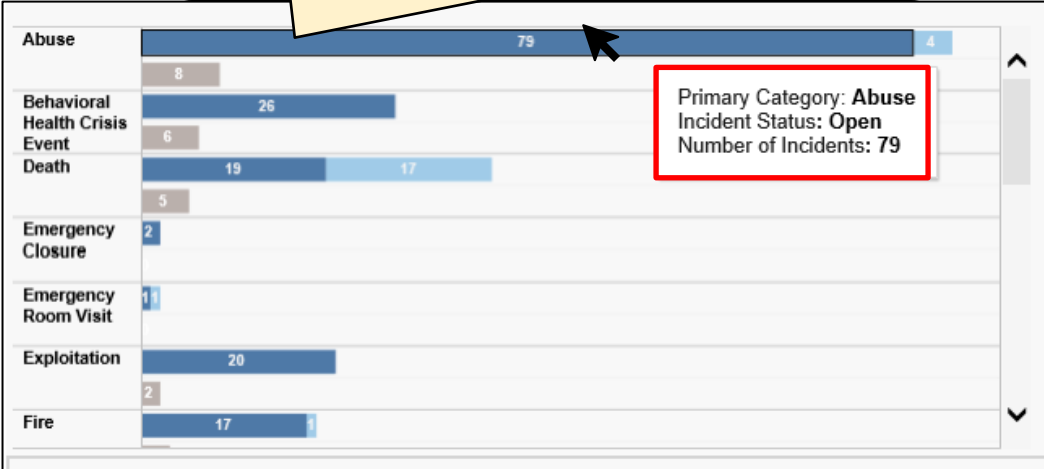
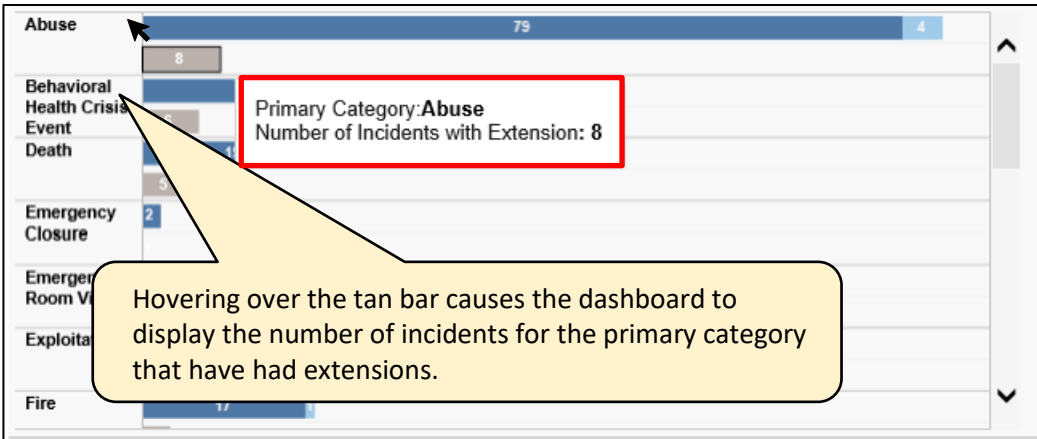
Step	Action
8	<p>Select additional values for each of the Dashboard filters. The second group of filters appear below</p>  <p>The screen shot displays, for illustrative purposes only, the values available in the Provider drop-down, Provider Type drop-down, and Service Location drop-down lists. The values differ based on each user's scope, location, etc.</p>

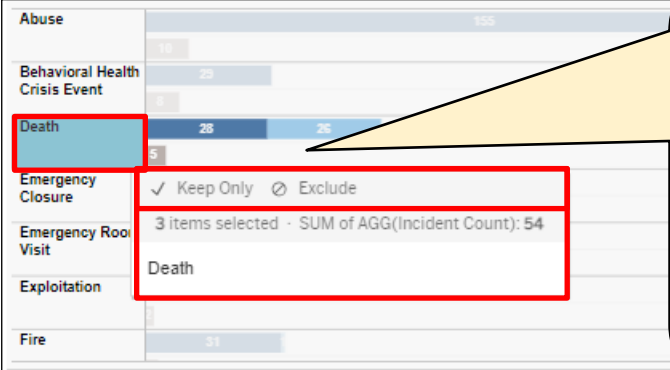
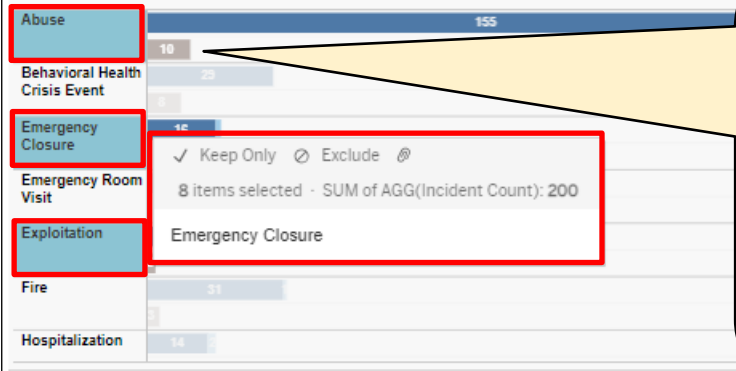
Identifying Incident Types by Category Type and Number of Extensions

Below the Summary Labels is the Incident Count / Incidents with Extensions information. Complete the following steps to identify incidents by category type and their associated number of requested extensions.

