

Enterprise Incident Management (EIM) Reference Guide –

Provider Certified Investigation Report(CIR)

Table of Contents

Incident Investigations Completed by a Department-Certified Investigator - Overview	2
Primary /Secondary Categories and Incident Investigations	3
Assigning a Certified Investigator	5
My Dashboard Screen	6
Investigation Information Screen.....	8
Testimonial Evidence Screen	11
Physical Evidence Screen	14
Documentary Evidence Screen	17
Investigation Methodology Screen	20
Summary of CI's Findings	23
Concerns Identified by CI.....	24
Validation Process	26
Correcting Invalid Responses.....	27
Submitting the Provider Certified Investigator Report.....	28
After the CIR is Submitted	29

PLEASE NOTE

The software features and functions described in this resource guide look basically the same on the screen and operate the same for ODP-ID/A and BSASP users.

For the sake of conciseness, all screenshots used as sample illustrations in this resource guide have been captured from the perspective of an ODP-ID/A user. You may notice minor differences in screen-background details, but the instructions are valid for your use.

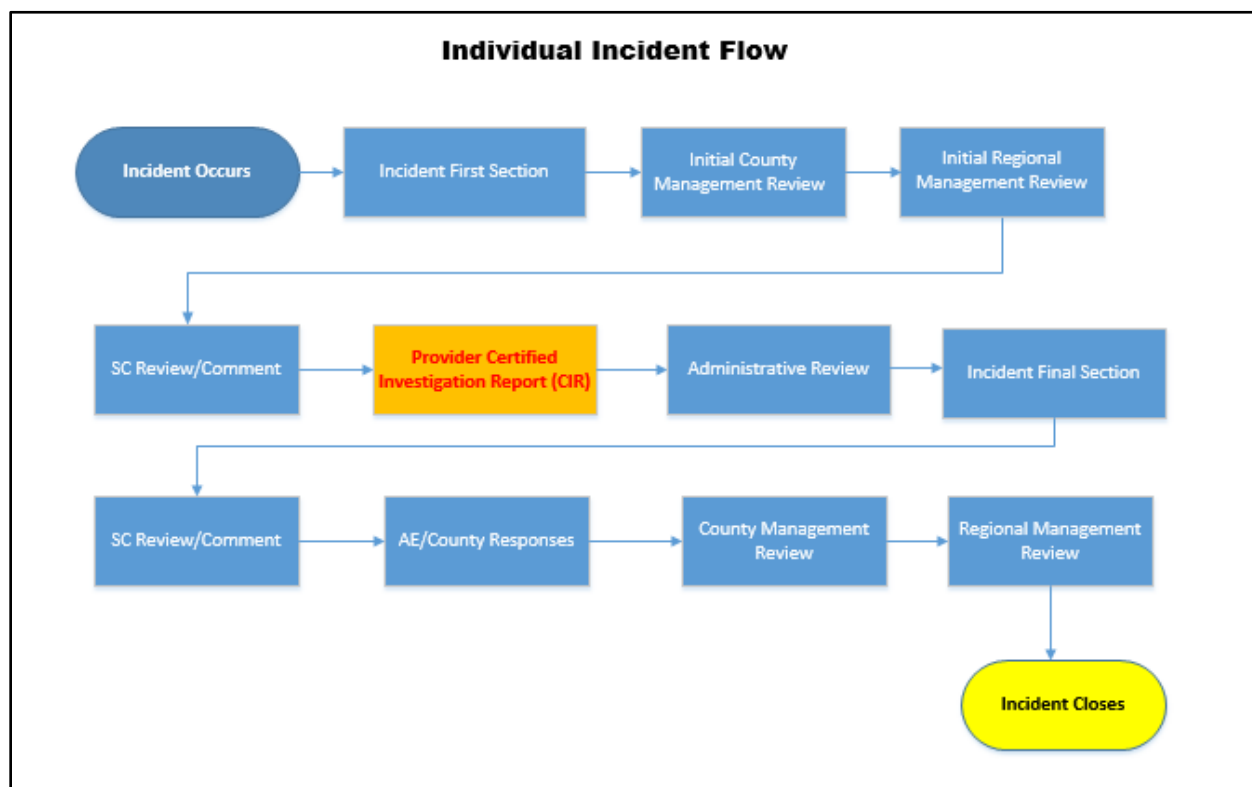
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Incident Investigations Completed by a Department-Certified Investigator - Overview

Incident Investigations that are completed by a Department Certified Investigator are one part of the comprehensive quality management process that organizations providing services in Pennsylvania's intellectual disability and autism systems are required to have in place.

Critical incidents require an investigation to occur. An investigation is defined as the process of identifying, collecting, and assessing facts (evidence) in a systematic manner. The purpose of an investigation is to objectively describe and explain what did (or did not) occur at a given place and time.

The *Certified Investigator* (CI) process has been added into and expanded on in the Enterprise Incident Management (EIM) Incident Management flow. The graphics below indicate where the Certified Investigation occurs during the process of a State Center Incident and an Individual Incident.



Upon completing the ODP-ID required CI training, in order for a CI to access the *Provider Certified Investigator Report (CIR)* screens within the EIM system, they must have an EIM user ID that has the **PW-EIM-IncidentInvstr** role assigned. Contact your organization's Business Partner Administration (BP Admin) contact for more information.

Only the assigned CI who was assigned in the *Incident First Section* and/or *Incident Final Section* has access to complete the *Certified Investigator Report*. Incident Reporters, Incident Point Persons, Management Reviews and Admin Reviewers have Read Only access.

Primary /Secondary Categories and Incident Investigations

The following combinations of Primary and Secondary categories require an investigation.

