Incident Management (NON-APS): Office for Citizens with Developmental Disabilities (OCDD) Waiver

Louisiana DHH Training Guide 4/24/2019

Software and services for realizing care's potential

Incident Management (Non-APS): Office for Citizens with Developmental Disabilities

No PHI was used in the creation of this guide.

Incident Management

Statewide Incident Management System (SIMS) maintains incident records for participants/victims/patients who are served by Louisiana DHH.

Introduction	This training introduces you to the basic functions of adding and maintaining incident records for the Office for Citizens with Developmental Disabilities (OCDD) (Waivers).
Importance	Your confidence in using SIMS for processing, follow-up/investigation and reporting workflows will increase as you develop proficiency in the software.
Overview	To help the Louisiana Department of Health develop the necessary skills and understanding to effectively use SIMS to perform the reporting workflows in a Critical Incident Reporting context.
Objectives	• Log into and out of SIMS • Successfully navigate the program • Understanding Ticklers, Dashboards, Workflow Wizards, Alerts, Forms, Word Merges and Reports • Following the steps in the guide, accurately enter an Incident record

Icons Used in this Manual

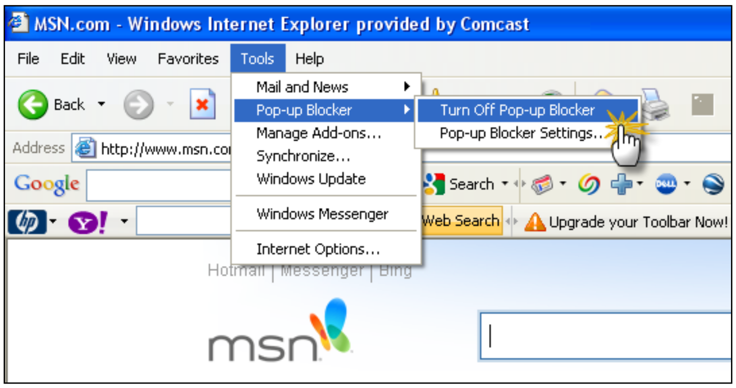
Icon	Description
	**Tip** Tips provide general recommendations on how to make it easier or more productive to use the SIMS.
	**Caution** The Caution icon highlights areas of note or concern, where failure to use the system properly may cause or exacerbate problems.
	**Note** Notes provide additional information of general interest about a specific function or process of SIMS.
	**Example** Examples are provided to help you develop a better understanding of the subject area and how the SIMS may be used in a specific scenario of relevance.

SIMS Basics

SIMS is a web-based system that is accessed from a Web browser, specifically Internet Explorer® (IE). Your workstation will be configured before you "go live" to allow the system and all its functionality to operate properly. If you experience any problems during training or after "go live", please coordinate with your System Administrator to evaluate the issue.

Enabling Pop-Up Windows

SIMS uses pop-up windows to display information to users. It is important to allow these pop-ups to be displayed on your screen. To enable pop-up windows, go to **Internet Explorer>Tools> Pop-Up Blocker>Turn Off Pop-up Blocker**.



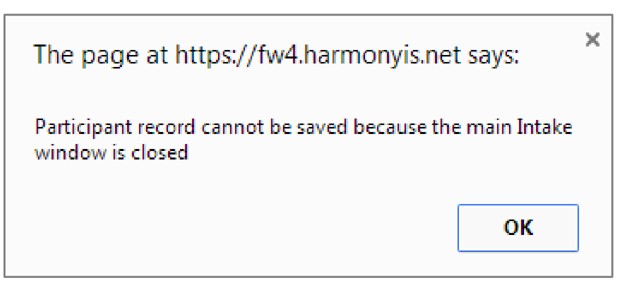
In the future when you try to access SIMS from a workstation that is not your own, the default set up on the workstation may enable some other type of pop-up blockers (Google™, Yahoo®, MSN®, etc.). Be sure to follow the instructions to allow the use of pop-up windows.

The specific steps you need to take may vary depending on the version of IE you are running. Check with your System Administrator whenever you are unable to resolve this issue on your own.

Screen Stacking

In SIMS, you will do a lot of opening and closing of screens (windows). As you're working, you can have many screens open and not know because they're stacked on top of each other. There is no harm in this, but it can make working in SIMS more cumbersome. Open screens can prevent you from getting to another area of the program. On the other hand, closed screens can also prevent you from moving around.

If a screen has been closed, but should have remained open, you'll see an error message similar to this:

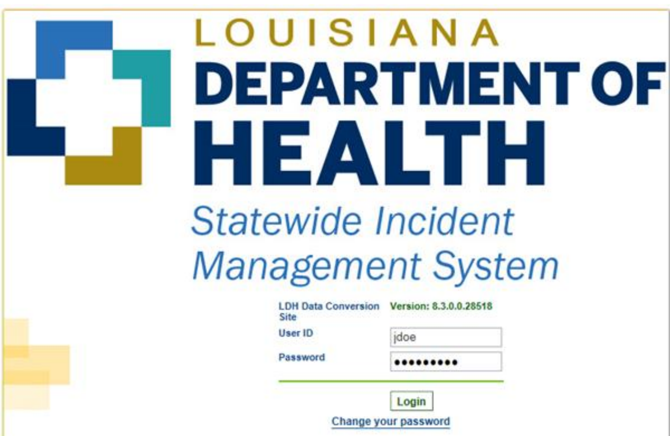


Best Practices recommend that you click **File > Save and Close** when you're saving records. This prevents unnecessary screens from staying open.

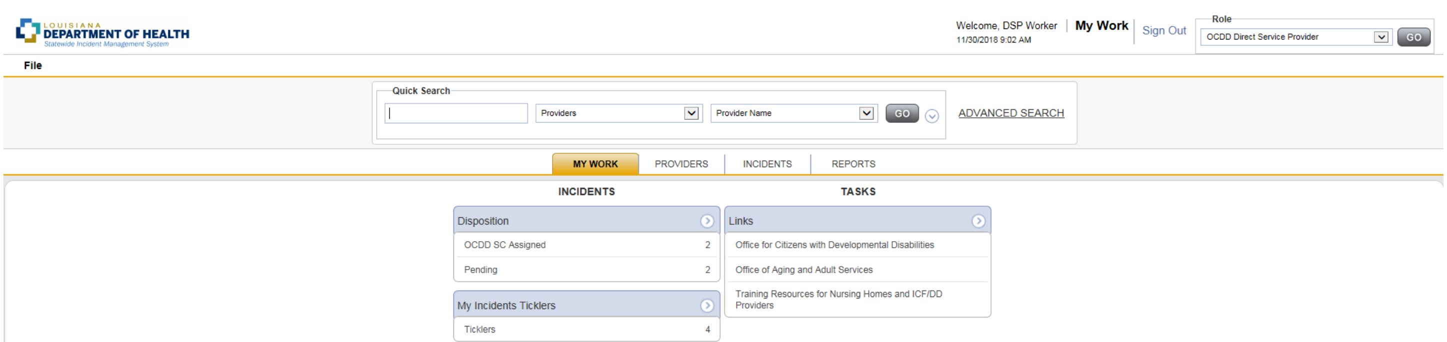
Log into SIMS

Your System Administrator will provide you with the URL (Internet Address) of the WellSky Customer Portal and your login credentials for SIMS when appropriate.

