ODP Enterprise Incident Management (EIM) Training

EIM System Changes – July 1, 2021

Incident First Section

Public Consulting Group (PCG) provides IT Consulting Services to the Commonwealth. PCG is responsible for identifying requirements, performing strategic planning, managing user acceptance test planning, and providing implementation support.
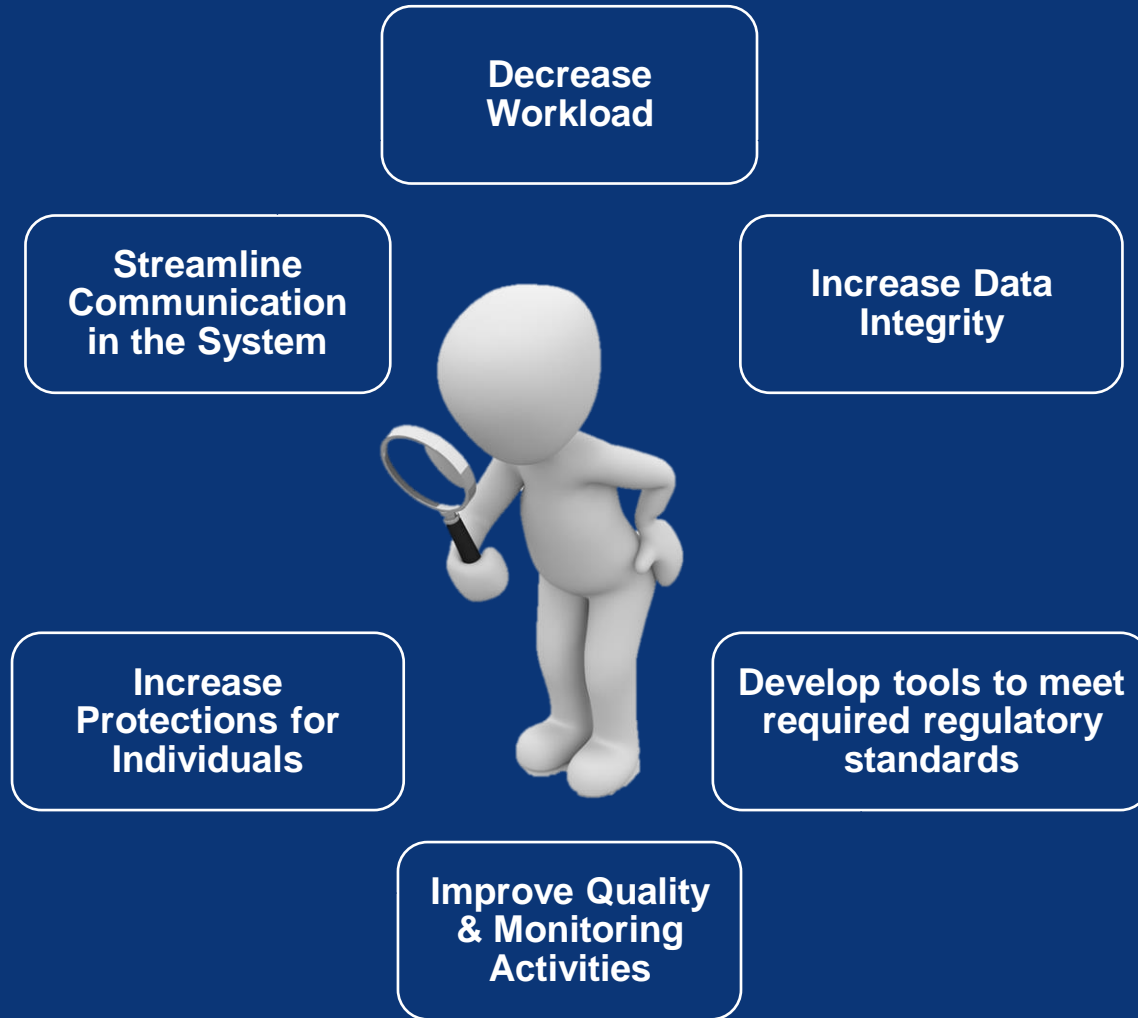
- Focus of EIM Updates