Step	Action																		
1.	<p>Navigate to the Incident Report Overview Dashboard report's filters.</p> <p>The screenshot shows the 'Incident Reporting Overview Dashboard' with the following data:</p> <ul style="list-style-type: none"> Incident Count: 660 Incidents with Extensions: 9.39% Compliance Over Time: <table border="1"> <tr><th>Quarter</th><th>Compliance %</th></tr> <tr><td>2019 Q4</td><td>86.67%</td></tr> <tr><td>2020 Q1</td><td>0.00%</td></tr> <tr><td>2020 Q2</td><td>72.73%</td></tr> <tr><td>2020 Q3</td><td>71.43%</td></tr> <tr><td>2020 Q4</td><td>88.89%</td></tr> <tr><td>2021 Q1</td><td>50.00%</td></tr> <tr><td>2021 Q2</td><td>57.55%</td></tr> <tr><td>2021 Q3</td><td>96.43%</td></tr> </table> Locations: Map showing Pennsylvania and New Jersey. Compliance Status: <ul style="list-style-type: none"> Not Initiated: 34.82% Late: 20.34% Compliant: 62.16% Incident Compliance: 71.66% Final Section: Late 2.55%, Compliant 62.16% First Section: Compliant 90.81% 	Quarter	Compliance %	2019 Q4	86.67%	2020 Q1	0.00%	2020 Q2	72.73%	2020 Q3	71.43%	2020 Q4	88.89%	2021 Q1	50.00%	2021 Q2	57.55%	2021 Q3	96.43%
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2.	<p>Select the desired filter values based on the timeframe, waiver, region, county residential service location, and so on that you wish to view. Remember to click the Apply button after making your selection for each filter. For this example, the filter settings are as follows:</p> <table border="1"> <tr> <td data-bbox="240 1333 651 1396">Quarter 2019 Q1- 2021 Q3</td> <td data-bbox="656 1333 1036 1396">Waiver/Program - All</td> <td data-bbox="1040 1333 1451 1396">Region – Central; North East</td> </tr> <tr> <td data-bbox="240 1402 651 1491">County – Adams, Berks, Philadelphia</td> <td data-bbox="656 1402 1036 1491">Provider - All</td> <td data-bbox="1040 1402 1451 1491">Provider Type - All</td> </tr> <tr> <td data-bbox="240 1497 651 1554">Service Location - All</td> <td data-bbox="656 1497 1036 1554"></td> <td data-bbox="1040 1497 1451 1554"></td> </tr> </table>	Quarter 2019 Q1- 2021 Q3	Waiver/Program - All	Region – Central; North East	County – Adams, Berks, Philadelphia	Provider - All	Provider Type - All	Service Location - All											
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Step	Action																														
3.	<p>Review the Dashboard results as you select your filter choices. The dashboard updates in real time as you select and Apply the filters.</p> <div data-bbox="240 394 1096 886"> <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Abuse</td><td>79</td></tr> <tr><td>Behavioral Health Crisis Event</td><td>26</td></tr> <tr><td>Death</td><td>19</td></tr> <tr><td>Emergency Closure</td><td>2</td></tr> <tr><td>Emergency Room Visit</td><td>11</td></tr> <tr><td>Exploitation</td><td>20</td></tr> <tr><td>Fire</td><td>17</td></tr> </tbody> </table> </div> <div data-bbox="1177 451 1453 850" style="border: 1px solid black; padding: 10px; margin-left: 20px;"> <p>Click on the slider and drag it downwards to display the various Primary Categories being reported on.</p> </div>	Category	Count	Abuse	79	Behavioral Health Crisis Event	26	Death	19	Emergency Closure	2	Emergency Room Visit	11	Exploitation	20	Fire	17														
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4.	<p>Continue to drag the slider to review the Primary Categories and related counts.</p> <div data-bbox="240 982 1096 1344"> <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Fire</td><td>17</td></tr> <tr><td>Illness</td><td>29</td></tr> <tr><td>Individual To Individual Abuse</td><td>23</td></tr> <tr><td>Law Enforcement Activity</td><td>9</td></tr> <tr><td>Medication Error</td><td>8</td></tr> <tr><td>Missing Individual</td><td>6</td></tr> <tr><td>Neglect</td><td>18</td></tr> </tbody> </table> </div> <div style="text-align: center; margin: 10px 0;"> </div> <div data-bbox="240 1459 1096 1753"> <table border="1"> <thead> <tr> <th>Category</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Physical Restraint</td><td>9</td></tr> <tr><td>Rights Violation</td><td>9</td></tr> <tr><td>Serious Illness</td><td>9</td></tr> <tr><td>Serious Injury</td><td>11</td></tr> <tr><td>Sexual Abuse</td><td>14</td></tr> <tr><td>Site Closure</td><td>8</td></tr> </tbody> </table> </div> <div data-bbox="1177 1008 1453 1606" style="border: 1px solid black; padding: 10px; margin-left: 20px;"> <p>The Primary Categories appear in alphabetical order as you scroll down the list.</p> <p>Continue to scroll down the list to review all of the Primary Categories.</p> </div>	Category	Count	Fire	17	Illness	29	Individual To Individual Abuse	23	Law Enforcement Activity	9	Medication Error	8	Missing Individual	6	Neglect	18	Category	Count	Physical Restraint	9	Rights Violation	9	Serious Illness	9	Serious Injury	11	Sexual Abuse	14	Site Closure	8
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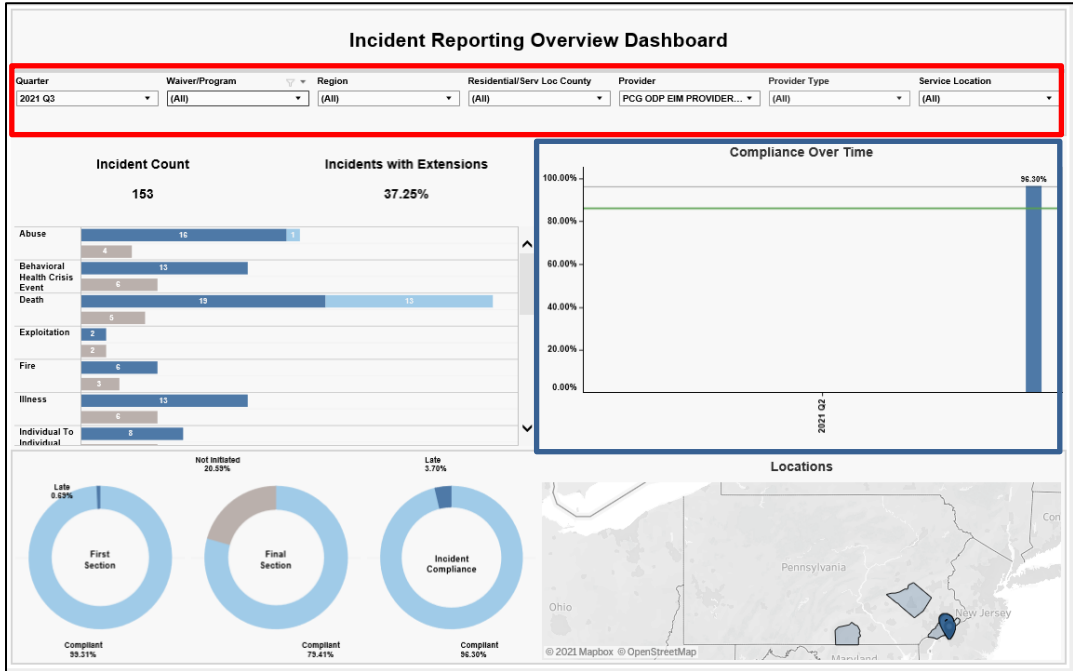
Step	Action
5.	<p data-bbox="237 310 1382 373">Hover the mouse pointer over any of the Primary Categories to see information about each of the categories.</p> <div data-bbox="451 401 1227 590" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Hovering over the Abuse Primary Category causes the dashboard to display the details in a Tool Tip text box. Note that the dark blue bar indicates Open incidents and the light blue bar reports on Closed incidents.</p> </div>   <div data-bbox="383 1346 1127 1486" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Hovering over the tan bar causes the dashboard to display the number of incidents for the primary category that have had extensions.</p> </div>

Step	Action
5A.	<p>Users can choose to include or exclude certain incident primary categories by utilizing the Tool Tip Hover Over capabilities.</p>  <p>Click on a primary category and a Tool-Tip appears. Click Keep Only and the dashboard will update using just the selected primary category. Click Exclude and the dashboard will refresh the other Key Performance Indicators with the selected primary category (and its statistics) excluded.</p>
	 <p>To select multiple primary categories, hold down the [CTRL] button then click the desired primary categories. The dashboard will refresh by either excluding those items, or refresh by using just those selected primary categories marked for inclusion.</p>