1. Open Internet Explorer and then enter the URL for SIMS
2. At the login, type your **User ID** and **Password**
3. Click **Login**



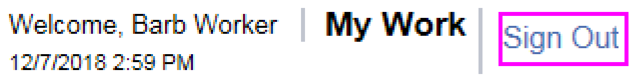
   a. The **Dashboard** is displayed



Exit SIMS

To exit SIMS:

1. In the upper right portion of the screen, click **Sign Out**

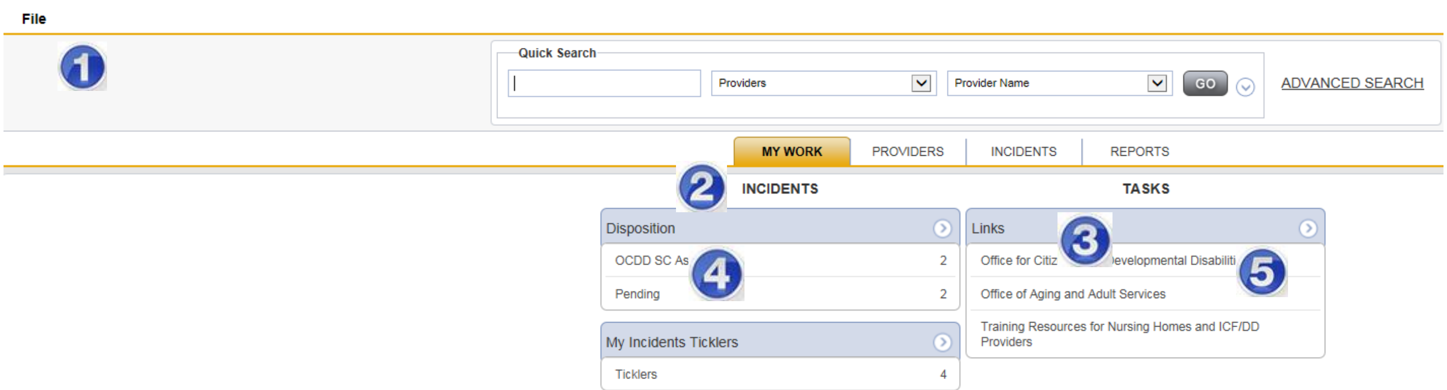


My Work

My Work is your home page and tasks might be managed. When you first log in, you will begin from here. Keep in mind that your **My Work** page may differ from that of your co-worker. Roles determine which features you may have.

My Work Screen Elements

There are several parts of the **My Work** screen, as shown in the screenshot below:

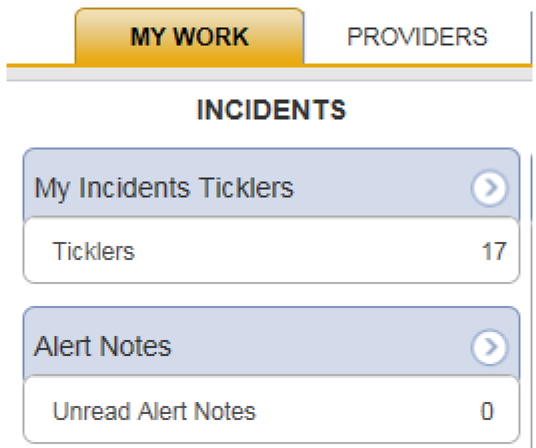


1	The File menu is located throughout the program. Items on the File menu vary, depending on what you are doing. One of the more common functions you'll use is the **File > Add Notes** and **File > Save and Close Notes**.
2	The tabs along the top of the screen are called **Chapters**. A chapter is like a section of the program. To move to another chapter, just click it. If you have the "UTILITIES" Chapter, let your supervisor know immediately. This chapter is reserved for IT.
3	**My Work** is divided into areas for consumers, providers, resources and tasks. You may see all or just some of these areas.
4	Within each area are boxes that contain information. These are referred to as **Panes**.
5	Each pane includes a down arrow. When you click the down arrow, items in the pane are collapsed. This is helpful if you need more space on your screen. To expand the items in the pane, click the now right-facing arrow.

Many areas of the program allow you to collapse sections (panels). Click the down arrow in the circle . When you click it, it becomes a right-facing arrow 

Activities

Within each Pane on the My Work homepage, numbers will be visible next to different items. These numbers represent the number of activities that are due. For example, in the screenshot below, one can see that there are four "ticklers" or reminders.



1. To display the ticklers, click anywhere in the row, as highlighted in the screenshot above. Ticklers will then display:

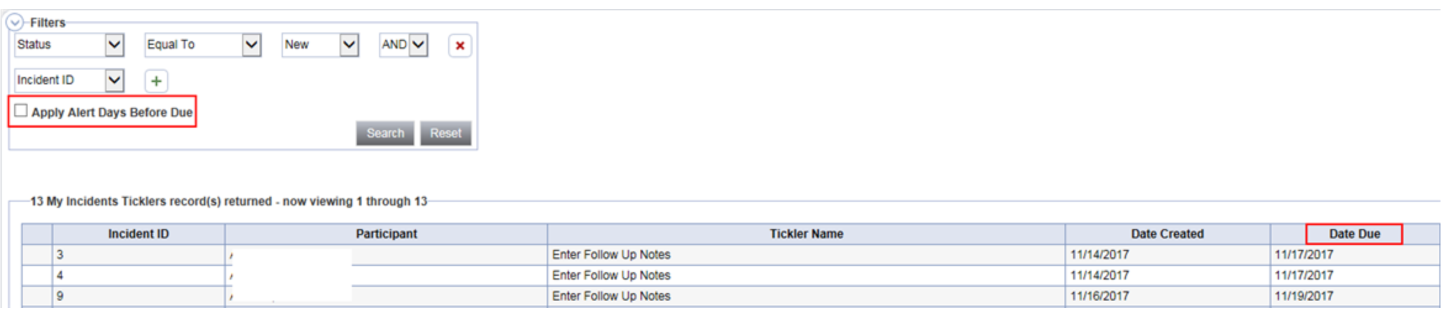
13 My Incidents Ticklers record(s) returned - now viewing 1 through 13

	Incident ID	Participant	Tickler Name	Date Created	Date Due
	3	A	Enter Follow Up Notes	11/14/2017	11/17/2017
	4	A A	Enter Follow Up Notes	11/14/2017	11/17/2017
	9	A	Enter Follow Up Notes	11/16/2017	11/19/2017

2. To complete a task associated with the tickler, first click on the record. In the screenshot below, the first record was selected revealing a task guide known as a **Workflow Wizard:**
    a. To activate a **Workflow Wizard**, click anywhere in the blue box.

b. Once the tickler task has been completed, the Date Completed column in the tickler will automatically update with the date of completion.