- Overview of EIM Enhancements

- Dashboard Alerts

- Incident First Section Updates

- Wrap Up

Focus of EIM Updates

Decrease Workload

Streamline Communication in the System

Increase Data Integrity

Increase Protections for Individuals

Develop tools to meet required regulatory standards

Improve Quality & Monitoring Activities

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Added Alerts for Medication Error and Restraint Incidents

Updates to the Restraint Information Page

Updated Primary & Secondary Categories

Ability to Identify Targets in the First Section

Incident First Section Highlights

Targets can be captured in the Incident First Section

Enhancements to Primary and Secondary Categories

Individuals usually involved in the Restraint are now captured

Dashboard Alerts

EIM Alerts

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Medication Error Alerts:

This *NEW* alert will be sent to SC's and SC Supervisors when a Medication Error incident report has been filed that requires follow up action.

Triggering Conditions:

- The Secondary Category of "Wrong Person- Gave person someone else's medication" is selected.

- 'Yes' is selected as the response to "Did the error occur over multiple consecutive administrations?"

Users will also receive an email notification

	Work Items		Alerts	News	
☐	**Date**	▼	**Alert Detail**	▼	
☐	04/30/2021		A medication error report has been filed that requires follow-up action.		

DELETE ⊘
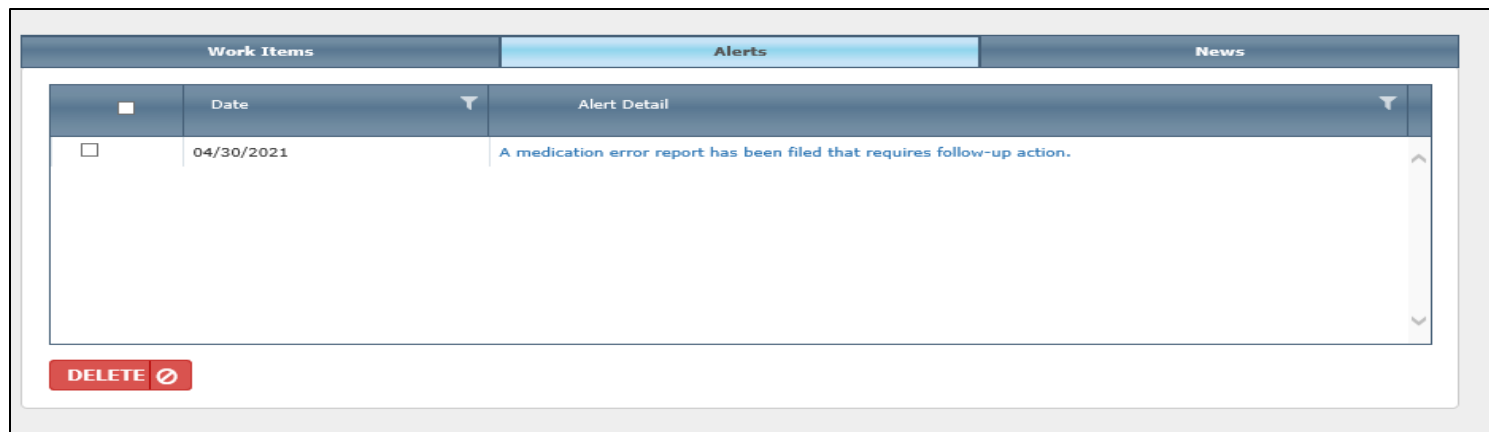
EIM Alerts

Restraint Alert:

This *NEW* alert will be sent to the Region when a Restraint incident report has been filed that requires follow up action.
Triggering Conditions:
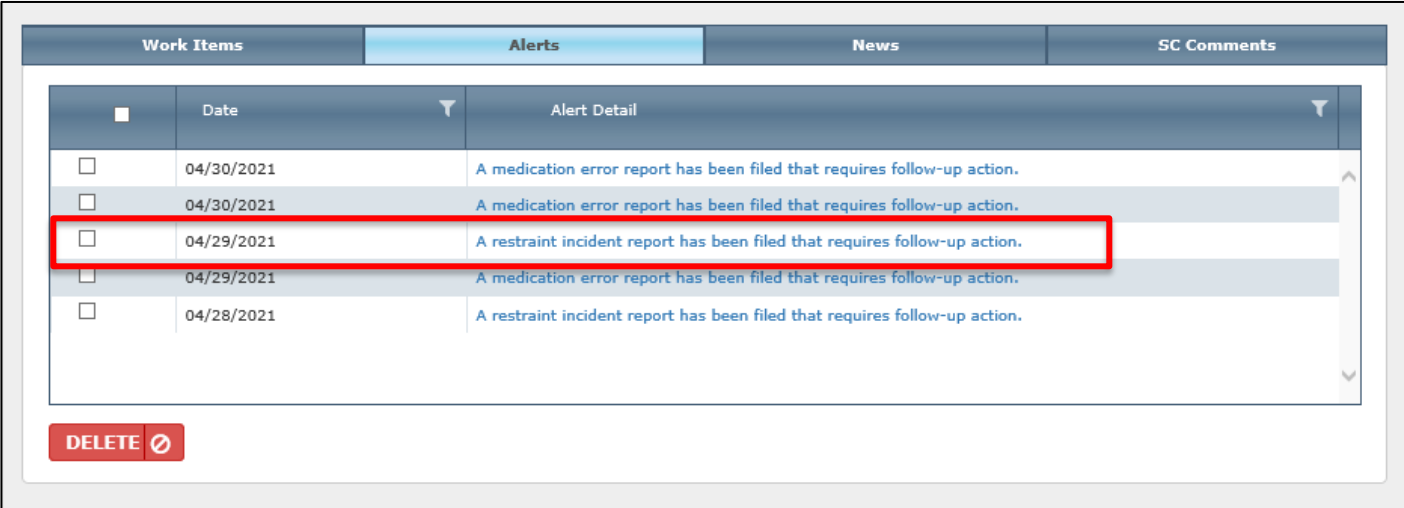'Yes' was selected to the following:
- The individual had more than 2 emergency restraints in the last 6 months.
- A prone facedown restraint was used.
- It was either an improper use of restraint or unauthorized restraint.

'No' was selected to the following:
- The individuals involved were not trained on the individuals behavioral support plan.

This Restraint Alerts will also be generated for incidents that are filed for individuals without an MCI.

** ODP will be releasing more information regarding Restraints in a July 1 communication packet.

		Work Items		Alerts		News		SC Comments	
	■	Date	▼	Alert Detail					▼
	☐	04/30/2021		A medication error report has been filed that requires follow-up action.					
	☐	04/30/2021		A medication error report has been filed that requires follow-up action.					
	☐	04/29/2021		A restraint incident report has been filed that requires follow-up action.					
	☐	04/29/2021		A medication error report has been filed that requires follow-up action.					
	☐	04/28/2021		A restraint incident report has been filed that requires follow-up action.					

DELETE ⊘

Incident First Section Changes

Provider Information Page

The following contact information fields are now being captured to provide users with an immediate point of contact, should they have questions regarding information entered into the incident.

- Immediate Contact (First Name)
- Immediate Contact (Last Name)
- Relationship to the Individual
- Phone
- Email

Provider Information Page

This information is added because on the Provider Information page currently EIM pulls in the phone number and email address from the HCSIS SSD. This many times is an agency CEO and not the person to be contacted about the incident. By providing this information, it provides Management Reviewers a contact person who can be immediately contacted about the incidents.

Field		Value
Initial Reporter (First Name):	★	Ken
Initial Reporter (Last Name):	★	Adams
Relationship to the individual:	★	Support Coordinator ▼
If other, please specify:		
Immediate Contact (First Name):		Aaron
Immediate Contact (Last Name):		Rodgers
Phone:		717-666-7777
Email:		email@email.com

Provider Information Page

If an SC user is performing a Provider Search, on the Provider Search page, their Case Manager (PT 21) Service Location will be included in the search results by default. PT 21 Service Location will be shown in addition to PT 54/55 Service Locations in scenarios where an authorized FMS Vendor service exists on the individual's plan.

The SC will only see the Case Manager Service Location in the results if that Service Location is associated to the Individual's Plan.

