![Pennsylvania Department of Human Services logo]

Change to Enterprise Incident Management (EIM) Functionality Regarding Incident Report Extensions
ODP Announcement 21-089

AUDIENCE:

All Providers, Supports Coordination Organizations (SCOs) and County/Administrative Entities (AEs) that report or manage incidents in EIM, including those who are designated as Incident Management Representatives.

PURPOSE:

The purpose of this announcement is to inform stakeholders that additional incident extension notifications can be entered into EIM directly by providers and SCOs who initiate incidents.

DISCUSSION:

Adherence to incident management standards is essential. The home and community-based system must include uniform practices that support effective management of incidents and timely finalization of incidents in accordance with policy. All stakeholders within the home and community-based service system must work collaboratively and diligently to ensure that incident recognition, response, reporting, investigation, and prevention remains paramount.

ODP regulations require that providers finalize incident reports through the EIM system within 30 days of discovery of the incident by a staff person, unless the provider notifies the Department through EIM via the internal notification functionality that an extension is

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necessary and the reason for the extension. On September 11, 2021, EIM was modified with controls that limited the number of times and number of days that initiating organizations were permitted to independently extend an incident's system generated due date. Once EIM limits were exceeded, and the ability to independently extend an incident's due date was no longer permitted, notification of the need and reason to extend the most recent updated due date had to be directed to the County/AE or ODP regional office for entry in EIM.

In recognition of the ongoing impacts of the COVID-19 pandemic and ODP's commitment to supporting providers, ODP is adjusting the limits that were introduced on September 11, 2021 to allow for additional internal notifications of the need for extensions in EIM. Effective December 7, 2021, providers and SCOs can enter a total of six 30-day extensions for each incident they initiate, regardless of primary category.

Providers are advised that ODP monitors all facets of incident management standards, including those that are not managed in accordance with timeframes and standards established in policy. This also includes when final section documents are initiated, reasons for extensions, patterns of extension use, and patterns of incident disapprovals by management reviewers. Providers with a notable volume of such incidents or that demonstrate patterns indicative of concerning practices will receive technical assistance directly from ODP.

ODP will provide technical assistance to reporting entities to determine why incidents are not finalized timely, identify strategies that entities can take to improve finalization timeliness, as well as address other concerning practices. Entities that continue to demonstrate excessive delays in incident finalization or other concerning practices may be required to develop and implement a corrective action plan; failure to do so may result in sanctions up to and including termination of the ODP Provider Agreement.

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Providers that are struggling to manage incidents timely or in accordance with policy standards are encouraged to familiarize themselves with the below resources. Use of the new Incident Reporting Analytic Dashboard for monthly incident management monitoring and on-going trend is strongly encouraged.

Included with this announcement are the following resources:

- *NEW* - EIM Incident Report Final Section Extension Notification Resource Guide: Understanding Policy, Process, and the Incident Reporting Overview Dashboard Connection

- *NEW* Revised crosswalk - EIM Reporting Extensions Reference Guide

- ODP Incident Reporting Overview Dashboard Tip Sheet

- ODP Incident Reporting Overview Dashboard Reference Guide

CONTACT

Questions about this announcement or requests for technical assistance should be directed to the appropriate ODP regional office.

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