Primary Category	Secondary Category
Abuse	Misapplication/Unauthorized use of restraint (Injury)
Abuse	Misapplication/Unauthorized use of restraint (no injury)
Abuse	Physical
Abuse	Psychological
Abuse	Seclusion
Death	Natural Causes - Services Provided
Death	Unexpected - Services Provided
Exploitation	Failure to Obtain Informed Consent
Exploitation	Material Resources
Exploitation	Medical Responsibilities/Resources
Exploitation	Missing/Theft of Medications
Exploitation	Misuse/Theft of Funds
Exploitation	Room and Board
Exploitation	Unpaid Labor
Neglect	Failure to provide medication management
Neglect	Failure to provide needed care
Neglect	Failure to provide other needed supervision
Neglect	Failure to provide protection from hazards
Neglect	Moving violation
Rights Violation	Civil/Legal
Rights Violation	Communication
Rights Violation	Health
Rights Violation	Privacy
Rights Violation	Services
Rights Violation	Unauthorized Restrictive Procedure
Serious Injury	Choking
Serious Injury	Injury Unexplained
Serious Injury	Pressure Injury (Decubiti, Pressure Ulcer, Pressure Sore, Bedsore)

Primary Category	Secondary Category
Sexual Abuse	Other
Sexual Abuse	Rape
Sexual Abuse	Sexual Harassment
Sexual Abuse	Unwanted Sexual Contact
Suicide Attempt	Injury/illness that required medical intervention
Suicide Attempt	No injury/illness that required medication intervention

Assigning a Certified Investigator

While completing the *Incident First Section's Incident Classification* screen, EIM determines whether an investigation is classified as *Mandatory*, *Optional*, or *Not Allowed* based on the Primary and Secondary Categories of the incident. If an investigation is *Mandatory*, then a Certified Investigator must be assigned. If EIM determines that the Investigation is *Optional*, users can still choose to create an Investigation, and must assign a Certified Investigator using the dropdown.

Clicking the [**Determine if an Investigation is Required**] button causes EIM to evaluate whether an investigation is required. If the incident requires an investigation, the Incident Reporter must select an investigator in order to continue with their incident report.

Investigation Required? ★ Mandatory

Proceed with Investigation? ★ Yes

Assigned Certified Investigator: ★

DETERMINE IF AN INVESTIGATION IS REQUIRED

Clicking this button causes EIM to alert the Incident reporter if an Investigation is required.

When EIM determines that an investigation is required, upon submitting the *Incident First Section*, EIM adds the *Provider Certified Investigator Report* document to the current incident report.

Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident Detail

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: PCG-EIMMR, DONNA MCI: 240375312 Provider: PCG_ODP_EIM_PROVIDER_THREE Discovery Date: 04/30/2021

Collapse Details

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
+	Incident First Section	Submitted	5/1/2021		4/30/2021	Three, Provider	4/30/2021	Three, Provider		<input type="checkbox"/>
+	Incident Final Section	Created	5/30/2021	INITIATE	4/30/2021	Three, Provider				<input type="checkbox"/>
+	Provider Certified Investigator Report	Created	5/30/2021		4/30/2021	Three, Provider				<input type="checkbox"/>
+	Initial County Management Review	Created	5/1/2021		4/30/2021	Three, Provider				<input type="checkbox"/>
+	Initial Regional Management Review	Created	5/1/2021		4/30/2021	Three, Provider				<input type="checkbox"/>
+	County Management Review	Created	5/1/2021		4/30/2021	Three, Provider				<input type="checkbox"/>

My Dashboard Screen

Upon logging into EIM, the CI will see that on their *My Dashboard* screen, the *Details Summary* section includes the recently submitted incident.

My Dashboard

Work Items Alerts News

Documents Requiring My Attention (Grouped By Document Due Date)

Program Office	Type	Overdue	Due Today	Coming Due	Due Date not Assigned	Total
ODP-ID	Individual Incident	7	0	33	0	40

Click the hyperlinked incident to display all of the documents associated with this incident, including the *Provider Certified Investigator Report*.

Detail Summary

Export to Excel

ID	MCI	Individual Name	Filing Organization	County	Primary Category	Document	Due Date	Type
92119	240375312	PCG-EIMMR, DONNA	PCG ODP EIM PROVIDER THREE	Philadelphia	Neglect	Provider Certified Investigator Report	05/30/2021	Inc

The *Incident Detail* screen appears and displays the documents for the incident.

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Incident Detail

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: PCG-EIMMR, DONNA MCI: 240375312 Provider: PCG Discovery Date

Click **INITIATE** to begin completing all of the screens associated with the *Provider Certified Investigator Report* document.

Document Name	Status	Due Date	Action	Created Date	Edited Date	Edited By	Extension	Print
+ Incident First Section	Submitted	5/1/2021		4/30/2021	4/30/2021	Three, Provider		<input type="checkbox"/>
+ Incident Final Section	Created	5/30/2021		4/30/2021		Three, Provider		<input type="checkbox"/>
+ Provider Certified Investigator Report	Created	5/30/2021	INITIATE	4/30/2021		Three, Provider		<input type="checkbox"/>
+ Initial County Management Review	Created	5/1/2021		4/30/2021		Three, Provider		<input type="checkbox"/>
+ Initial Regional Management Review	Created	5/1/2021		4/30/2021		Three, Provider		<input type="checkbox"/>

Upon clicking **INITIATE** the *Incident Details* screen updates. Note that the **INITIATE** button is replaced with the **VALIDATE** and **SUBMIT** buttons.

The screenshot shows the EIM Enterprise Incident Management interface. At the top, there are navigation links: HOME, SEARCH, REPORTS, and HELP. The main header is "Incident Detail" with the ID 92119. Below this, there are fields for "Individual: PCG-EIMMR", "MCI: 240375312", "Primary Category: Neglect", and "Status: Open". A callout box points to a plus sign in the document list, stating: "Click the plus sign to expand the screens associated with the *Provider Certified Investigator Report* document." The document list table has columns: Document Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, Report Extension, and Print. The "Provider Certified Investigator Report" is highlighted with a red box and has "VALIDATE" and "SUBMIT" buttons in the Action column.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
Incident First Section	Submitted	5/1/2021		4/30/2021	Three, Provider	4/30/2021	Three, Provider		<input type="checkbox"/>
Incident Final Section	Created	5/30/2021		4/30/2021	Three, Provider				<input type="checkbox"/>
Provider Certified Investigator Report	In Progress	5/30/2021	VALIDATE SUBMIT	4/30/2021	Three, Provider	4/30/2021	ThreeCI, PCG		<input type="checkbox"/>
Initial County Management Review	Created	5/1/2021		4/30/2021	Three, Provider				<input type="checkbox"/>
Initial Regional Management Review	Created	5/1/2021		4/30/2021	Three, Provider				<input type="checkbox"/>

The list of screens that comprise the *Provider Certified Investigator Report* display.