Provider Information:

Select Provider/Location

SCO Users: Select Only Your Agency's MPI and Service Location Number

MPI: 300377824

Name: THREE TSM PROVIDER

Provider Service Location Information:

Service Location Provider Type: 21. Case Manager

Service Location ID: 0001

Service Location Name: Three TSM Provider ODP

Phone: (717) 565-6565

Provider Information Page

When a user selects a Provider from the Provider Search page that has a Specialty Code of 52. Community Residential Rehabilitation, the Service Location Specialty will display in EIM. It will display for the following Service Location Specialties:

- 456: CRR-Adult
- 520: Child Residential Services
- 521: Adult Residential
- 522: Family Living Homes
- 524: Unlicensed

Provider Information:

Select Provider/Location

SCO Users: Select Only Your Agency's MPI and Service Location Number

MPI: 300465856

Name: HCSIS CHC PHASE 1

Provider Service Location Information:

Service Location Provider Type: 52. Community Residential Rehabilitation

Service Location Specialty: 521. Adult Residential - 6400

Service Location ID: 0008

Service Location Name: HCSIS CHC PHASE 1 BAS ODP PT52 521

Phone: (444) 444-4444

Email:

Address Line 1:   202 STANWIX ST

Address Line 2:

Address Line 3:

City: PITTSBURGH

County: Allegheny

State: Pennsylvania

Zip Code: 15222-1304

Initial Reporter (First Name):

Incident Classification Page

With the implementation of Incident Management Bulletin 00-21-02, changes were made to the primary and secondary categories. Please see MyODP for further trainings regarding the IM bulletin for a full list of changes.

Here are a few examples...some categories have been split into multiple new primaries, some have been renamed, and others are simply new.

Prior Bulletin Primary Category	New Bulletin Primary Category
Emergency Room	Serious Injury
	Serious Illness
	Illness (COVID-19)
Misuse of Funds	Exploitation
Abuse	Sexual Abuse
No Prior Primary Category	Passive Neglect

Incident Classification Page

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A new primary category of *Illness* has been introduced to allow for continued reporting of COVID-19 Testing. The Secondary Category to be selected is *COVID.*

An addition secondary category of *Other* was added to EIM as a placeholder for future use. This Secondary Category should not be used at this time.

Primary Category:	★	Illness	▼	
Primary Category Date Occurred:	★	MM/DD/YYYY	🗓	

Secondary Category:	★	Select	Secondary Category	Date Occurred	
		☐	COVID	MM/DD/YYYY	🗓
		☐	Other	MM/DD/YYYY	🗓

Incident Classification Updates

The following question was reworded on the Incident Classification page:

- Was the family/guardian/individual's designee notified of the incident?
  - The individual's designee will be identified in their ISP.

Incident Classification Updates

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The following questions were added to the Incident Classification page:

- "Were there targets identified?" With the opportunity to explain 'No' responses in the text box. Yes' responses will allow users to access the Target Information page in the First Section.
  - *Target = The person or entity who is alleged to have caused the incident to occur.*

- "Was there a medical intervention for this individual?" 'Yes' responses will allow users to access the Medical Intervention page of the Final Section.
  - *Medical Intervention = a measure taken to treat disease or improve health in other ways.*
  - *Medical Intervention Page replaced the Hospitalization Page so that it can be used for medical interventions such as an ER, Urgent Care, or even a PCP office visit in addition to Hospitalization.*

Were there targets identified?	★	Yes ▼

If no, please explain:

4000 characters remaining

Was there a medical intervention for this individual?	★	Yes ▼

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Questions pertaining to the service/program that the individual was participating in when the incident occurred have been removed.

The question related to the physical location has been modified.

Current: In what physical location did the **event** occur?

New: In what physical location did the **incident** occur?

Incident Description

Please describe in detail exactly what happened during the incident, including dates, times, and all people involved including staff. Include all relevant details prior to, during, and after the incident. Indicate the current status of the Individual: ★

The description of the incident. the incident category is abuse and does require an investigation.

3901 characters remaining

Is the incident location known?	★	Yes ▾
Relationship of the incident location to the individual:		Individual's Home ▾
In what physical location did the incident occur?		Hallway ▾

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For Site Level Incidents only, the following question was added to the page:

- Was the site closed due to fire?

Note: This question is only required if the Primary Category is 'Fire'.

