



ODP Announcement

Enterprise Incident Management System (EIM) May 2017 EIM Release Training Materials and Q&A Sessions

ODP Communication Number 041-17

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Agency with Choice Providers, Intermediate Care Facilities for Persons with an Intellectual Disability (ICF/ID) and Direct Service Providers who utilize the EIM system to perform Incident Management (IM) activities

PURPOSE: The Office of Developmental Programs (ODP) will be offering training materials and question and answer sessions related to changes in the Enterprise Incident Management System (EIM) that are to be released May 20th 2017.

BACKGROUND-SUMMARY OF CHANGES

EIM System Changes

1. Restraint Incident Reports
 - a. The text field titled “Restraint Agent/Technique” has become mandatory for all restraint incident reports.
 - b. The warning message “Warning: A restraint incident report is required to be submitted and linked to this incident” is retired
 - c. The warning message “Warning: An Abuse-Improper or Unauthorized Use of Restraint incident report must be filed and linked to this restraint report” is modified
 - d. Alerts have been added related to Restraint incident reports
2. Death Incident Reports
 - a. Users will have the ability to select from four new secondary categories when entering a Death incident report

- b. Removal of the question “Was there a hospitalization for this individual?” from the Death information page of the incident report
3. Enhancement of Corrective Action Data Entry Ability via the Addition of Preventative Corrective Action Page to Incident Reports
 - a. Each confirmed incident of Abuse, Neglect and Exploitation must have a remediation action that shows evidence of prevention of future recurrence
 - b. The Preventative Corrective Action page of the incident report allows for documentation of a corrective action that provides evidence of remediation that protects participants from future incidents
4. Change in Functionality to Allow Users to More Effectively Manage incidents of Abuse and Neglect
 - a. The question “As a result of the investigation is this a case of founded Abuse or Neglect” is being removed
 - b. Access to the Hospitalization Page within Abuse Neglect and Individual to Individual Abuse reports has been added
5. Additional Changes
 - a. The output for the EIM Custom Report will now be in a static, alphabetic, order
 - b. Users will be able to view the reason for incident deletion
 - c. Users with the appropriate access will be able to view the entire incident history for an individual

DISCUSSION

Self-guided training materials for each of the five topics above have been developed and posted to the Learning Management System (LMS). Users are encouraged to review the materials and participate in the Q&A sessions. ODP staff will be available during the Q&A to answer questions and provide clarifications to stakeholders.

Training materials may be accessed via the LMS system under the Course Name:

JA

[ODP: Enterprise Incident Management Reference Materials](#)

- Changes to Restraint Incident Reports (5/20/2017)
- Changes to Death Incident Reports (5/20/2017)
- Preventative/Additional Corrective Action Pages (5/20/2017)
- Removal of Abuse, Neglect, Both, or Neither Question and Increased Access to Hospitalization Page (5/20/2017)
- Additional Changes specific to the Custom Report, Incident Deletion Screen, and Individual History Access (5/20/2017)

How do I register for the Q&A sessions?

Users will login to LMS and register via the link that corresponds to their desired session. Users may attend more than one session however, the basic content will remain the same during each session. Information about how to access the WebEx can be accessed by clicking on the “Download” link for the session the user is registered.

ILT	ODP Q & A Session June 5th AM: Enterprise Incident Management and HCSIS-Related Changes for the May 2017 Release Download - WebEx Call in info - 06/05/2017 AM	Register
ILT	ODP Q & A Session June 5th PM: Enterprise Incident Management and HCSIS-Related Changes for the May 2017 Release Download - WebEx Call in info - 06/05/2017 PM	Register
ILT	ODP Q & A Session May 18th AM: Enterprise Incident Management and HCSIS-Related Changes for the May 2017 Release Download - WebEx call in information ODP 5/18/2017 AM	Register
ILT	ODP Q & A Session May 18th PM: Enterprise Incident Management and HCSIS-Related Changes for the May 2017 Release Download - WebEx Call in info - 05/18/2017 PM	Register
ILT	ODP Q & A Session May 24th AM: Enterprise Incident Management and HCSIS-Related Changes - May 2017 Release Download - WebEx Call in info - 05/24/2017 AM	Register
ILT	ODP Q & A Session May 24th PM: Enterprise Incident Management and HCSIS-Related Changes for the May 2017 Release Download - WebEx Call in info - 05/24/2017 PM	Register

Q&A Session Information	
Date	Time
May 18 2017-AM Session	10am-12pm
May 18 2017-PM Session	1pm-3pm
May 24 2017-AM Session	10am-12pm
May 24 2017-PM Session	1pm-3pm
June 5 2017-AM Session	10am-12pm
June 5 2017-PM Session	1pm-3pm

If you have any questions or issues related to the registration for the Webinar sessions, please contact the EIM Assist Mailbox at: RA-PWODPEIMASSIST@PA.gov

Who can we contact with EIM questions?

For Technical Issues please contact the **HCSIS Help Desk**.

Phone: 1-866-444-1264

E-mail: c-hhcsishd@pa.gov

Fax: 717-540-0960

Hours: Monday – Friday: 7:45 AM – 5:00 PM