The screenshot shows the EIM Enterprise Incident Management interface with the "Provider Certified Investigator Report" expanded. A callout box points to the first item in the list, stating: "Click on the first item in the list of documents, *Investigation Information*." The expanded list is shown in a table with columns: Page Name, Status, Due Date, Action, Created Date, Created By, Last Edit Date, Edited By, Report Extension, and Print. The first item, "Investigation Information", is highlighted with a red box and has a green checkmark icon in the Status column.

Page Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension	Print
Investigation Information	✓	5/30/2021	VALIDATE SUBMIT	4/30/2021	Three, Provider	4/30/2021	ThreeCI, PCG		<input type="checkbox"/>
Testimonial Evidence	ⓘ								<input type="checkbox"/>
Physical Evidence	ⓘ								<input type="checkbox"/>
Documentary Evidence	ⓘ								<input type="checkbox"/>
Investigation Methodology	ⓘ								<input type="checkbox"/>
Summary of CI's Findings	ⓘ								<input type="checkbox"/>
Concerns Identified by CI	ⓘ								<input type="checkbox"/>

Investigation Information Screen

The *Investigation Information* page allows users to capture and record information about an investigation. This page is used to collect information in the course of county, regional and state-center investigations and as part of *Provider Certified Investigator Reports* (Provider CIRs).

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Investigation Information

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Abuse Status: Open

Individual: PCG-EIMMR, DONNA MCI: 240375312 Provider: PCG-ODP EIM PROVIDER THREE Discovery Date: 05/11/2021

Expand Details

Go To Investigation Information

Investigation Information

Investigation Start Date: * MM/DD/YYYY

Investigation End Date: * MM/DD/YYYY

Incident Allegedly Occurred Date: * 05/11/2021

Incident Reported/Discovered Date and Time: * 05/11/2021 7:31 PM

Investigator Assigned Date and Time: * MM/DD/YYYY HH:MM

Note that for all EIM pages, fields with a red star are mandatory. All mandatory fields must be entered before you can successfully submit the CIR report.

In the mandatory *Incident Allegedly Occurred Date* field, select the date when the investigation revealed that the incident allegedly occurred.

The *Primary Category Occurred Date* and *Discovery Date and Time* are auto populated from the *Incident Classification* screen. The CI can adjust the date and time if necessary.

Investigation Information Screen, continued

Whenever the investigator is assigned more than 24 hours after the discovery date, explain the reason why in the *If the investigator was assigned more than 24 hours after the discovery date, then please explain* text box.

Detail any information that was provided to the investigator at the time the investigator was assigned to the investigator in the *Information provided to the investigator at the time of the assignment* text box.

List out the investigatory questions that must be addressed in the text box labeled *Investigatory questions that must be answered by the investigation*.



The screenshot displays a form titled "Investigation Information Screen, continued". It contains three text input fields, each with a label and a character count:

- Label:** "If the Investigator was assigned more than 24 hours after the discovery date, then please explain:"
Character Count: 4000 characters remaining
- Label:** "Information provided to the Investigator at the time of the assignment: ★"
Character Count: 4000 characters remaining
- Label:** "Investigatory questions that must be answered by the Investigation: ★"
Character Count: 4000 characters remaining

Investigation Information Screen, continued

Select **Yes**, **No** or **Site Unavailable/Unknown** in the drop-down box labeled *Did the investigator visit the site of the incident?* Include the Date and Time, and update the text box if needed.

The optional text box labeled *Briefly describe how potential witnesses were identified* allows you to record how any potential witnesses related to the incident were identified.



The form is titled "Investigation Information Screen, continued". It contains the following fields and controls:

- Did the Investigator visit the scene of the Incident?**: A required field (indicated by a red star) with a dropdown menu currently showing "Select One".
- Date and Time of the visit:**: A text input field with a placeholder "MM/DD/YYYY HH:MM" and a calendar icon to the right.
- Please explain why the scene was not visited (If no or scene unavailable/unknown):**: A large text area with a "4000 characters remaining" indicator.
- Briefly describe how potential witnesses were identified:**: A large text area with a "4000 characters remaining" indicator.
- Navigation and Action Buttons**:
 - CHECK SPELLING** and **UNDO CHANGES**: Small buttons located below the first text area.
 - SAVE**: A button located below the second text area.
 - BACK**: A button with a left arrow icon, located at the bottom left.
 - SAVE & CONTINUE**: A button with a right arrow icon, located at the bottom right.

Testimonial Evidence Screen

The Testimonial Evidence Screen allows you to enter evidentiary information gathered from witnesses to an incident. Only interview one person at a time. EIM generates an error message whenever multiple witness testimonial records contain identical date and times.

Click **Yes** to expand the screen. Otherwise click **No** and proceed to the next screen.

Go To Testimonial Evidence

Were witness interviews attempted and/or completed? ★ Yes

Relationship to the individual - Testimonial Evidence	Witness First Name - Testimonial Evidence	Witness Last Name - Testimonial Evidence	Witness Identifier (in an effort to protect identity)- Testimonial Evidence	Agency Title (or Family Role) - Testimonial Evidence	Type of Interview - Testimonial Evidence	Interview Date and Time - Testimonial Evidence
No Records to display.						

DELETE EDIT ADD

Testimonial Evidence

Relationship to the Individual: ★ Select One

Witness First Name:

Witness Last Name:

Witness Identifier (in an effort to protect identity):

For the *Relationship to the Individual* field, select the term that best describes the relationship the witness has or had to the individual who is the subject of this incident. If **Other** is selected, describe the relationship in the *Summary of relevant information* text box below.

This *Relationship to the Individual* response determines whether witnesses' names are required in the *Witness First Name* and *Witness Last Name* fields. When the *Relationship to the individual* is *Another Individual*, EIM prevents the first and last names of the other individual in the *Witness First Name* and *Witness Last Name* fields. When *Another Individual* is the selection, EIM requires an entry in the *Witness Identifier (...)* field.