3. For ticklers that have a due date in the future, uncheck the **Apply Alert Days Before Due** and click on search. The list view gird will refresh and present a list of the ticklers and their due dates.



Completing a form via a Workflow Wizard or from the ticklers list, will flag the tickler as complete. It will not mark the status of the form/assessment as complete. If the status = pending, you will have to navigate to the assessment tab and finish filling out the form and change it to complete.

Navigating the Application

This section provides a brief overview and some tips for working in the application.

Chapters

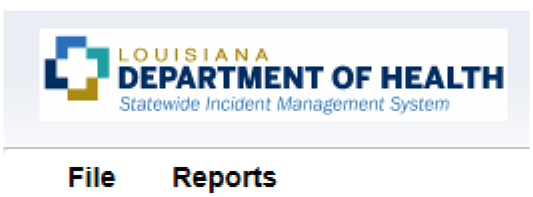
Chapters are links to different areas of SIMS. Authorized users can access chapters at any time by simply clicking the desired Chapter button (or tab) across the top of the screen. Note that not all workers can see all the listed chapters. Your view may differ from the example below. (Remember, every Role will have different Chapters. If you have the "UTILITIES" Chapter, let your supervisor know immediately. This chapter is reserved for IT.)

Chapter	Definition
Incidents	Contains information about every incident. This includes the patient and provider involved, the incident reporting form and notes.
Reports	Allows management and some users to easily view and create reports from the system's available data.
Providers	Contains information about every individual or agency that provides a service to a consumer. It also contains information about the workers associated with a provider.
Consumers	Contains information about every individual that receives a service from a provider.

File Menu Bar

The **File** menu is displayed throughout the application and is located in the upper left corner of the screen. Depending on the screen that's open, other menus may be displayed. This is the location where you'll go to create or add files, close and save files and print files, among other functions.

Additional functions remain available under each option. Hovering above each **File Menu** bar category will expand additional menus. Access to these are granted based on the permissions which are driven by roles.

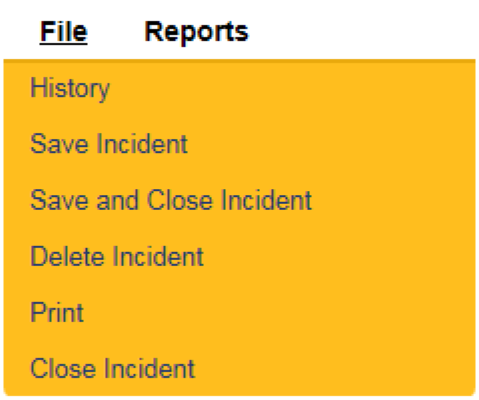


When users scroll through a page in SIMS, the **File Menu** header is frozen so that users will always be able to access these **File Menu** functions no matter where the cursor is located on the page.

- **File –** Contains the functions to add a new record or to view history changes to the data in view.
- **Edit –** Provides the ability to make changes to the data included in the record.
- **Tools -** Provides the user with additional functionality based on the page currently in view.
- **Ticklers** - Provides the user with a list of "ticklers" or reminders generated for a specific Provider. This menu is only displayed in the Provider's record.
- **Reports –** Lists standard reports built into the WellSky software. Additional reports may be available to certain roles or groups. If a user has access to the Reports Menu, click the menu and select the report and it will open in a new window.
- **Word Merge -** Lists documents that have been uploaded to the application using the **Word Merge** Utility and are available to certain roles and groups. If a user has access to the **Word Merge** File menu, to access the document, click the file menu and select the document and it will open a new window.

Incident Records: File Menu

As you are working with incident records, you will save and close records. This is done on the **File** menu, located near the top of your screen. The **File** menu options change, depending on what you're doing; the screenshot below displays what the **File** menu might look like. Some examples include and are not limited to: **Save, Save and Close, Print**, and **Add Incidents**.



The table below describes some of the **File** actions you'll work with as you're taking and logging calls.

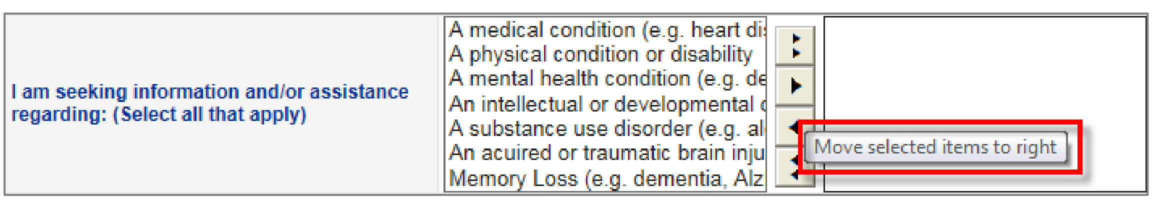
File Menu	Description
History	Allows user view history changes to the data in view.
Save	Saves changes since the last save and keeps the record open. Saving a record can be done at any time.
Save and Close	Saves changes since the last save and closes the record.
Print	Allows user to print the information on the current screen.
Delete	Allows user to delete the record permanently.
Close	Closes the record without saving any recent changes.

When you need to add, remove or save files, the **File** menu is the place to go. An example in the directions could appear as: go to **File > Save and Close Notes**. Closing a window by clicking on the "X" in the top right-hand corner of the window is not recommended. Information may be lost.

Multi Select Boxes

Using the Arrow Buttons

Some areas of the application require you to select items from a list, and move them from one field to another, using arrow buttons. If you hover over one of the arrow buttons, a tooltip is displayed that describes what the button does. In the screenshot below, the mouse was hovering over the button to move selected items to the right.



Button Definitions

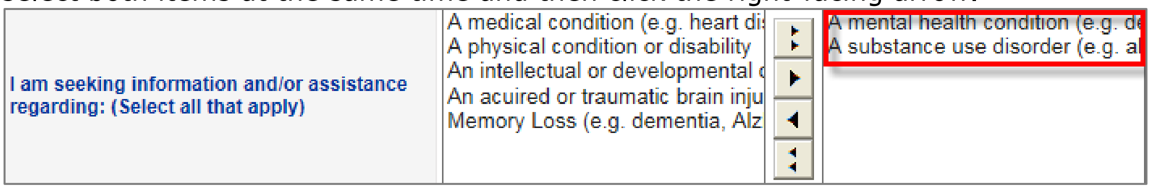
- ▶▶ Move all items from the left to the right
- ▶ Move selected items from the left to the right
- ◀ Move selected items from the right to the left
- ◀◀ Move all items from the right to the left

Using the Shift and Ctrl keys

If you want to select more than one item, and the items are *all together*, press and hold the **Shift** key on your keyboard and select the first and last records in the group. Then, click the right-facing button to move all items to either the right or left field.
If you want to select more than one item, and the items are *not together*, press and hold the **Ctrl** key on your keyboard and click the records you want. Click the right-facing button to move the items to either the right or left field.