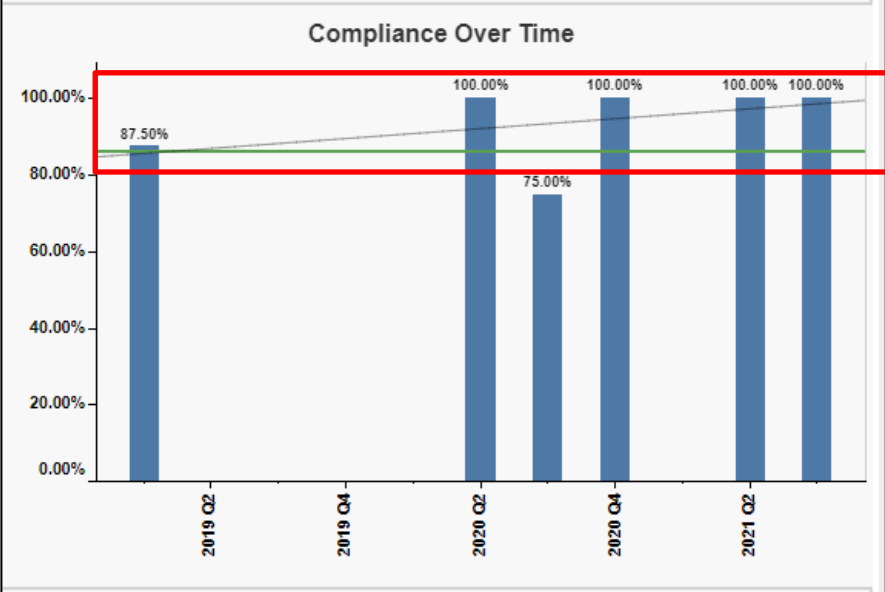
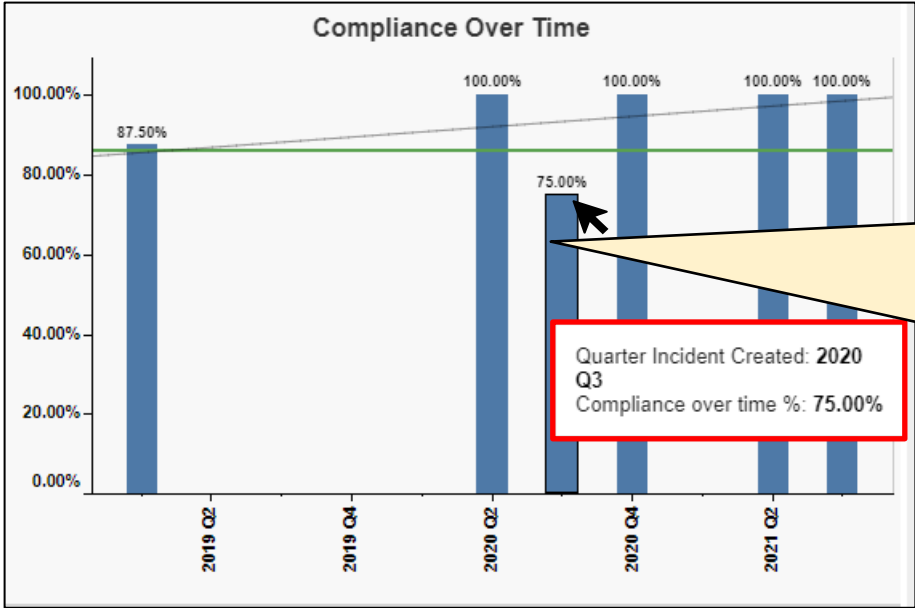
Reviewing Compliance Over Time Information

The Compliance Over Time graph displays the Provider's compliance in submitting timely Incident Reports. Complete the following steps to view Compliance Over Time information. Compliance Over Time data is most beneficial by selecting **multiple** quarters to observe the compliance trend.

Step	Action
1.	Navigate to the Incident Report Overview Dashboard report's filters.
2.	Select the desired filter values based on the timeframe, waiver, region, county service location, and so on that you wish to view. Remember to click the Apply button after making your selection for each filter. For this example, the filter settings are as follows:



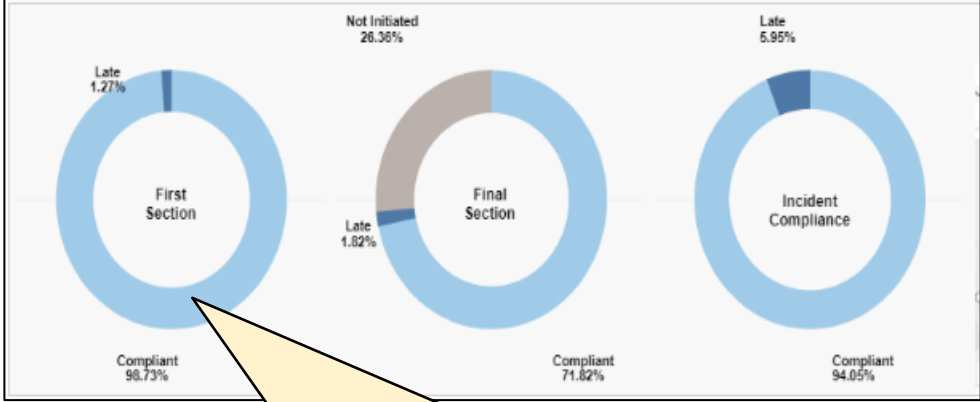
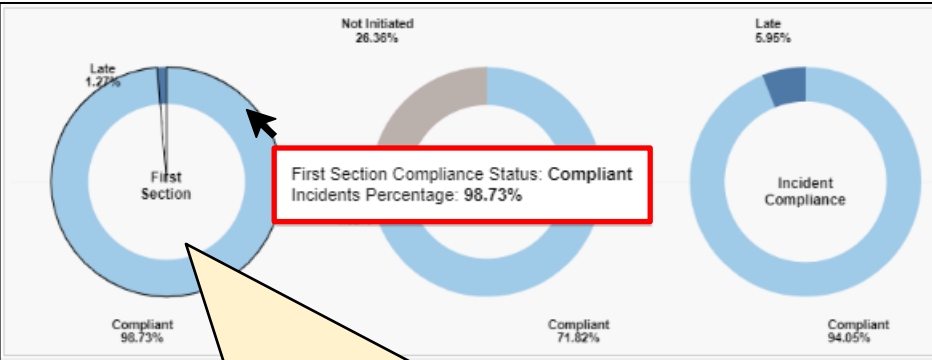
Quarter 2019 Q1- 2021 Q3	Waiver/Program - All	Region – Central; North East
County – Adams, Berks, Philadelphia	Provider – Allied Healthcare	Provider Type - All
Service Location - All		