Incident Description

Please list all individuals involved: ★

4000 characters remaining

Please describe in detail exactly what happened during the incident, including dates, times, and all people involved including staff. Include all relevant details prior to, during, and after the incident. Indicate the current status of the Individual: ★

4000 characters remaining

Was the site closed due to fire?	Select One
Is the incident location known? ★	Select One
Relationship of the incident location to the site:	Select One
In what physical location did the incident occur?	Select One
If other, please specify:	
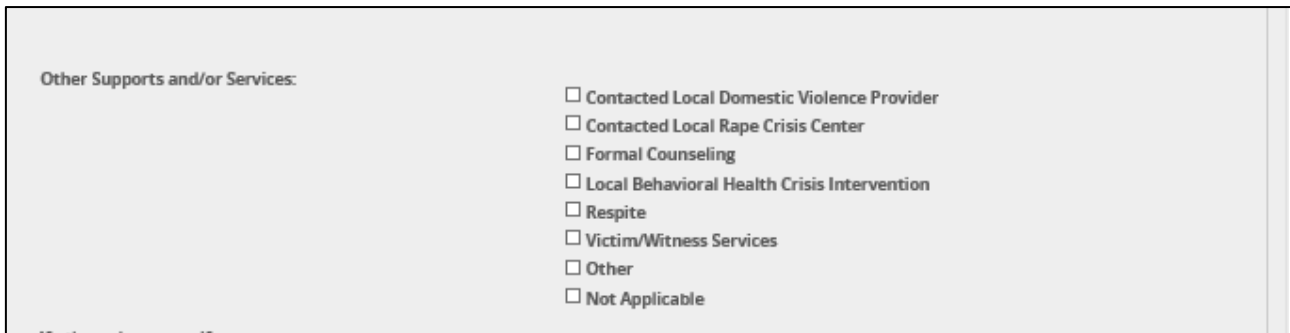
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The following questions have been removed from the Actions Taken To Protect Health Safety & Rights. These questions were removed because the data collected by these questions will be captured on a separate Target page, if a target was identified.

- – Was the individual/victim separated from the target?
- – If no, please specify
- The options for the question **Other Supports and/or Services**, have been updated.

Other Supports and/or Services:

- ☐ Contacted Local Domestic Violence Provider
- ☐ Contacted Local Rape Crisis Center
- ☐ Formal Counseling
- ☐ Local Behavioral Health Crisis Intervention
- ☐ Respite
- ☐ Victim/Witness Services
- ☐ Other
- ☐ Not Applicable
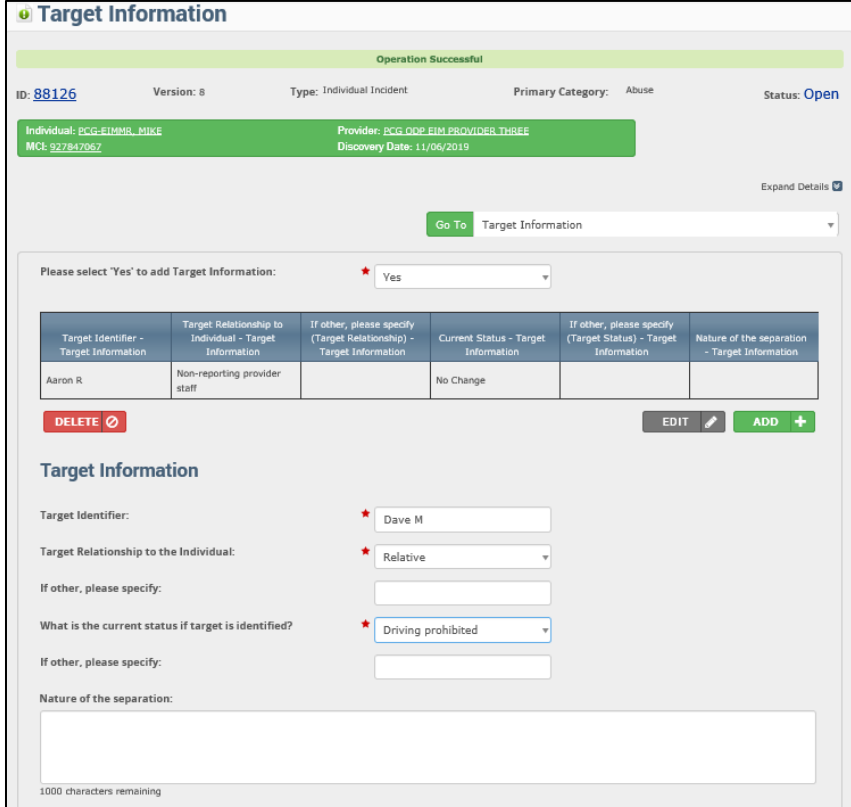
The following values were removed:

- Informal Counseling: This value was removed because through data analysis, end users were often confused by this language.
- Natural Supports
- Crime Victim Services was removed and rephrases as Victim/Witness Services

Target Information- First Section

The Target Information page has been added to the Incident First Section flow and will ONLY appear if a user answers 'Yes', to the following question on the Incident Classification page; **"Were there targets identified?"**

If a user answers 'yes' to this question, the Target Information page will populate as shown for the user to enter the target(s).

Target Information- First Section

If the user selects 'Another Individual' for the question Target **Relationship to the Individual,** users are not able to enter the Individual's First and Last Name. Another Individual should be masked, as shown below (First and second initial of first name, first and second initial of last name, and the last four digits of the individual's social security number).
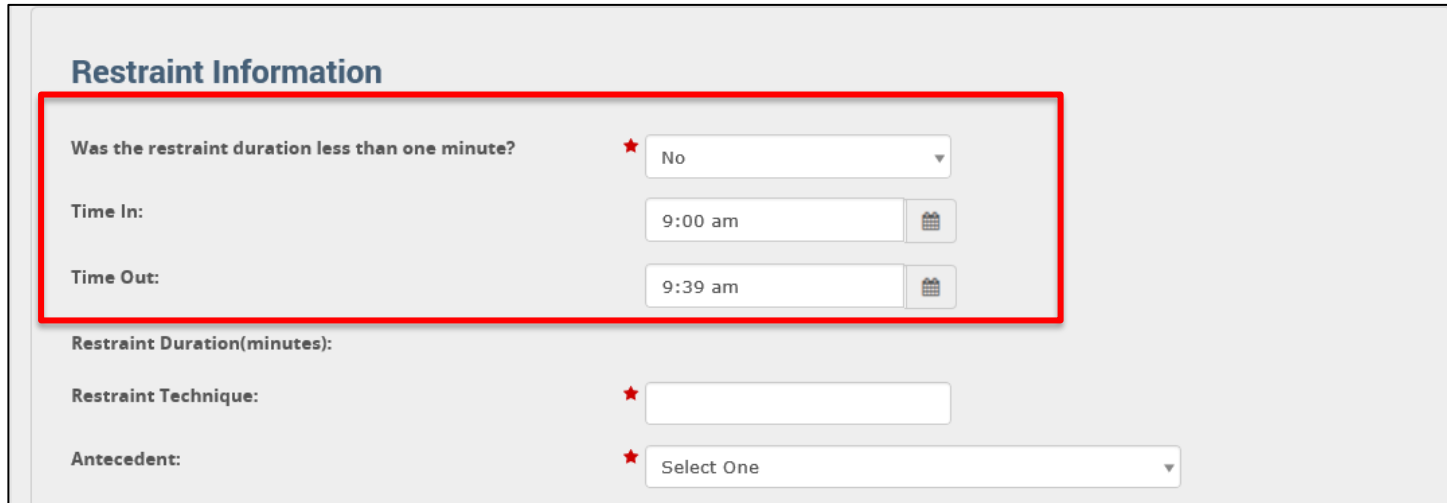
Restraint Information

The following questions have been added to the Restraint Information page:

- Was the restraint duration less than one minute?
  - If a user answers that the Restraint was less than one minute, the Time In and Time Out questions are no longer required to be answered.

  ~ Per Incident Management Bulletin 00-21-02, a restraint is no longer defined as at least 30 seconds (55 PA Code Chapter 6100). The current definition of a restraint does not define a restraint based on its duration.