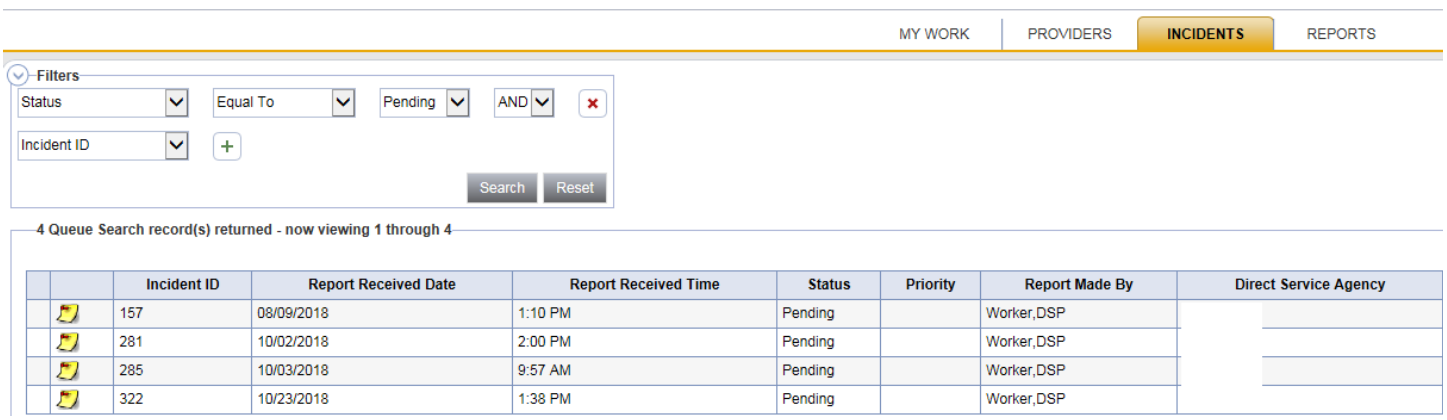
Example

In the screenshot below, the applicant is requesting information on a mental health condition and a substance use disorder. You could either select each item from the left side and click the right-facing arrow to move them to the right or use your **Ctrl** key to select both items at the same time and then click the right-facing arrow.



List Views and Search Filters

In various areas of the SIMS, records may appear on a **List View** screen. These screens limit the number of records returned at one time.



List View screens allow you to quickly retrieve a desired record. If the desired record is not displayed on the initial list view, you can click on one of the following buttons to scroll through the returned records:

Button	Description
<< First	Jumps to the first record in the list
< Previous	Jumps button jumps to the previous record in the list

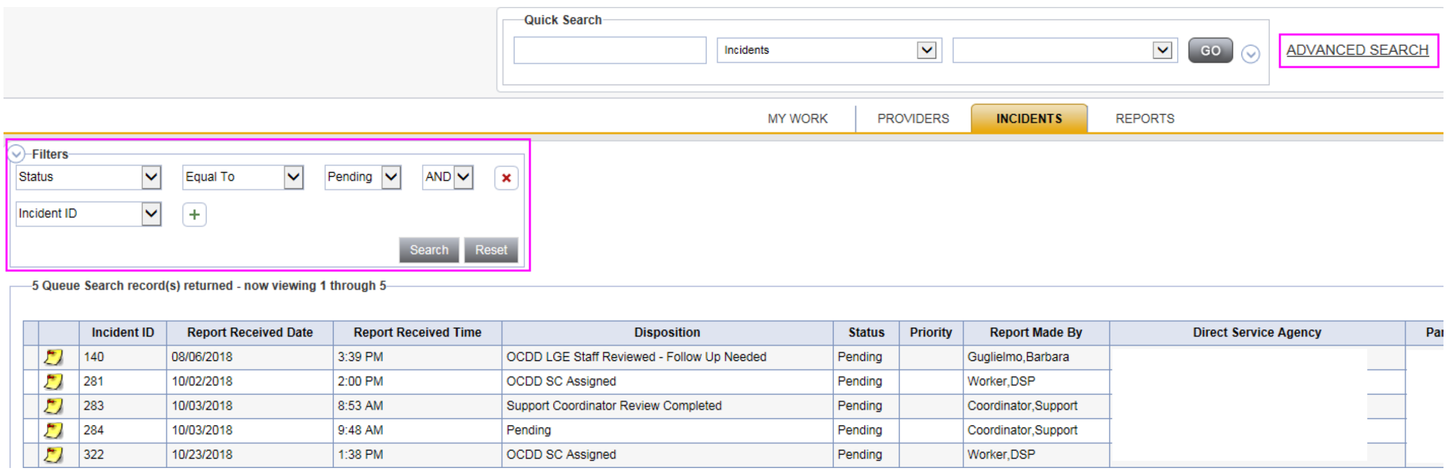
Next >	Jumps to the next record in the list
Last >>	Jumps to the last record in the list

Tip
You can also modify the number of records returned in the list view by entering the desired number in the "Retrieve [15] records at a time" field and then clicking on one of the record search buttons (i.e., First, Previous, Next, Last).

You may sort the records by ascending or descending order by clicking on the column headers in the list view.

Advanced Search

The Advanced Search function allows you to look for existing data. There are multiple options and an expanded range of input variables for detailing your criteria to find the records you need. To search for a Consumer using the **Advanced Search** function, take the following steps:



1. Click the **Advanced Search** link.
    a. The Advanced Search window is displayed.
2. Once you have entered your search criteria in the Filters section, click **Search**.
3. The system displays all items matching the search criteria you defined.