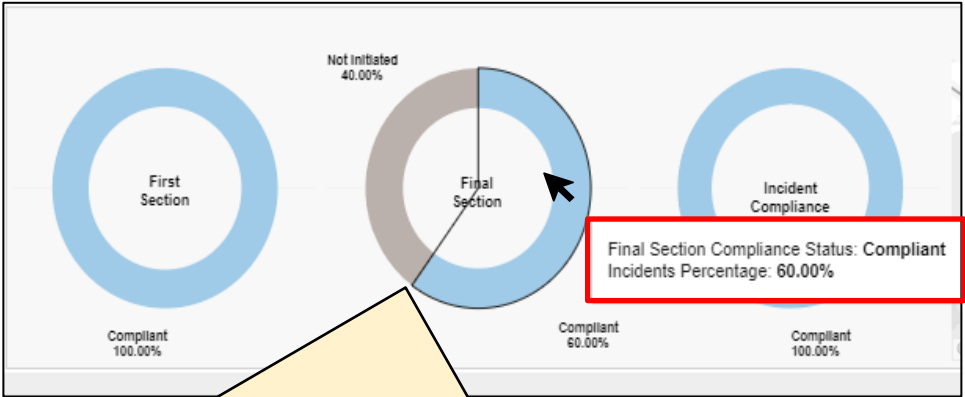
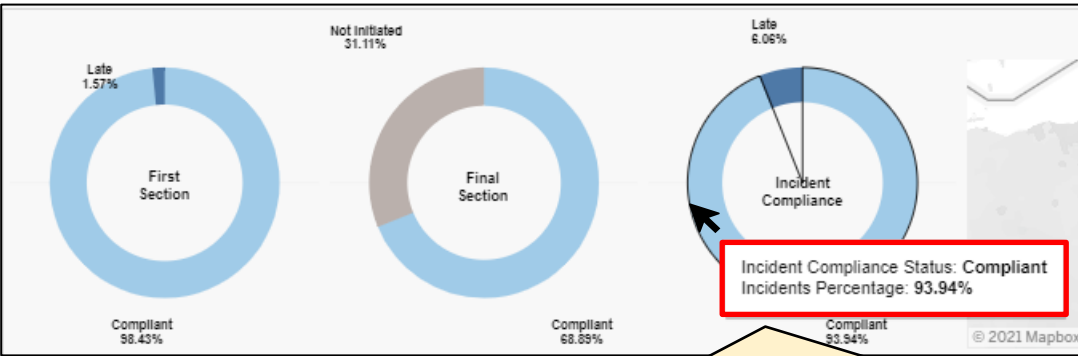
Step	Action
3.	<p>Review the Dashboard results as you select your filter choices. The Dashboard updates in real time as you select and Apply the filters. The gray line indicates the Compliance trend.</p>  <p>Note that a green line automatically appears in the graph. The green line represents ODP's Incident Reporting Minimum Compliance standard (86%). Providers can assess their compliance by comparing their trending (the light gray line) to the green line.</p>
4	<p>Hover your mouse pointer over any blue bar.</p>  <p>Hovering the mouse pointer over any blue bar causes the dashboard to display a Tool Tip text box of the compliance information related to that specific quarter.</p>

Reviewing First Section, Final Section, and Incident Compliance Information

The First Section, Final Section, and Incident Compliance pie charts displays the compliance for the First and Final incident Sections and also the overall compliance of the incident for the Provider's first time through the incident.

Step	Action									
1.	<p>Navigate to the Incident Report Overview Dashboard report's filters.</p> <p>The screenshot shows the Incident Reporting Overview Dashboard with the following data:</p> <ul style="list-style-type: none"> Filters: Quarter: 2021 Q3, Waiver/Program: (All), Region: (All), Residential/Serv Loc County: (All), Provider: PCG ODP EIM PROVIDER..., Provider Type: (All), Service Location: (All). Incident Count: 153 Incidents with Extensions: 37.25% Compliance Over Time: 96.30% Incident Categories: Abuse (16), Behavioral (4), Health Crisis (13), Event (6), Death (12), Exploitation (2), Fire (6), Illness (3), Individual To Individual (15), Individual To Individual (8). Compliance Status: <ul style="list-style-type: none"> First Section: Compliant 99.51%, Late 0.49% Final Section: Compliant 79.41%, Not Initiated 20.59% Incident Compliance: Compliant 96.30%, Late 3.70% Locations: Map showing Pennsylvania, Ohio, and New Jersey. 									
2.	<p>Select the desired filter values based on the timeframe, waiver, region, county service location, and so on that you wish to view. Remember to click the Apply button after making your selection for each filter. For this example, the filter settings are as follows:</p> <table border="1" data-bbox="240 1356 1455 1549"> <tbody> <tr> <td>Quarter 2018 Q4 - 2021 Q3</td> <td>Waiver/Program - All</td> <td>Region – All</td> </tr> <tr> <td>County – All</td> <td>Provider – Allied Healthcare</td> <td>Provider Type - All</td> </tr> <tr> <td>Service Locaion - All</td> <td></td> <td></td> </tr> </tbody> </table>	Quarter 2018 Q4 - 2021 Q3	Waiver/Program - All	Region – All	County – All	Provider – Allied Healthcare	Provider Type - All	Service Locaion - All		
Quarter 2018 Q4 - 2021 Q3	Waiver/Program - All	Region – All								
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Step	Action
3.	<p>Review the Dashboard results as you select your filter choices. The dashboard updates in real time as you select and Apply the filters.</p>  <p>The First Section pie chart represents compliance for First Section documents in various statuses, as compared to the all of the First Section documents for the selected filter values.</p>
4.	<p>Hover your mouse pointer over the First Section pie chart.</p>  <p>The First Section pie chart breakdown reports on the following statuses:</p> <ul style="list-style-type: none"> • Compliant – Incidents submitted prior to their due date. • Late – Incidents submitted after their due date. • Not Classified – Incidents having no Primary or Secondary category selected and no due date calculated.

Step	Action
5.	<p>Hover your mouse pointer over the Final Section pie chart.</p>  <p>The Final Section pie chart represents compliance for Final Section documents in various statuses, as compared to the all of the Final Section documents for the selected filter values.</p> <p>The breakdown reports on the following statuses:</p> <ul style="list-style-type: none"> • Compliant – Incidents submitted prior to their due date. • Late – Incidents submitted after their due date. • Not Classified – Incidents having no Primary or Secondary category selected and no due date calculated.
6.	<p>Hover your mouse pointer over the Incident Compliance pie chart.</p>  <p>The Incident Compliance pie chart represents the percentage of each compliance status (Compliant or Late) to illustrate the difference between the statuses.</p> <ul style="list-style-type: none"> • Compliant – Both First & Final Sections submitted prior to due date. • Late – First, Final or both First and Final Sections submitted after due date.