Testimonial Evidence Screen, continued

Complete the *Agency Title (or Family Role)* field when the witness is with an agency that was involved in the incident. Or if a family member, enter the type of relationship.

Select Yes or No in the mandatory *Was this person identified as an alleged target for this incident?* drop-down box. You cannot leave this field empty.

In addition to entering the date and time of the interview and if it was in person, enter the Type of interview: (**Attempt**, **Initial**, or **Follow-up**).

The screenshot shows a web form for entering witness information. It includes several required fields marked with a red star: 'Agency Title (or Family Role):' with a text box; 'Was this person identified as an alleged target for this incident?' with a 'Select One' dropdown; 'Type of Interview:' with a 'Select One' dropdown; 'Interview Date and Time:' with a date/time picker showing 'MM/DD/YYYY HH:MM'; and 'Interview completed in person:' with a 'Select One' dropdown. Below these is a large text area for a 'Summary of relevant information from witness statement and attempts at interview:' with a '4000 characters remaining' indicator. At the bottom, there are two more large text areas, each preceded by the prompt 'Please add any additional information not captured above:' and each with a '4000 characters remaining' indicator.

Use the two large text-entry fields at the bottom of the page to record any additional information relating to the witness in question.

Click [**Save**] to save the data on the first witness into the table in the middle of the page. To add more witnesses to the testimonial evidence screen, enter and select data as described above and click [**Save**]. To edit or delete a record from the table, click the record to fix and then click [**Edit**] or [**Delete**] as needed. Clicking [**Edit**] allows you to update the record, where you can edit and resave it. Clicking [**Delete**] removes the record entirely from the table.

An example of a completed Testimonial Evidence screen appears below:

Enterprise Incident Management
 HOME SEARCH REPORTS HELP

Testimonial Evidence

Operation Successful

ID: **92119** Version: 9 Type: Individual Incident Primary Category: Neglect Status: **Open**

Individual: **PCG-EIMMR, DONNA** Provider: **PCG ODP EIM PROVIDER THREE**
 MCI: 240375312 Discovery Date: 04/30/2021

Expand Details

Go To Testimonial Evidence

Were witness interviews attempted and/or completed? **Yes**

Relationship to the individual - Testimonial Evidence	Witness First Name - Testimonial Evidence	Witness Last Name - Testimonial Evidence	Witness Identifier (in an effort to protect identity) - Testimonial Evidence	Agency Title (or Family Role) - Testimonial Evidence	Type of Interview - Testimonial Evidence	Interview Date and Time - Testimonial Evidence
Friend	Paul	Partridge			Attempt	05/02/2021 10:00 AM
Provider Staff Member	Gene	Eckers			Initial	
Another Individual			BF453626		Initial	
Relative	Jim	Gordon		Brother in law	Initial	

DELETE

Testimonial Evidence

Relationship to the Individual: **Relative**

Witness First Name: **Jim**

Witness Last Name: **Gordon**

Witness Identifier (In an effort to protect identity):

Agency Title (or Family Role): **Brother in law**

Was this person identified as an alleged target for this incident? **No**

Type of Interview: **Initial**

Interview Date and Time: **05/03/2021 1:09 PM**

Interview completed in person: **Yes**

Summary of relevant information from witness statement and attempts at interview: **Summary of info**

3985 characters remaining

Please add any additional information not captured above:

4000 characters remaining

CHECK SPELLING UNDO CHANGES SAVE

← BACK SAVE & CONTINUE →

HCSIS | Privacy Policy | Logout

As you enter information in these fields and then click **SAVE**, you create a record which is stored in the table above.

If you need to edit a record, simply click on the row you want to change and click **EDIT**.

To delete a record from the table, click on the row you want to delete, then click the red **DELETE** button.

Physical Evidence Screen

The Physical Evidence allows you to record and describe information on physical evidence identified, collected, photographed or otherwise preserved at the scene of the incident.

Enterprise Incident Management

HOME SEARCH REPORTS HELP

Physical Evidence

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: [Open](#)

Provider: PCG.ODP.EIM.PROVIDER.THREE
Discovery Date: 04/30/2021

Expand Details

Go To Physical Evidence

Was physical evidence identified, collected, photographed or otherwise preserved?

Physical evidence identified - Physical Evidence	Collected/Preserved - Physical Evidence	Date and Time physical evidence collected/preserved - Physical Evidence
No Records to display.		

DELETE EDIT ADD

Physical Evidence

Physical evidence identified:

Collected/Preserved:

Identify the type of evidence identified, such as an **Object**, **Body Part**, or a description of the **Incident Scene**. If none of these selections accurately describe this case, choose **Other**. Note, however, that if you choose **Other**, there is not a specific text field where you can identify and describe the physical evidence. Describe this evidence in the *Brief Description of identified physical evidence* text box farther down the page.

Select **Yes**, **No** or **Evidence not available** in the *Collected/Preserved* field.

Include the date and time when the evidence was collected in the *Date and Time physical evidence collected/preserved field*. If you select **Evidence not available** in the *Collected/Preserved* drop-down box, the date is no longer mandatory, and you can leave it blank.


The screenshot shows a web form with the following elements:


- A label "Date and Time physical evidence collected/preserved:" followed by a text input field containing "MM/DD/YYYY HH:MM" and a calendar icon.
- A label "Brief description of identified physical evidence (describe what is relevant about this piece of evidence, how it was obtained, etc.):" with a red star icon.
- A large text input field for the description, with "4000 characters remaining" displayed below it.
- A label "Please add any additional information not captured above:".
- A second large text input field for additional information, also with "4000 characters remaining" displayed below it.
- At the bottom, there are four buttons: "CHECK SPELLING", "UNDO CHANGES", "SAVE", and "BACK".
- At the bottom right, there is a "SAVE & CONTINUE" button with a right-pointing arrow.


Use the two large text-entry fields at the bottom of the page to record any further information relating to the evidence recorded, such as who identified the evidence, and how the evidence is being retained. This field is mandatory.