Note
You will only be able to see items that are permitted by security settings for your User ID

Advanced Search Window

Each filter allows you to select from the following comparison search criteria:

Term	Definition
Equal To	Returns records that match the entered criteria. For example, if **<Last Name>** is entered as "equal to" a specific person's name, the Consumer records assigned to that Worker will be returned.
Begins With	Returns records that begin with the entered criteria. For example, if **<Last Name>** is entered as "begins with" 'T' the system will return records assigned to the Worker having last names that start with 'T', such as Tester and Thomas.
Ends With	Returns records that end with the entered criteria. For example, if you search on **<Last Name>** "ends with" 'r', you can retrieve records where a Consumer's name ends in 'r', such as Tester.
Not Equal To	Returns records that do not match the entered criteria. For example, if a particular name is entered for **<Last Name>**, the system will return a list of records except those records for the name provided in the search criteria.
Greater Than	Returns records that are dated later than the entered criteria. For example, if **<DOB>** is entered as "greater than" '03/01/2015', the system will return all records with a records whose date of births are after March 1, 2015.
Less Than	Returns records that are dated earlier than the entered criteria. For example, if **<DOB>** is entered as "less than" '03/31/2015', the system will return data for all records with a birth date before March 31, 2015.
Contains	Returns records that contain the entered criteria. For example, if **<Last Name>** is entered as "contains" specific values in the person's name, the Consumer Record(s) assigned to that worker with those values would be returned.
Blank	A record is returned where the selected field does not have a value in the field.
Non-Blank	Returns records where the selected field does have a value in the field.

Boolean Logic

In addition, you can search on these filters using Boolean (**and/or**) logic:

- **AND** - Tightens your search: records returned only if meeting ALL criteria.

Example
Find Consumers where <**DOB**> is greater than (>) March 1, 2000 and <DOB> is less than (<) June 30, 2015. This returns all reports dated between the two dates entered.

- **OR** - Broadens your search; records returned if meeting EITHER criteria:

Example
Find records where <**Last Name**> equals <Jones> or <DOB> = "**June 22, 1998**." The system returns records for Jones regardless of date of birth, **and** also returns any consumer records whose birth date is 06/22/2015.

Once you have entered your search criteria, click the **Search** button or you can tab to the **Search** button using your **Tab** key and press **Enter**.

The system displays all items matching the search criteria you defined.

Note
You will only be able to see items that are permitted by security settings for your User ID

Did your search return the expected results? If not, click the ***Reset*** button to clear your criteria. Reconsider your filters and try again.

Common Functions

Throughout this training guide, some functions are performed multiple times. Rather than describing the complete function each time, the steps to perform the function are included in this section, with a reference to this section in the instruction.

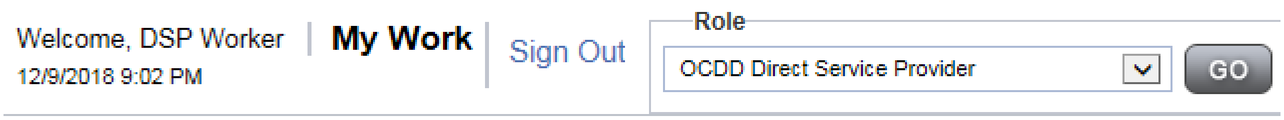
Switching Roles

Throughout the application, you may use many different Roles. Roles define a set of capabilities you have within SIMS, and each Role performs different functions. A Role change is indicated by the following symbol and instruction:

Switch Role to **OCDD Support Coordinator**

When you switch roles, the following process must be followed:

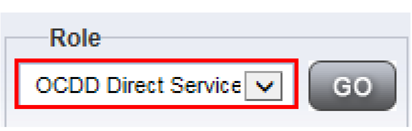
1. Go to the upper-right portion of the screen, in the **Role** field



2. Click the down arrow and then select the **Role** you want to work with. You may not see all the roles as displayed in the screenshot below.

OCDD Direct Service Provider
OCDD Support Coordinator
OCDD Support Coordinator Supervisor
LGE Medical Certification Specialist
OCDD Waiver Manager

3. Click **Go**



Incident Management: OCDD Waivers Overview

Initial Incident Entry Workflow: DSP Creates Incident Record

The Incident entry workflow begins when an incident is reported by a Direct Service Provider.

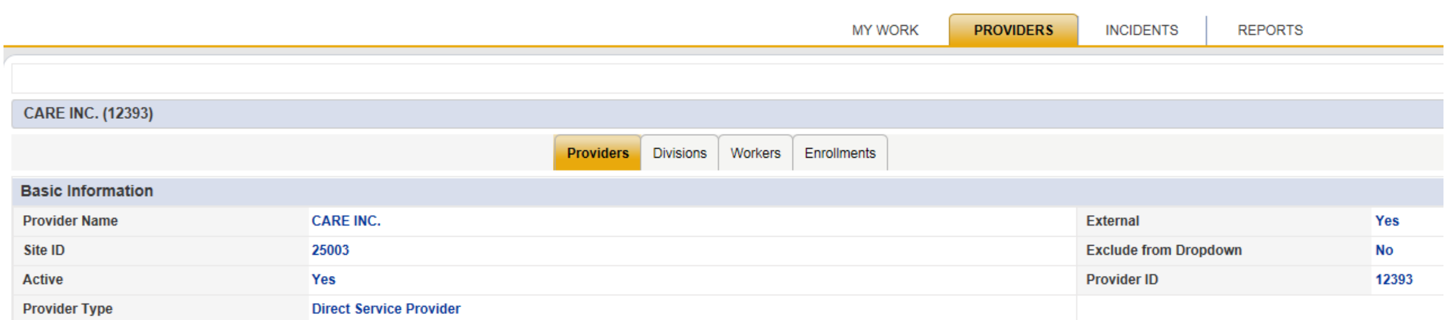
Switch Role to **OCDD Direct Service Provider**

1. Click the **Providers** chapter.

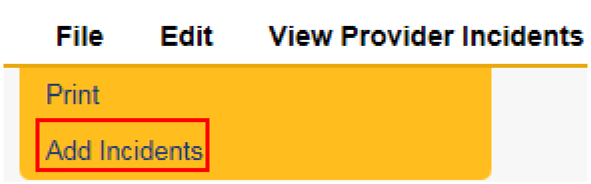
2. The default search will launch and show only those providers that the user is associated as a worker.

Note
If you only work for one Provider, the record will immediately launch.