Step	Action																																								
7.	<p data-bbox="240 315 1437 373">Observe the correlation of data between the First Section, Final Section, and Incident Compliance Pie charts with the Incident Counts / Incidents with Extensions.</p> <div data-bbox="248 394 1036 1108"> <table border="1" data-bbox="248 394 1036 814"> <caption>Incident Count and Incidents with Extensions</caption> <thead> <tr> <th>Category</th> <th>Incident Count</th> <th>Incidents with Extensions</th> </tr> </thead> <tbody> <tr> <td>Abuse</td> <td>25</td> <td>11</td> </tr> <tr> <td>Behavioral Health Crisis Event</td> <td>3</td> <td>0</td> </tr> <tr> <td>Death</td> <td>20</td> <td>8</td> </tr> <tr> <td>Emergency Closure</td> <td>8</td> <td>8</td> </tr> <tr> <td>Emergency Room Visit</td> <td>8</td> <td>2</td> </tr> <tr> <td>Exploitation</td> <td>2</td> <td>0</td> </tr> <tr> <td>Fire</td> <td>7</td> <td>2</td> </tr> </tbody> </table> <table border="1" data-bbox="248 825 1036 1108"> <caption>Compliance Status</caption> <thead> <tr> <th>Section</th> <th>Compliant</th> <th>Late</th> <th>Not Initiated</th> </tr> </thead> <tbody> <tr> <td>First Section</td> <td>98.99%</td> <td>1.01%</td> <td>0%</td> </tr> <tr> <td>Final Section</td> <td>70.53%</td> <td>1.10%</td> <td>28.57%</td> </tr> <tr> <td>Incident Compliance</td> <td>98.46%</td> <td>1.54%</td> <td>0%</td> </tr> </tbody> </table> </div>	Category	Incident Count	Incidents with Extensions	Abuse	25	11	Behavioral Health Crisis Event	3	0	Death	20	8	Emergency Closure	8	8	Emergency Room Visit	8	2	Exploitation	2	0	Fire	7	2	Section	Compliant	Late	Not Initiated	First Section	98.99%	1.01%	0%	Final Section	70.53%	1.10%	28.57%	Incident Compliance	98.46%	1.54%	0%
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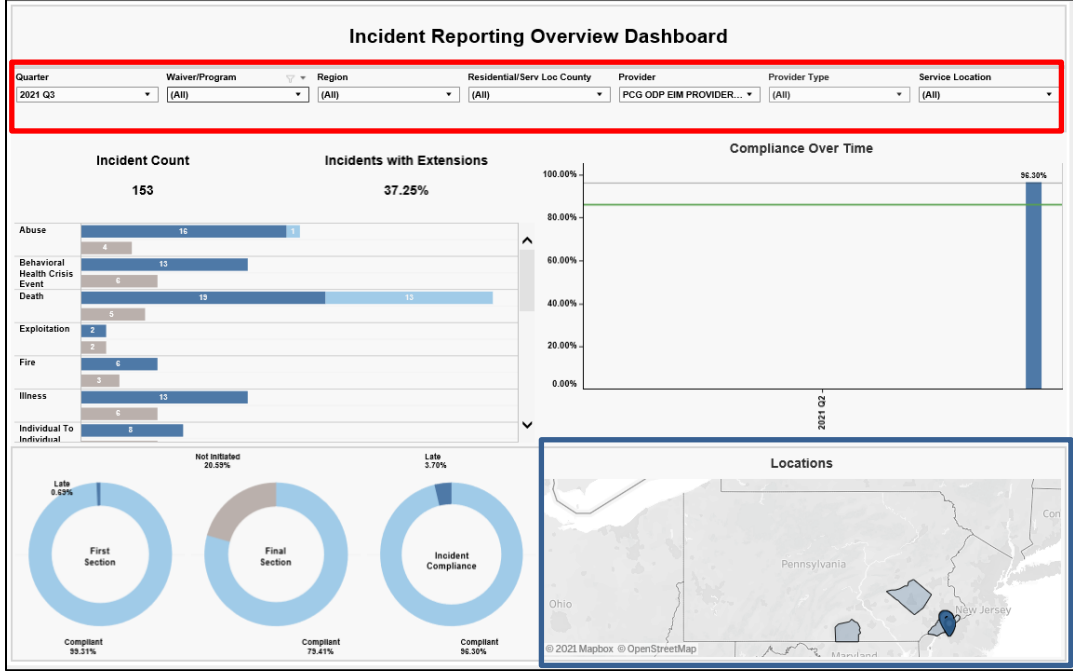
The First Section, Final Section, and Incident Compliance pie chart visual interacts with Incident Count and Incidents with Extensions.

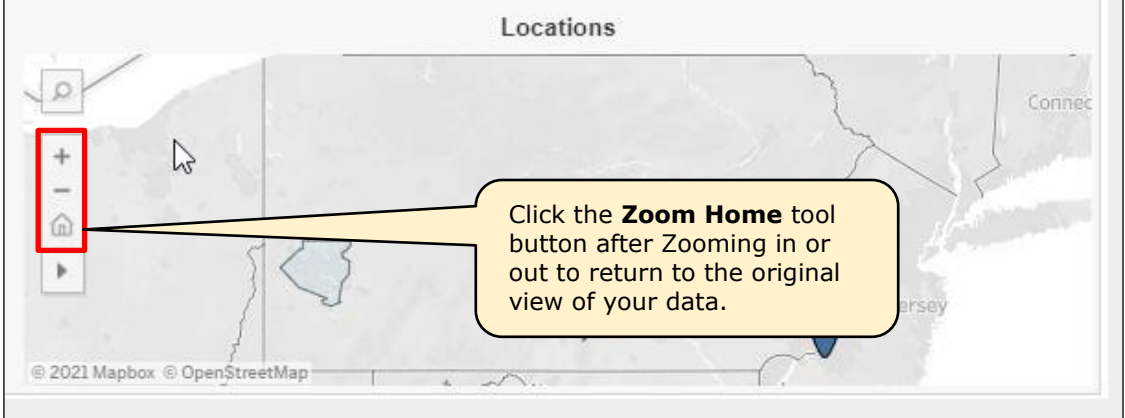
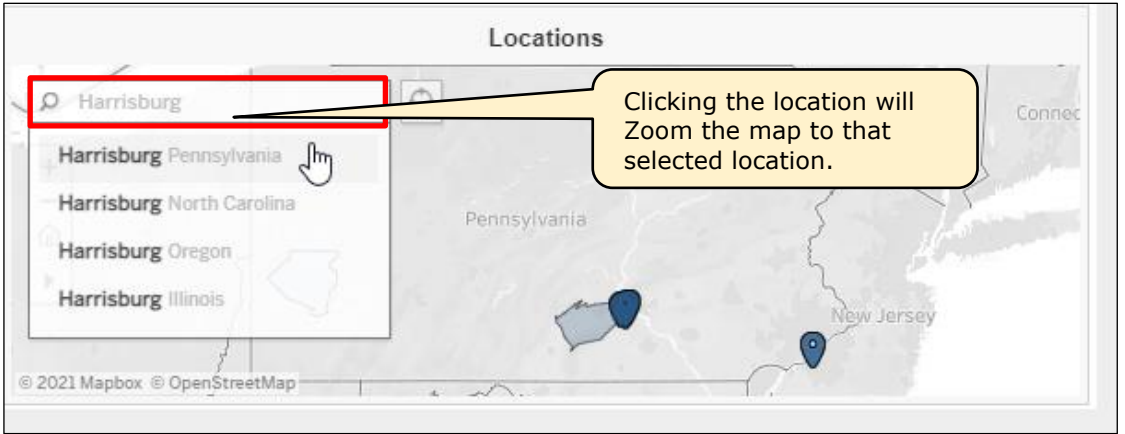
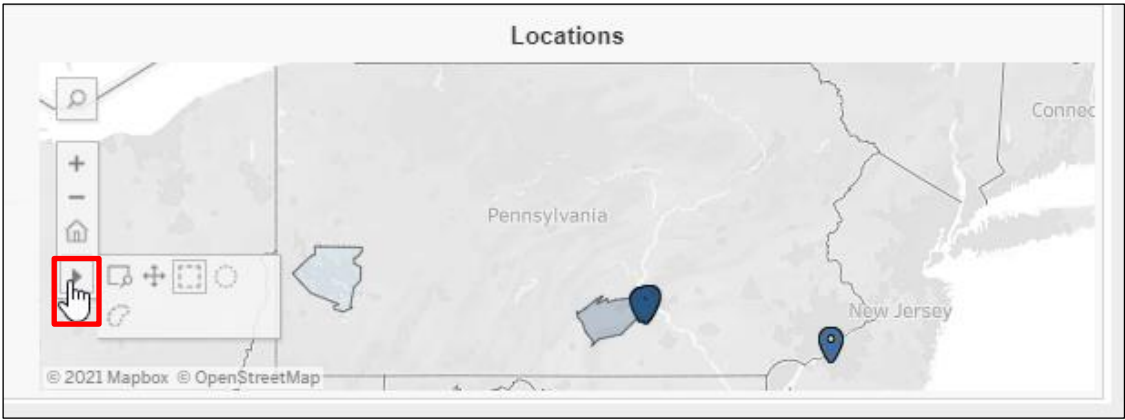
Users can select a section on the pie chart, and the numbers automatically update for the Incident Count and the percentage for Incidents with extensions.