Click [**Save**] to save the data on the physical evidence table. To add more physical evidence, enter and select data as described above and click [**Save**]. To edit or delete a record from the table, click the record to fix and then click [**Edit**] or [**Delete**] as needed. Clicking [**Edit**] allows you to update the record, where you can edit and resave it. Clicking [**Delete**] removes the record entirely from the table.


An example of a completed *Physical Evidence* screen appears below:

 Enterprise Incident Management

 HOME

 SEARCH

 REPORTS


 HELP

Physical Evidence

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: [PCG-EIMMR, DONNA](#)
MCI: 240375312

Provider: [PCG ODP EIM PROVIDER THREE](#)
Discovery Date: 04/30/2021

Expand Details 

Go To Physical Evidence

Was physical evidence identified, collected, photographed or otherwise preserved? ★ Yes


Physical evidence identified - Physical Evidence	Collected/Preserved - Physical Evidence	Date and Time physical evidence collected/preserved - Physical Evidence
Other	Yes	04/30/2021 7:00 AM
Body Part	Yes	04/30/2021 8:08 AM
Object	Yes	04/30/2021 10:00 AM

DELETE EDIT ADD

Physical Evidence

Physical evidence identified: ★ Select One

Collected/Preserved: ★ Select One

Date and Time physical evidence collected/preserved: MM/DD/YYYY HH:MM 

Brief description of Identified physical evidence (describe what is relevant about this piece of evidence, how it was obtained, etc.): ★

4000 characters remaining

Please add any additional information not captured above:

4000 characters remaining

CHECK SPELLING UNDO CHANGES SAVE

← BACK SAVE & CONTINUE →

[HCSIS](#) | [Privacy Policy](#) | [Logout](#)

Documentary Evidence Screen

The Documentary Evidence screen allows you to record documentary evidence identified and/or gathered in the course of investigating the incident.

In the *Title of document/evidence* field, enter the document title, or enter text to use as the title for the evidence.

In the *Collected* field, select **Yes**, **No**, or **Evidence not available** to indicate whether the documentary evidence has been, or could not be, obtained.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Documentary Evidence

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: [PCG-EIMMR, DONNA](#) Provider: [PCG ODP EIM PROVIDER THREE](#)
Recovery Date: 04/30/2021

Click **Yes** to expand the *Documentary Evidence* screen and enter information. Otherwise click **No** and continue to the next screen.

Expand Details

Go To Documentary Evidence

Were documents identified as evidence for this investigation? ★ Yes

Title of document/evidence - Documentary Evidence	Collected - Documentary Evidence	Date and Time collected - Documentary Evidence
No Records to display.		

DELETE EDIT ADD

Documentary Evidence

Title of document/evidence: ★

Collected: ★ Select One


The *Date and Time collected* field is required when the *Collected* drop-down box selection is **Yes**.


Record any additional information that was unable to be included above in the very last textbox on this screen.


The screenshot shows a web form for entering information about identified documentary evidence. At the top, there is a label "Date and Time collected:" followed by a text input field with a placeholder "MM/DD/YYYY HH:MM" and a calendar icon. Below this is a label "Brief description of identified documentary evidence (describe what is relevant about this piece of evidence, how it was obtained, etc.):" with a red star icon, followed by a large text area. Below the text area, it says "4000 characters remaining". Underneath is another label "Please add any additional information not captured above:" followed by another large text area, also with "4000 characters remaining" below it. At the bottom of the form, there are four buttons: "CHECK SPELLING", "UNDO CHANGES", "SAVE", and "SAVE & CONTINUE" (with a right arrow). There is also a "BACK" button (with a left arrow) on the bottom left.


Click [**Save**] to save the data on the first document into the table in the middle of the page. To add more documents, enter and select data as described above and click [**Save**]. To edit or delete a record from the table, click the record to fix and then click [**Edit**] or [**Delete**] as needed. Clicking [**Edit**] allows you to update the record, where you can edit and resave it. Clicking [**Delete**] removes the record entirely from the table.


An example of a completed *Documentary Evidence* screen appears below.


 Enterprise Incident Management

 HOME

 SEARCH

 REPORTS

 HELP

 **Documentary Evidence**

Operation Successful

ID: [92119](#)

Version: 9

Type: Individual Incident

Primary Category: Neglect


Status: [Open](#)

Individual: [PCG-EIMMR, DONNA](#)

Provider: [PCG ODP EIM PROVIDER THREE](#)

MCI: 240375312

Discovery Date: 04/30/2021

Expand Details 


Go To


Documentary Evidence


Were documents identified as evidence for this investigation? ★

Yes

Title of document/evidence - Documentary Evidence	Collected - Documentary Evidence	Date and Time collected - Documentary Evidence
Police Report	Yes	05/02/2021 12:00 PM
citation 1234	Yes	05/02/2021 12:00 PM

DELETE 

EDIT 


ADD 

Documentary Evidence

Title of document/evidence: ★

Collected: ★

Select One

Date and Time collected: 

Brief description of identified documentary evidence (describe what is relevant about this piece of evidence, how it was obtained, etc.): ★

4000 characters remaining

Please add any additional information not captured above:

4000 characters remaining

CHECK SPELLING

UNDO CHANGES

SAVE

◀ BACK

SAVE & CONTINUE ▶

HCSIS | [Privacy Policy](#) | [Logout](#)

Page 19 of 29

EIM Version 055.00

07/01/2021

Investigation Methodology Screen

The Investigation Methodology screen allows you to collect information in the course of creating Provider Certified Investigator Reports (Provider CIRs).

EIM Enterprise Incident Management

HOME SEARCH REPORTS HELP

Investigation Methodology

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: [Open](#)

Individual: [PCG-EIMMR, DONNA](#) Provider: [PCG ODP EIM PROVIDER THREE](#)
MC: 240375312 Discovery Date: 04/30/2021

[Expand Details](#)

[Go To](#) Investigation Methodology

Investigation Methodology

CI Investigation Plan: ★

4000 characters remaining

If witness interviews were not attempted and/or completed, please explain:

4000 characters remaining

If the victim was not the first witness interviewed, please explain:

4000 characters remaining

In the *CI Investigation Plan* field, describe the plan the CI has in place for conducting the investigation.