3. Select your Provider from the **List View** grid which will open the Provider record.



4. Click **File > Add Incidents.**



Add Incident Screen – starting an Incident record

1. Complete all fields.

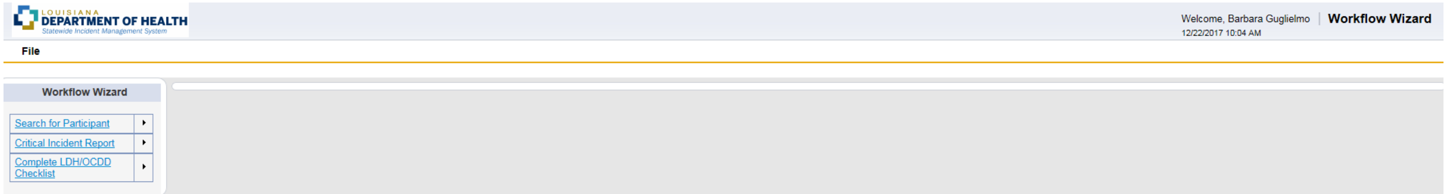
Event Information	
Division	INC
Entry Date *	12/06/2018
Entry Time *	07:03 AM
Report Received Date *	12/06/2018
Report Received Time *	07 03 AM
Report Method	
Report Type *	OCDD Waiver *
Report Made By *	Worker, DSP
Direct Service Provider ID *	12393 Clear Details
Direct Service Provider Name	CARE INC.
Incident Occurred *	
Incident Occurred Time *	
Incident Discovered *	
Incident Discovered Time *	
Location of Incident	
Description of Incident *	7000 characters remaining
Due Date	

Decision	
Disposition *	Pending
SCA Assignment	
Status *	Pending

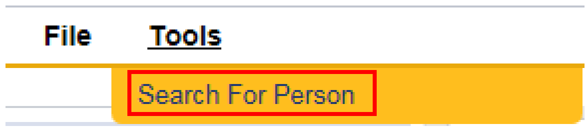
2. Disposition and Status fields will default to Pending.
3. Click File > Save Incident.

Workflow Wizard – Search for Participant

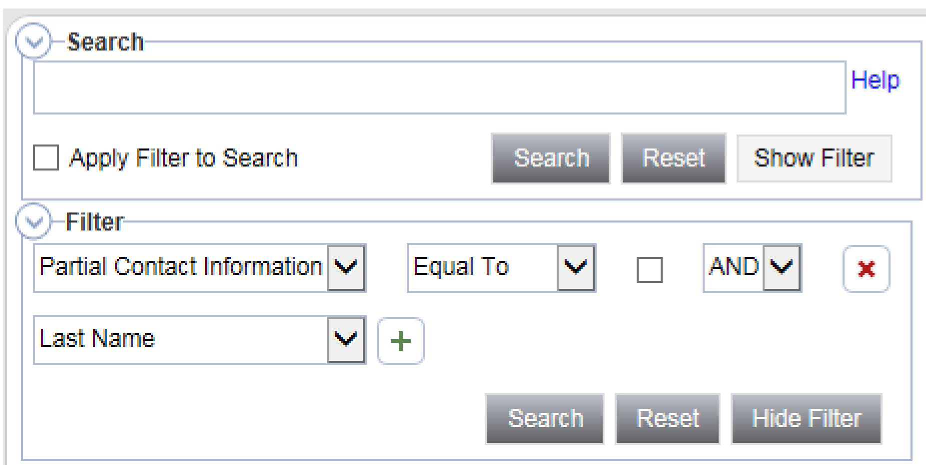
1. Saving the Incident record will trigger a workflow wizard that will help you complete the Incident record.



2. Click on the first tickler, Search for Participant.
3. The Participant details page will open.
4. Select Search for Person from the Tools menu.



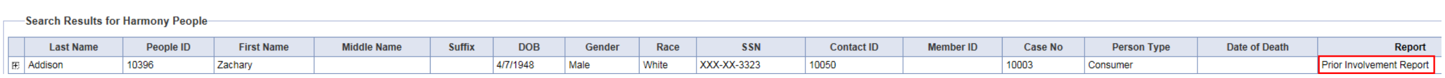
5. The People Search window will open. You can either use the Search box or the filters to set your search query.



Note

Typing a value in the Search box will ask the system to search the value in all fields. Using the filters will help narrow your search by specifying which field you want to use in your query.

6. Search results will appear in a list view grid.
7. If your search results in a match, you can review the participants' prior involvement by clicking on the Prior Involvement Report link at the end of the Participants' row.


Search Results for Harmony People

Last Name	People ID	First Name	Middle Name	Suffix	DOB	Gender	Race	SSN	Contact ID	Member ID	Case No	Person Type	Date of Death	Report
Addison	10396	Zachary			4/7/1948	Male	White	XXX-XX-3323	10050		10003	Consumer		Prior Involvement Report

8. A Production Report window will open with the report output.

Incident Prior Involvement Report

Generated By: DSP Worker on 12/06/2018 07:15 AM

Participant Name: : (People ID: 30294)

Date of Birth: 9/21/1980 **Social Security Number:**

INCIDENTS

Name	Contact Type	Relationship	ID	Provider	Report Date	Disposition
	InvolvedPerson	Participant	285	CARE INC. (12393)	10/3/2018	Pending
	InvolvedPerson	Participant	322	CARE INC. (12393)	10/23/2018	OCDD SC Assigned

9. To close the report window, select Exit from the IE File menu.
10. Click anywhere on the record in the list view grid to pull the person's information into the Participant Details page.

Search Results for Harmony People

	Last Name	People ID	First Name	Middle Name	Suffix	DOB	Gender	Race	SSN	Contact ID	Member ID	Case No	Person Type	Date of Death	Report
⊞							Female		XXX-XX-5634	13809		10545	Consumer		Prior Involvement Report
⊞							Female		XXX-XX-0167	17786		3689	Consumer		Prior Involvement Report
⊞							Female		XXX-XX-0224	19090		4333	Consumer		Prior Involvement Report
⊞							Female		XXX-XX-8891	13046		1353	Consumer		Prior Involvement Report
⊞							Female		XXX-XX-4609	18675		4125	Consumer		Prior Involvement Report
⊞							Female		XXX-XX-8190	20682		5125	Consumer		Prior Involvement Report

11. A dialog box will pop up, asking you how you would like to attach the selected record. Choose Overwrite Participant Data. This will copy available information from the People record into the Participant record.

Overwrite Participant Data: Data on the Involved Person record will be replaced with data from the selected people record.

Link to Participant: Empty fields on the Involved Person record will be populated with data from the selected people record and then will be appended to the selected people record.

How would you like to proceed?

- (●) Overwrite Participant Data
- ( ) Link to Participant
- ( ) Cancel and Return to People Search Grid

OK

12. Click OK. The People Search Window will close, and you will be brought back to the Participant Details page. The Participants' information, which includes last name, first name, DOB, Address, Telephone, SSN, Gender and Race, that you selected should now appear on this page.

Note
After selecting Save Involved Person from the File menu will trigger the following fields to populate on the Participant Details page; Marital Status, Living Arrangements, Legal Status, Program Participation and MFP.