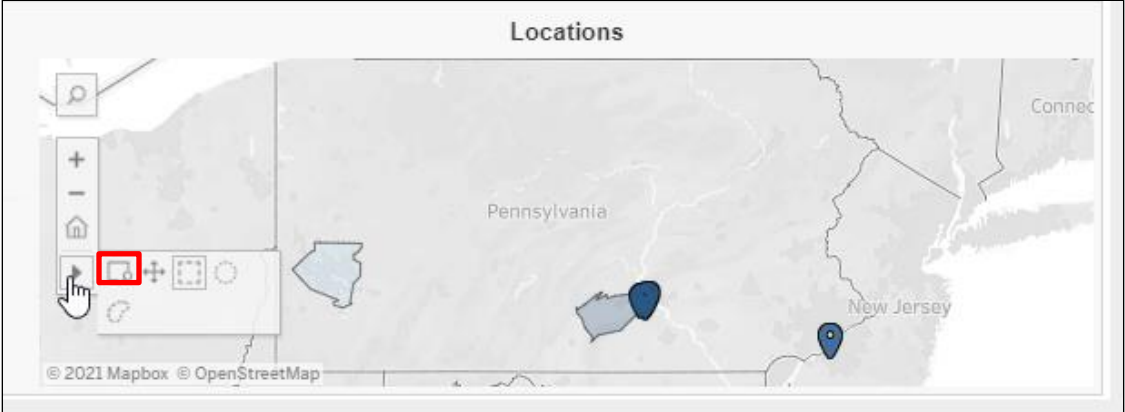
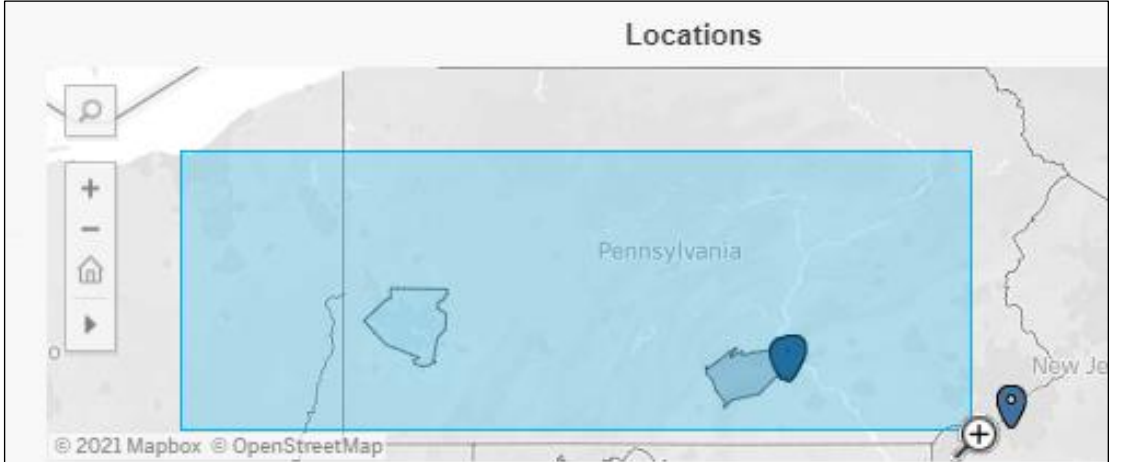
Users can also multi-select areas of the pie chart by holding the [CTRL] button. The other metrics will update accordingly.

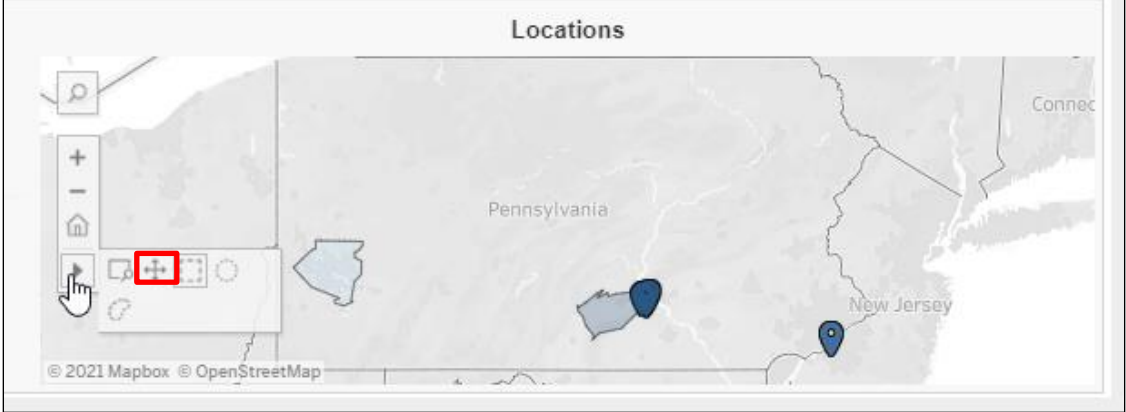
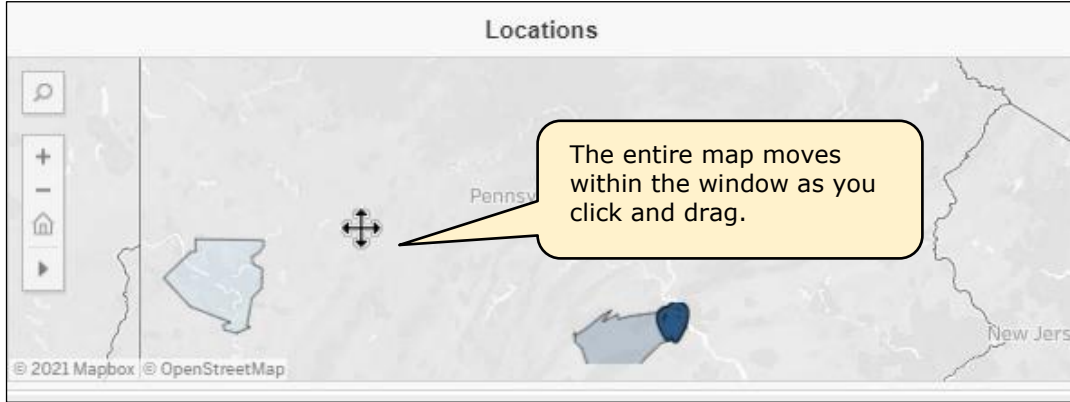
Using the Locations Visual Chart

The Locations visual chart displays at the bottom right of the Incident Reporting Overview Dashboard. It displays the physical location of each Service Location and the residential county of the Service Location where an incident occurred.