If the *Testimonial Evidence* screen indicates that no witness interviews were included you must enter an explanation of why witness interviews were not completed or attempted in the text box labeled “*If witness interviews were not attempted and/or completed, please explain:*”. Otherwise, an EIM validation error results.

EIM determines the “First witness interviewed” using the date and time entered in the *Interview Date and Time* field on the *Testimonial Evidence* page. The victim’s testimony should predate anyone else’s testimony. Leaving this field blank when a witness, other than the victim’s, is the first testimony will generate an EIM validation error message and prompt an explanation.

Investigation Methodology Screen, continued

For the question *Did the CI interview the victim within 24 hours of being assigned to the case?*

Select **Yes**, **No** or **N/A** in the drop-down box. If the investigator did not interview the victim within 24 hours (No selected), the explanation as to why not must be entered in the *If no, please explain* field.

If the incident's primary category is "**Death**," you MUST select N/A in this drop-down box. Do not select N/A if the incident's primary category is NOT "**Death**,"

The screenshot shows a web form titled "Investigation Methodology Screen, continued". It contains three questions, each with a red star icon and a "Select One" drop-down menu. Below each question is a text entry field labeled "If no, please explain:" with a "4000 characters remaining" indicator.

Question 1: "Did the CI interview the victim within 24 hours of being assigned to the case?"

Question 2: "Were all initial interviews attempted and/or completed within 10 days of the investigation being assigned?"

Question 3: "If no targets were identified, please explain:"

When the primary category is "**Death**," and N/A is selected, you do not need to enter an explanation in the *If no, please explain* field. System error messages enforce these conditions.

Additionally, N/A cannot be used for any primary category other than "**Death**". A system error message will generate if the primary category is not death and N/A was selected for the question, *Did the CI interview the victim within 24 hours of being assigned to the case?*

Select either **Yes** or **No** to indicate whether all of the initial interviews were attempted and/or completed within the 10-day period. An explanation is required for "**No**" responses.

If no targets have been identified after completing the *Testimonial Evidence* screen, you must enter an explanation for this fact in the *If no targets were identified, please explain text-entry* field. Otherwise, an EIM validation error results.

The *Physical Evidence* screen has the drop-down box *Was physical evidence collected, photographed, or otherwise preserved?* When **No** is selected, you must enter an explanation in this text entry field.

If the *Documentary Evidence* screen's "*Were other documents identified as evidence for this investigation?*" field contained a **No** response, you must enter an explanation in this text entry field.

Enter any items of evidence that were collected for the investigation but were later found to be irrelevant to the investigation in the bottom text entry field.

The screenshot shows a web form with a light gray background. At the top left, it says "4000 characters remaining". Below this is a text entry field with the prompt "If physical evidence was not collected, photographed, or otherwise preserved, please explain:". Below the first field is another "4000 characters remaining" label and a second text entry field with the prompt "If no documents were identified as evidence for this investigation, please explain:". Below the second field is a third "4000 characters remaining" label and a third text entry field with the prompt "Please enter any evidence that was collected for the investigation that was determined not to be relevant:". At the bottom of the form, there are four buttons: "CHECK SPELLING", "UNDO CHANGES", "SAVE", and "BACK". A "SAVE & CONTINUE" button is located at the bottom right.

4000 characters remaining

If physical evidence was not collected, photographed, or otherwise preserved, please explain:

4000 characters remaining

If no documents were identified as evidence for this investigation, please explain:

4000 characters remaining

Please enter any evidence that was collected for the investigation that was determined not to be relevant:

4000 characters remaining

CHECK SPELLING UNDO CHANGES SAVE

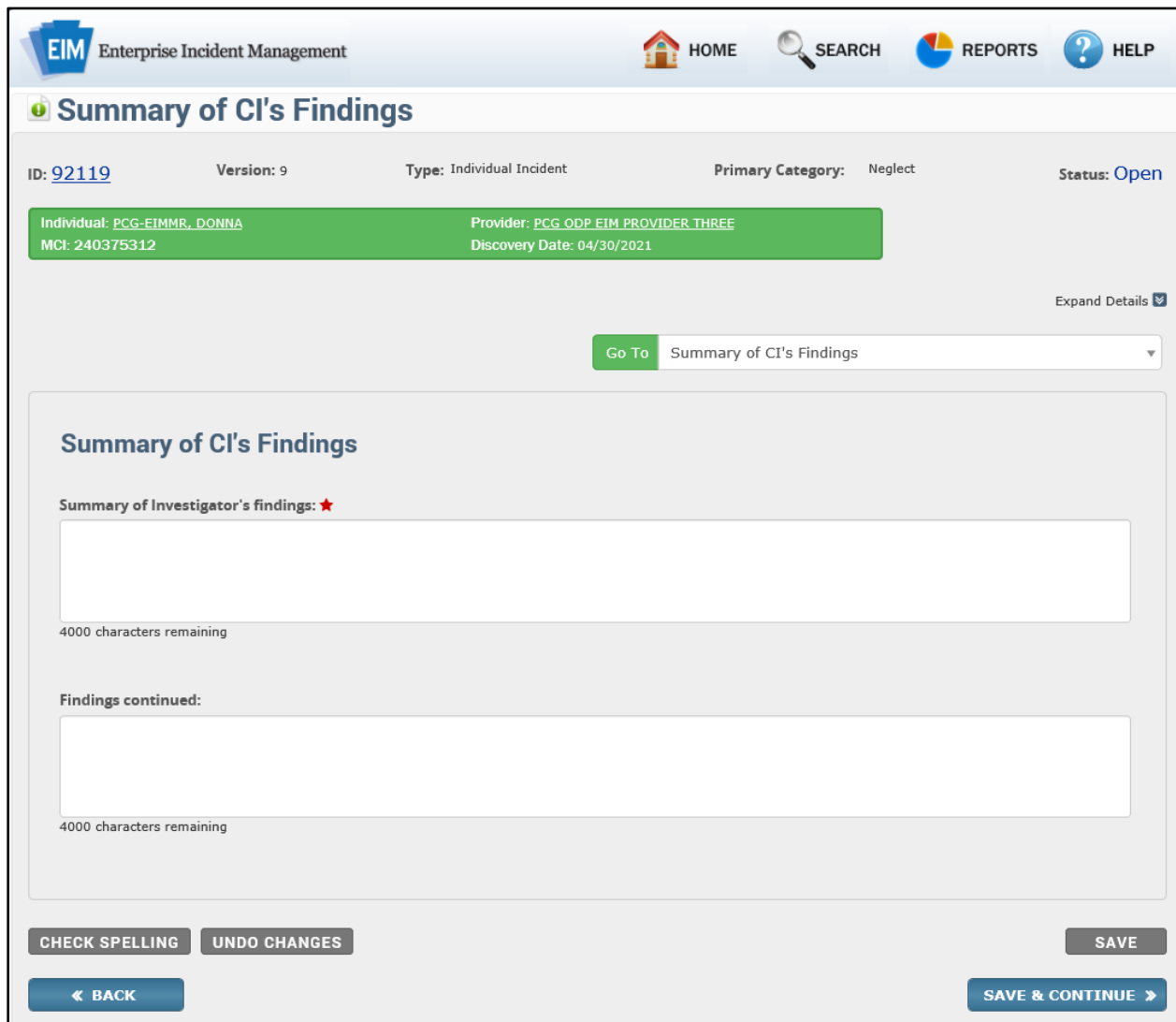
← BACK SAVE & CONTINUE →

Summary of CI's Findings

The *Summary of CI's Findings* screen allows you to summarize and record findings made in the course of investigating the incident.

In the *Summary of Investigator's findings* field, enter your investigation summary information.

If your summary exceeds the 4000-character limit, continue your entry in the *Findings continued* text entry field.



The screenshot displays the 'Summary of CI's Findings' interface within the Enterprise Incident Management (EIM) system. The top navigation bar includes the EIM logo, 'HOME', 'SEARCH', 'REPORTS', and 'HELP' links. The main header shows the title 'Summary of CI's Findings' with a green icon. Below this, incident details are listed: ID: 92119, Version: 9, Type: Individual Incident, Primary Category: Neglect, and Status: Open. A green box contains individual and provider information: Individual: PCG-EIMMR, DONNA; MCI: 240375312; Provider: PCG ODP EIM PROVIDER THREE; Discovery Date: 04/30/2021. An 'Expand Details' checkbox is checked. A 'Go To' dropdown menu is set to 'Summary of CI's Findings'. The main content area has a sub-header 'Summary of CI's Findings' and two text entry fields. The first field is labeled 'Summary of Investigator's findings: ★' and the second is labeled 'Findings continued:'. Both fields have a '4000 characters remaining' indicator. At the bottom, there are buttons for 'CHECK SPELLING', 'UNDO CHANGES', 'SAVE', 'BACK', and 'SAVE & CONTINUE'.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Summary of CI's Findings

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: [Open](#)

Individual: [PCG-EIMMR, DONNA](#) Provider: [PCG ODP EIM PROVIDER THREE](#)
MCI: 240375312 Discovery Date: 04/30/2021

Expand Details ☒

Go To [Summary of CI's Findings](#)

Summary of CI's Findings

Summary of Investigator's findings: ★

4000 characters remaining

Findings continued:

4000 characters remaining

CHECK SPELLING UNDO CHANGES SAVE

« BACK SAVE & CONTINUE »

Concerns Identified by CI

The *Concerns Identified by CI* screen allows the CI to note issues and concerns that may have arisen in the course of investigating the incident.

Select the type of concern from the *Type of concern* drop-down list. If none of the concerns describes the concern identified, select **Other**. Identify and describe the concern in the *If other, please specify* text box.

Describe and analyze any concerns that you select from the *Type of concern* drop-down list. Provide details on how the concern might be addressed or resolved.

Enterprise Incident Management

HOME SEARCH REPORTS HELP

Concerns Identified by CI

ID: [92297](#) Version: 9 Type: Individual Incident Primary Category: Abuse Status: [Open](#)

Individual: [PCG-EIMMR_DONNA](#) Provider: [PCG-ODP-EIM-PROVIDER-THREE](#)
MCI: 240375312 Discovery Date: 05/11/2021

Expand Details

Select **Yes** to open the text entry boxes to record any concerns. Otherwise, click **No** and proceed to the next screen.

Go To Concerns Identified by CI

Are there any concerns about practice or policy identified by the investigator? ★ Yes

Type of concern - Concerns Identified by CI	If other, please specify - Concerns Identified by CI	Describe the investigative concern - Concerns Identified by CI
No Records to display.		

DELETE EDIT ADD

Concerns Identified by CI

Type of concern: ★ Select One


If other, please specify:


4000 characters remaining


Describe the investigative concern: ★


The *Concerns Identified by the CI* carry over to the *Provider Administrative Review*. The Admin Reviewer then aligns the concerns with an Additional Corrective Action, if applicable.


An example of a completed *Concerns Identified by CI* screen appears below.

 Enterprise Incident Management

 HOME

 SEARCH

 REPORTS

 HELP


Concerns Identified by CI

Operation Successful

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: [Open](#)

Individual: [PCG-EIMMR, DONNA](#)
MCI: 240375312


Provider: [PCG ODP EIM PROVIDER THREE](#)
Discovery Date: 04/30/2021


Expand Details 


Go To Concerns Identified by CI

Are there any concerns about practice or policy identified by the Investigator? ★ Yes

Type of concern - Concerns Identified by CI	If other, please specify - Concerns Identified by CI	Describe the investigative concern - Concerns Identified by CI
Corrective action(s) from Incidents		No corrective actions were being considered...
Documentation		Documentation needs addressed.
Frequency of monitoring		Monitoring was not very frequent

DELETE 

EDIT 

ADD 

Concerns Identified by CI

Type of concern: ★ Select One

If other, please specify:

4000 characters remaining

Describe the Investigative concern: ★

4000 characters remaining

CHECK SPELLING UNDO CHANGES

SAVE

[← BACK](#) [SAVE & CONTINUE →](#)

[HCSIS](#) | [Privacy Policy](#) | [Logout](#)

Validation Process

After you have completed all of the screens, you can proceed to validate the report.