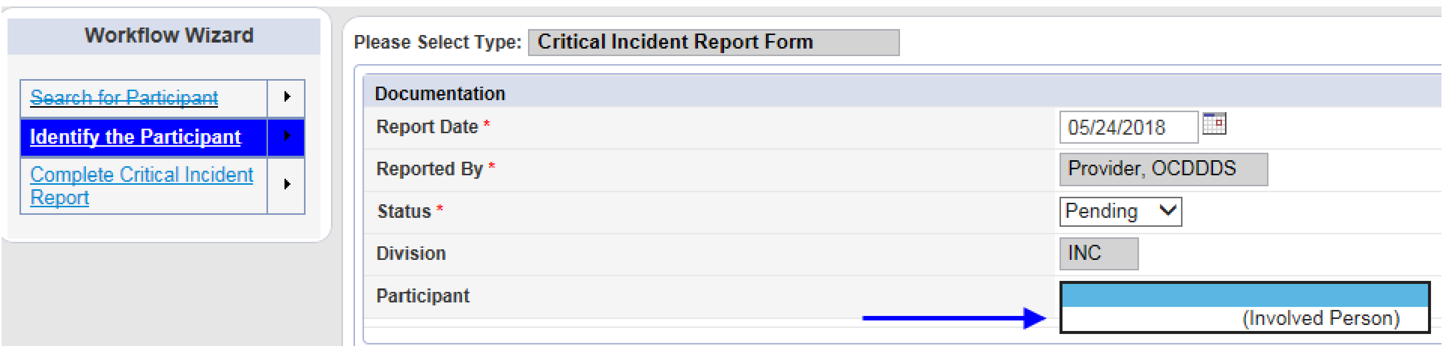
13. Click File > Save Involved Person.

Note
If your search does not generate any results, contact your Supervisor.

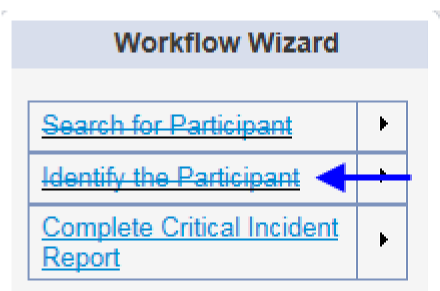
14. The Workflow Wizard will open, and the first tickler will be crossed out.

Workflow Wizard – Critical Incident Report

15. Click on the next tickler, Identify the Participant.
16. The Critical Incident Report will appear.

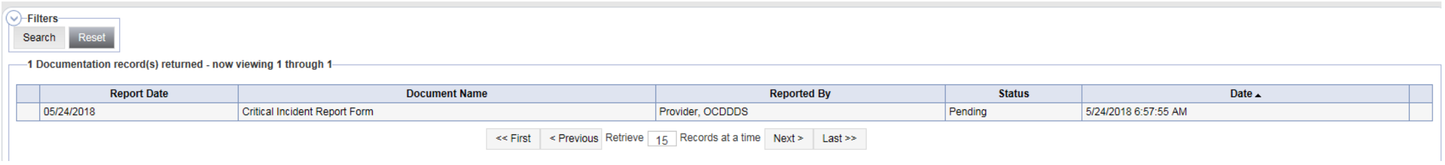


17. Identify the Involved Person by selecting from the Participant dropdown menu.
18. Select Save Documentation from the File Menu.
19. This will navigate you back to the Workflow Wizard window where the second tickler is crossed out.



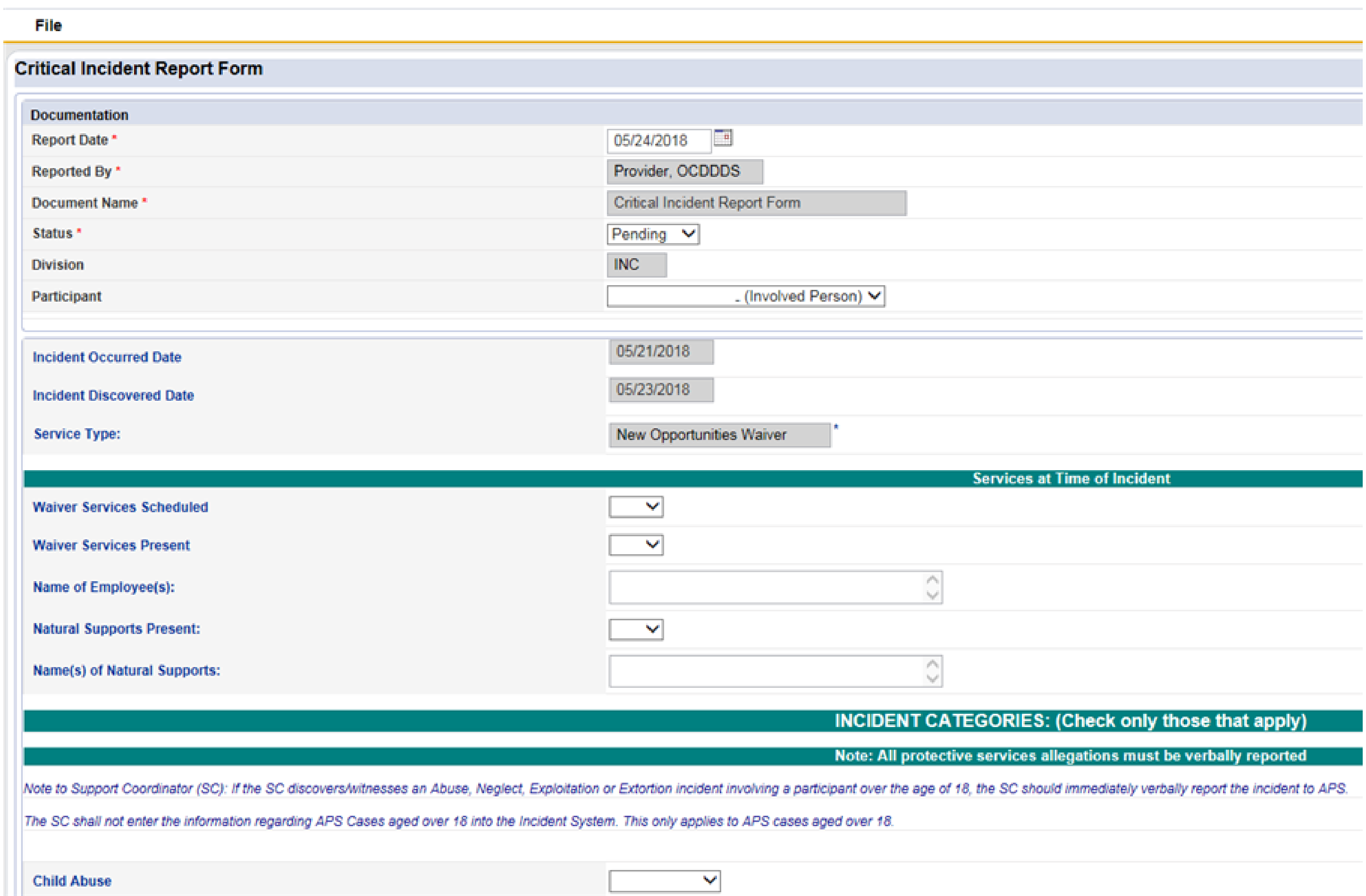
Workflow Wizard – Complete Critical Incident Report

20. Click on the next tickler, Complete Critical Incident Report.
21. Click on Critical Incident Report Form in the list view grid.