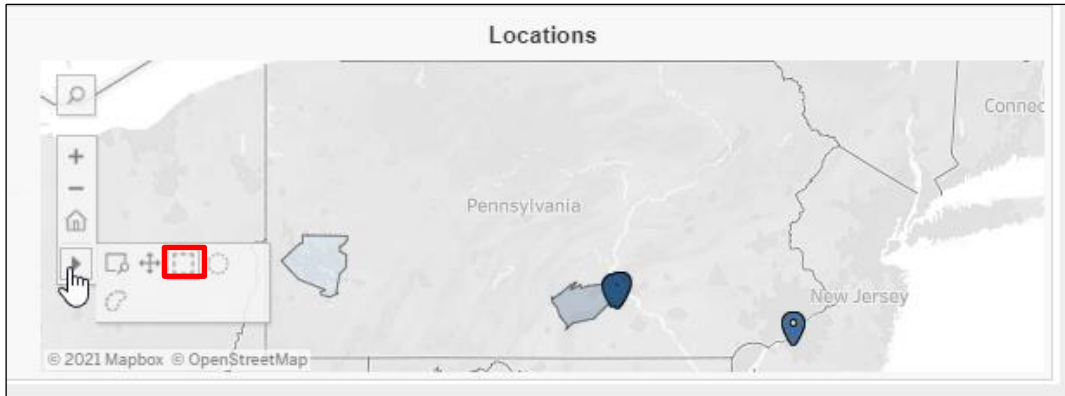
Step	Action									
1.	<p>Navigate to the Incident Report Overview Dashboard report's filters.</p>  <p>The screenshot shows the Incident Reporting Overview Dashboard with the following components:</p> <ul style="list-style-type: none"> Filters: Quarter (2021 Q3), Waiver/Program ([All]), Region ([All]), Residential/Serv Loc County ([All]), Provider (PCG ODP EIM PROVIDER...), Provider Type ([All]), Service Location ([All]). Incident Count: 153 total incidents. Incidents with Extensions: 37.25%. Compliance Over Time: A bar chart showing 96.30% compliance for 2021 Q3. Incident Categories: Abuse (16), Behavioral (4), Health Crisis (13), Event (6), Death (12), Exploitation (2), Fire (6), Illness (3), Individual To Individual (15), Individual To Individual (8). Compliance Status: <ul style="list-style-type: none"> First Section: 99.31% Compliant, 0.69% Late. Final Section: 79.41% Compliant, 20.59% Not Initiated. Incident Compliance: 96.30% Compliant, 3.70% Late. Locations: A map showing incident locations in Pennsylvania, Ohio, and New Jersey. 									
2.	<p>Select the desired filter values based on the timeframe, waiver, region, county service location, and so on that you wish to view. Remember to click the Apply button after making your selection for each filter. For this example, the filter settings are as follows:</p> <table border="1" data-bbox="240 1360 1451 1549"> <tbody> <tr> <td>Quarter 2018 Q4 - 2021 Q3</td> <td>Waiver/Program - All</td> <td>Region – All</td> </tr> <tr> <td>County – All</td> <td>Provider – Allied Healthcare</td> <td>Provider Type - All</td> </tr> <tr> <td>Service Locaion - All</td> <td></td> <td></td> </tr> </tbody> </table>	Quarter 2018 Q4 - 2021 Q3	Waiver/Program - All	Region – All	County – All	Provider – Allied Healthcare	Provider Type - All	Service Locaion - All		
Quarter 2018 Q4 - 2021 Q3	Waiver/Program - All	Region – All								
County – All	Provider – Allied Healthcare	Provider Type - All								
Service Locaion - All										

Step	Action
3.	<p>Note that the map allows users to Zoom In (+), Zoom Out (-), and Zoom Home.</p> 
4.	<p>Click on the magnifying glass icon to manually type in a location. As you enter text, you will see auto populated suggestions that you can click.</p> 
5	<p>Clicking on the arrow symbol causes additional tools to display.</p> 

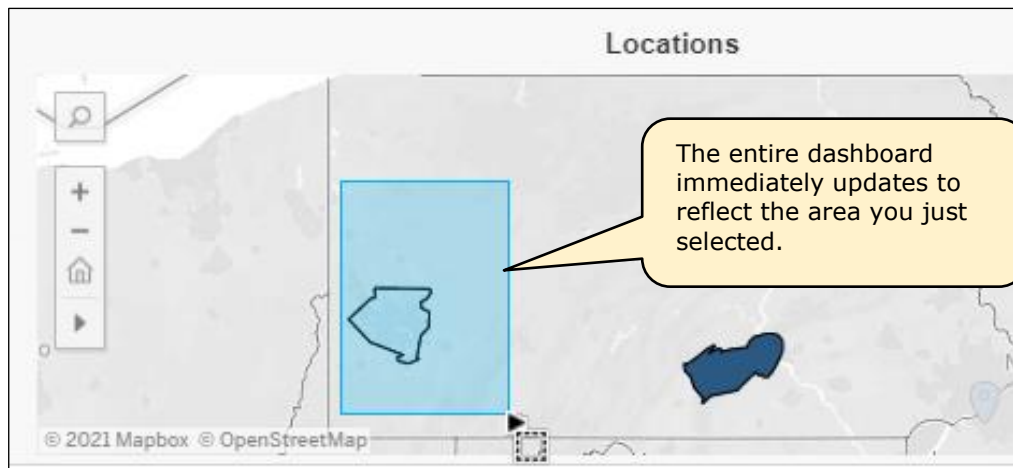
Step	Action
6.	<p data-bbox="240 310 1023 342">Click the Zoom Area tool button to click and drag an area to zoom.</p>  <p data-bbox="240 781 812 812">The selected area will then become “zoomed in”.</p>  <p data-bbox="240 1346 873 1377">Click the Home icon to return the view back to normal.</p>

Step	Action
7.	<p>Click the Pan tool button .</p>  <p>Click on the map and the mouse pointer turns to a plus sign. Click and drag to move the map as desired.</p> 

Click the Rectangle tool button.

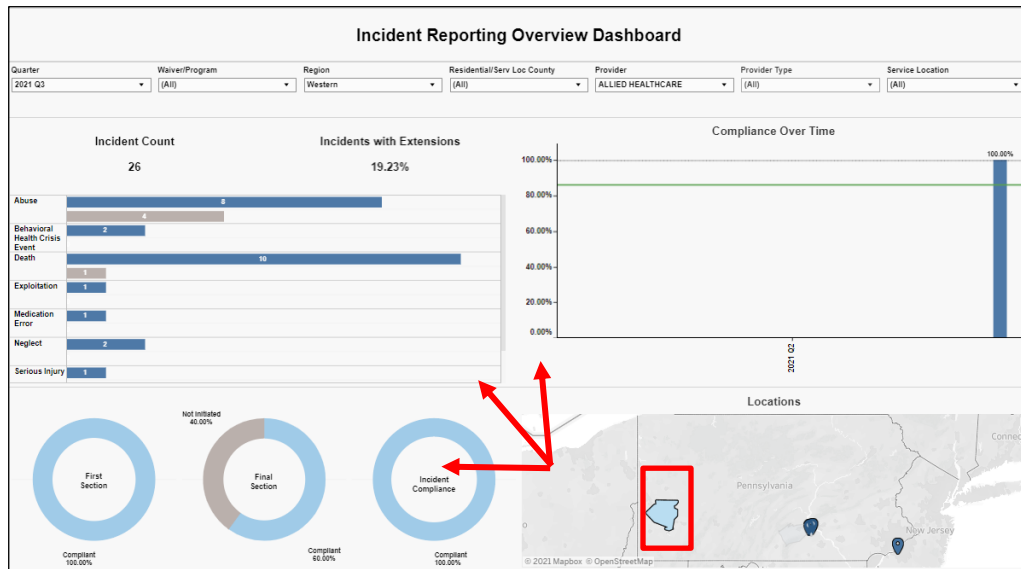


Click on the map and select an area to report on.