  ** The Restraint Duration is calculated upon submission of the Incident First Section Document.

Restraint Information

Was the restraint duration less than one minute? ★	No ▾
Time In:	9:00 am 🗓
Time Out:	9:39 am 🗓
Restraint Duration(minutes):	
Restraint Technique: ★	
Antecedent: ★	Select One ▾

Restraint Information Continued

The following questions have been added to the Restraint Information page:

- Restraint Technique
- Were debriefing activities completed as part of this restraint?
- Please specify debriefing activities or explain why debriefing activities were not completed.

> *~Debriefing after a restraint is a person-centered conversation between the person who administered the restraint and the individual following the use of a restraint. Debriefing is important because it helps the individual to understand the events that occurred and why the restraint was needed.*

- Is there documentation that all staff involved were trained on the behavioral support plan that was in place at the time of the incident that included this restraint? If a user answers 'No' there is an 'If no, please explain' text box to explain that 'No' answer.

The following questions have been removed from the Restraint Information page:

- What service/program was the individual participating in when the event occurred?
- What service delivery model was the individual participating in when the event occurred?

The next slide shows the newly updated Restraint Information page.

Restraint Information Page
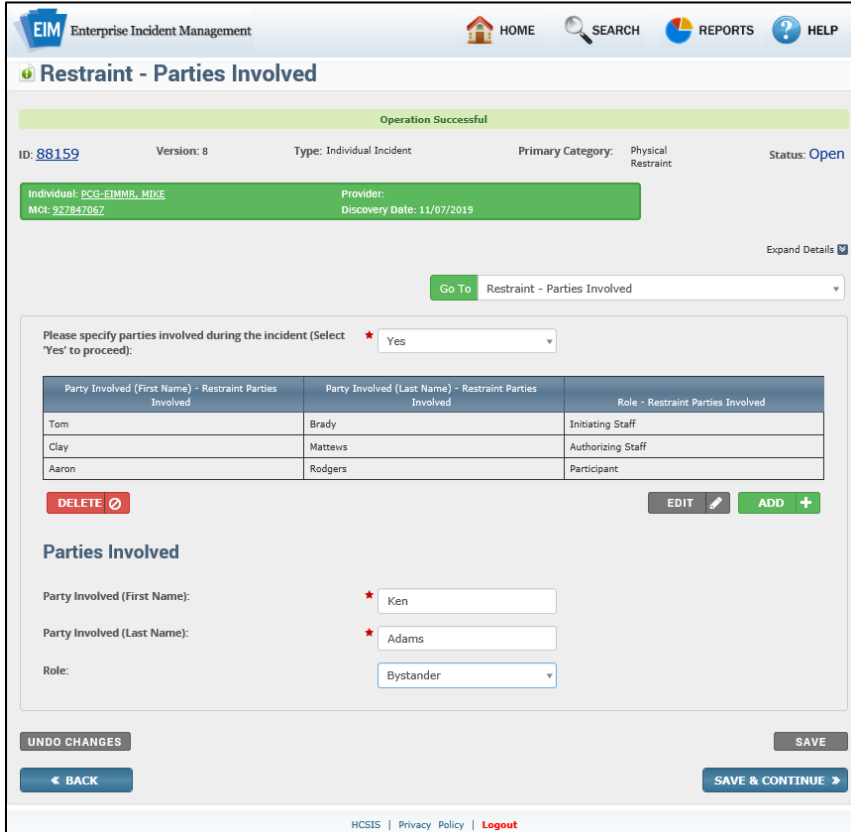
Restraint Parties Involved

The Restraint- Parties Involved page has been added to the Restraint Incident flow. The page will allow users to enter parties that were involved during a restraint and the role they played.

The Restraint Parties involved refers to the people who applied the restraint or were involved in the restraint. The role values are as follows:

- Authorizing Staff
- Initiating Staff
- Participating Staff
- Bystander

Wrap Up

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Resources for Help/Assistance:

- Learning Management System (LMS)

- EIM Assist Mailbox Questions:

  – ODP-ID/A should contact:

  ra-pwodpeimassist@pa.gov

  RA-IMPolicy@pa.gov

  – ODP-BSASP should contact:

  ra-basprovidersupprt@pa.gov.

Upcoming Question and Answer Sessions:

- June 4th 9- 11:00 a.m.
- June 4th 1 – 3:00 pm
- June 15th 9 – 11:00 a.m.
- June 15th 1- 3:00 pm