EIM Enterprise Incident Management | HOME | SEARCH | REPORTS | HELP

Incident Detail

ID: 92119 | Version: 9 | Type: Individual Incident | Primary Category: Neglect | Status: Open

Individual: PCG-EIMMR, DONNA | Provider: PCG ODP EIM PROVIDER THREE
MCI: 240375312 | Discovery Date: 04/30/2021

Collapse Details

	By	Last Edit Date	Edited By
Provider Certified Investigator Report		4/30/2021	Three, Provider
Incident Final Section	Created	5/30/2021	4/30/2021
Initial County Management Review	Created	5/1/2021	4/30/2021
Initial Regional Management Review	Created	5/1/2021	4/30/2021
County Management	Created		4/30/2021

Click on the plus sign to expand the *Provider Certified Investigator Report*

The report expands and all the pages are complete. You can now click **VALIDATE**.

VALIDATE

SUBMIT

Page Name	Status
Investigation Information	✓
Testimonial Evidence	✓
Physical Evidence	✓
Documentary Evidence	✓
Investigation Methodology	✓
Summary of CI's Findings	✓
Concerns Identified by CI	✓

All of the pages of the report display, along with the status of each page. Note the green checkmarks indicate the pages were all completed. If a page does not display the checkmark, click on the page and add any missing information. Then click **SAVE**. Repeat until all pages display the green checkmark.

Correcting Invalid Responses

Resolve any pages that are marked with a red X (invalid response) as follows:

The screenshot displays the EIM Enterprise Incident Management interface. At the top, there is a navigation bar with links for HOME, SEARCH, REPORTS, and HELP. Below this, the 'Incident Detail' section is visible, showing a red banner that reads 'The document contains invalid responses'. The incident details include ID: 92119, Version: 9, Type: Individual Incident, Primary Category: Neglect, and Status: Open. A green box contains the following information: Individual: PCG-EIMMR, DONNA; MCI: 240375312; Provider: PCG ODP EIM PROVIDER THREE; and Discovery Date: 04/30/2021. A table lists the incident sections, including Incident First Section, Incident Final Section, and Provider Certified Investigator Report. The 'Summary of CI's Findings' section is marked with a red X, indicating an invalid response. A callout box points to this section, stating: 'Click on the "Plus" sign for any page(s) that contain a red X. An error message will display and list the error's location, field impacted, and resolution. Correct and save the updated page(s) and then attempt to validate the report once again. Repeat until all pages display the green checkmark.' Below the table, an 'Errors' section displays the message: 'Error: Summary of Investigator's findings - Summary of CI's Findings: Response is mandatory'. At the bottom, a 'Concerns Identified by CI' section is also visible.

Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
Incident First Section	Submitted	5/1/2021		4/30/2021	Three, Provider	4/30/2021	Three, Provider	
Incident Final Section	Created	5/30/2021		4/30/2021	Three, Provider			
Provider Certified Investigator Report	In Progress	5/30/2021	VALIDATE SUBMIT					

Click on the "Plus" sign for any page(s) that contain a red X. An error message will display and list the error's location, field impacted, and resolution. Correct and save the updated page(s) and then attempt to validate the report once again. Repeat until all pages display the green checkmark.

Errors

Error: Summary of Investigator's findings - Summary of CI's Findings: Response is mandatory

Concerns Identified by CI

Submitting the Provider Certified Investigator Report

After you have successfully validated your report you are ready to submit it.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Incident Detail

Validation Successful

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: [PCG-EIMMR, DONNA](#) MCI: 240375312 Provider: [PCG ODP EIM PROVIDER THREE](#) Discovery Date: 04/30/2021

Collapse Details

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
+	Incident First Section	Submitted	5/1/2021		4/30/2021	Three, Provider	4/30/2021	Three, Provider	
+	Incident Final Section	Created	5/30/2021		4/30/2021	Three, Provider			
+	Provider Certified Investigator Report	In Progress	5/30/2021	VALIDATE SUBMIT	4/30/2021	Three, Provider	4/30/2021	ThreeCI, PCG	
+	Initial County Management	Created	5/1/2021		4/30/2021	Three, Provider			

Upon submitting the report, the *Incident Detail* screen displays. Note that the status of the report changed from *Created* to *Submitted*.

EIM Enterprise Incident Management HOME SEARCH REPORTS HELP

Incident Detail

ID: [92119](#) Version: 9 Type: Individual Incident Primary Category: Neglect Status: Open

Individual: [PCG-EIMMR, DONNA](#) MCI: 240375312 Provider: [PCG ODP EIM PROVIDER THREE](#) Discovery Date: 04/30/2021

Collapse Details

	Document Name	Status	Due Date	Action	Created Date	Created By	Last Edit Date	Edited By	Report Extension
+	Incident First Section	Submitted	5/1/2021		4/30/2021	Three, Provider	4/30/2021	Three, Provider	
+	Incident Final Section	Created	5/30/2021		4/30/2021	Three, Provider			
+	Provider Certified Investigator Report	Submitted	5/30/2021		4/30/2021	Three, Provider	5/6/2021	ThreeCI, PCG	
+	Initial County Management Review	Created	5/1/2021		4/30/2021	Three, Provider			
+	Initial Regional Management Review	Created	5/1/2021		4/30/2021	Three, Provider			
+	County Management Review	Created			4/30/2021	Three, Provider			
+	Provider Administrative Review	Created	5/30/2021		5/6/2021	ThreeCI, PCG			

EIM automatically created the *Provider Administrative Review* document when the *Provider Certified Investigator Report* was submitted.

After the CIR is Submitted

Once the Provider Certified Investigation Report (CIR) is submitted, the Administrative Review Committee will review the CIR. Both the Provider Certified Investigation Report and the Provider Administrative Review document must be submitted before the Incident Final Section is submitted.

For more information on the Provider Administrative Review document, see the *Provider Administrative Review Reference Guide*.