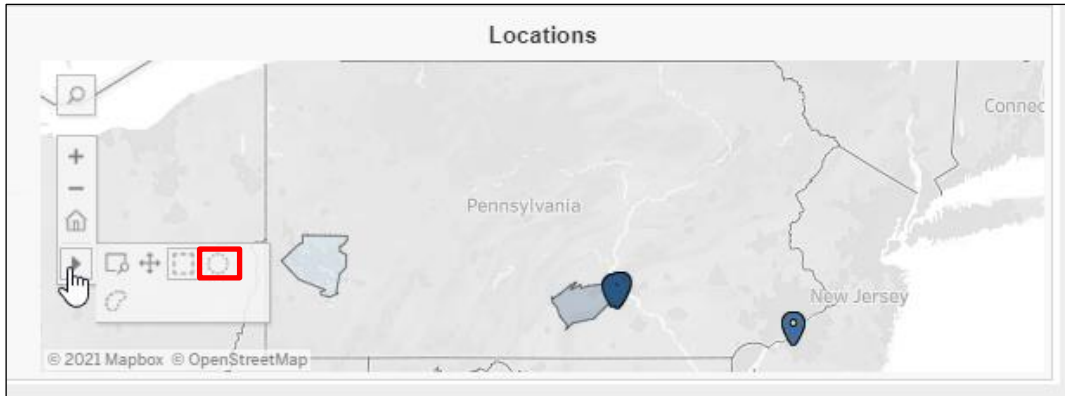


8.

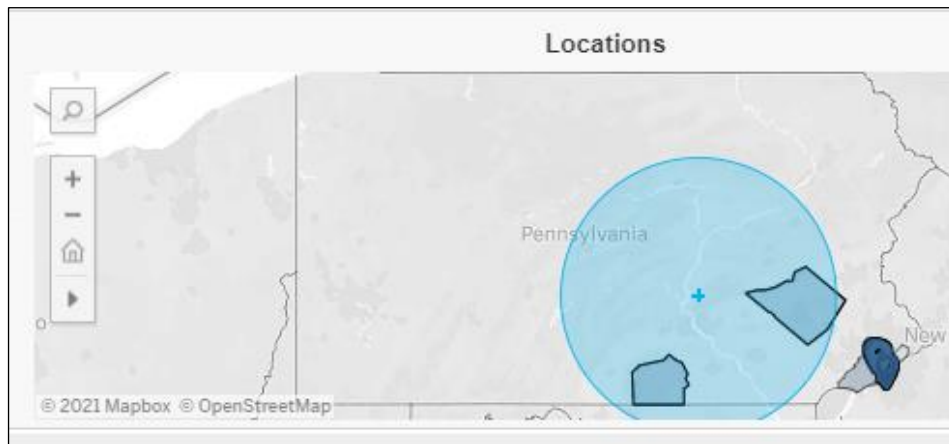
The filters at the top of the Dashboard (such as Region) will automatically update to reflect the area that you selected, as will other Dashboard views.



Click the Radial tool button.

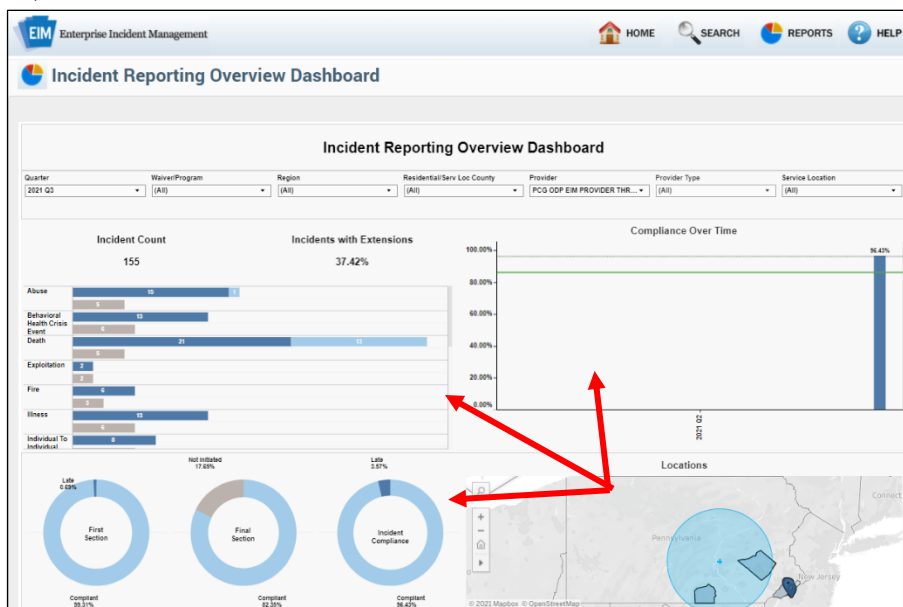


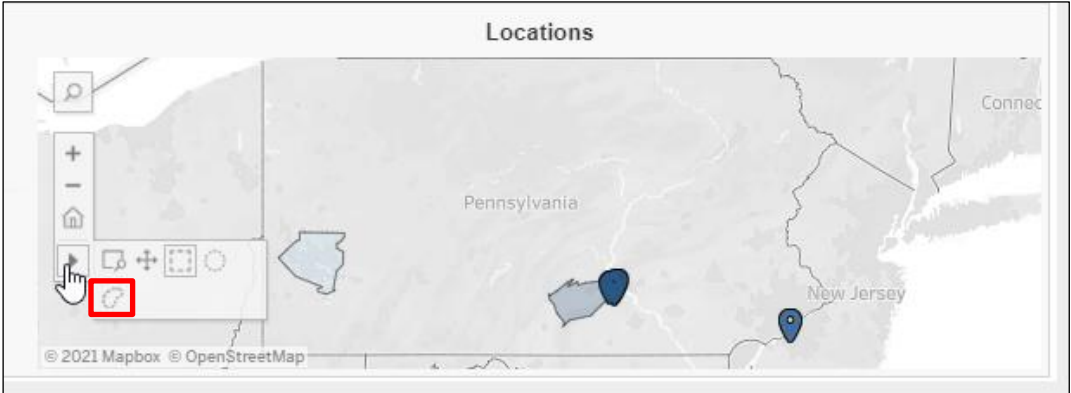

Click on the map and select an area to report on.



9.

The filters at the top of the Dashboard (such as Region) will automatically update to reflect the area that you selected, as will other Dashboard views.



Step	Action
<p>10.</p>	<p>Click the Lasso tool button.</p>  <p>Click on the map and select an area to report on.</p>  <p>The filters at the top of the Dashboard (such as Region) will automatically update to reflect the area that you selected, as will other Dashboard views.</p> 