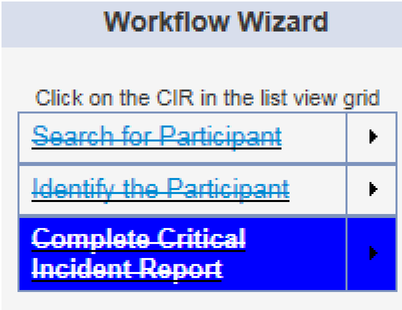


22. The Service Type field will be populated. Complete all the relevant items on the Critical Incident Report.

Note
If you realize at this point that you have selected the wrong participant, clear the name from the Participant field and click File > Save and Close Documentation. Click on the first tickler and search and select the correct participant. After saving the participant record, click and complete the next two ticklers.



23. Change the Status from Pending to Complete.
24. Click File > Save and Close Documentation.

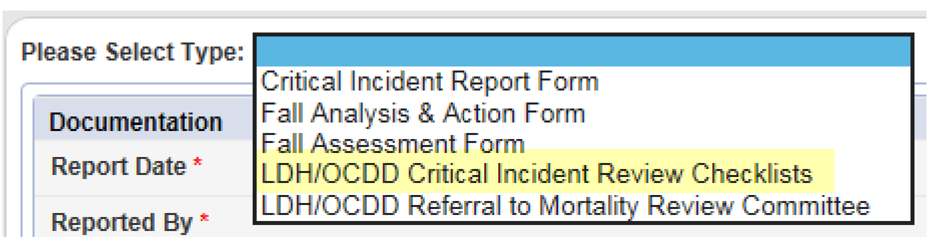


25. Click File > Close Documentation.
26. Click File > Close Workflow Wizard. It will take you back to the Incident Details page.

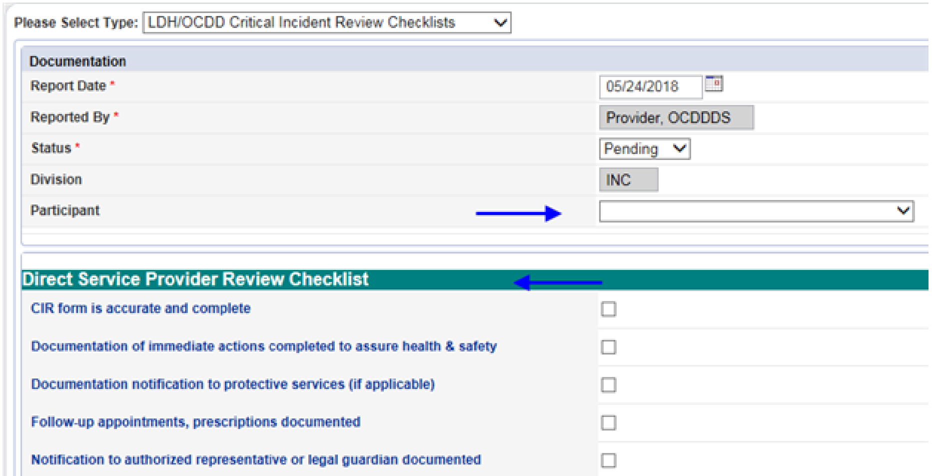
Note
When the Status is changed to Complete on the Critical Incident Report, the system will automatically assign the Incident record to the Support Coordination Agency. The Assignment will appear on the Incident details page under the Decision section.

Create LDH/OCDD Critical Incident Review Checklists

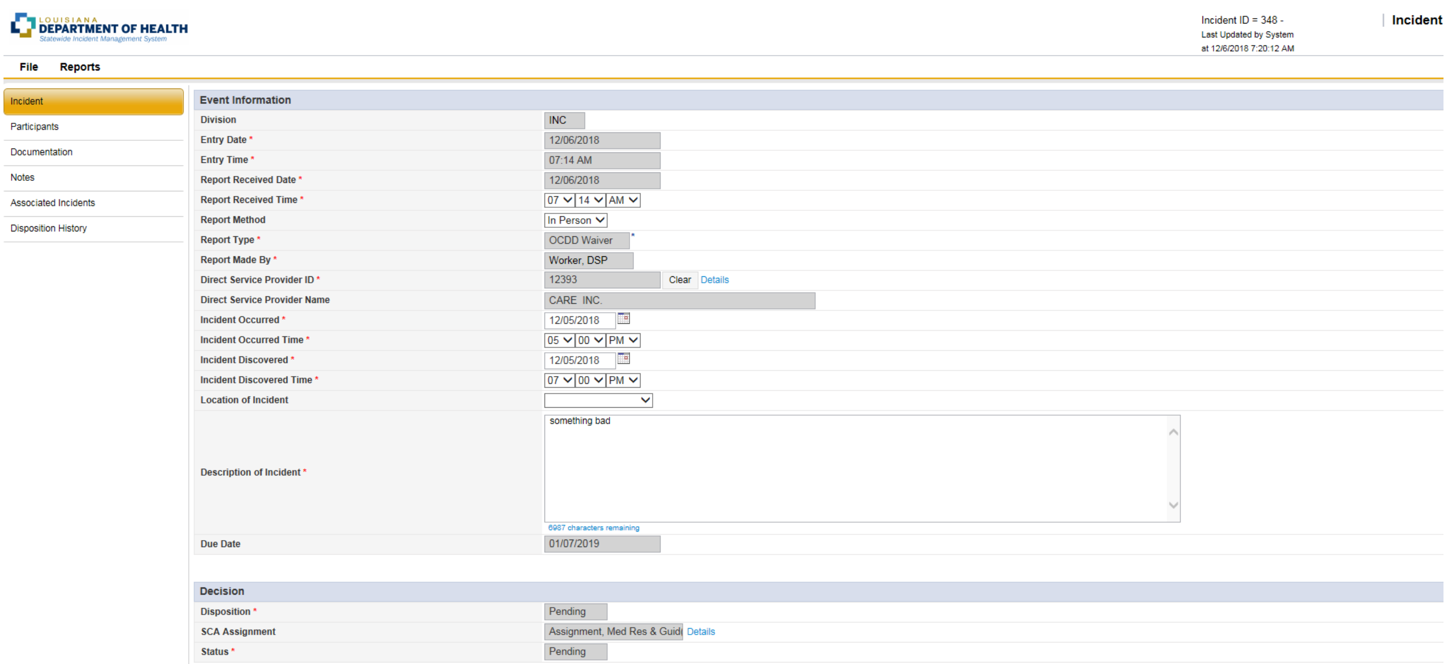
1. Click on the Documentation subpage.
2. Click File > Add Documentation.
3. Select LDH/OCDD Critical Incident Review Checklists.



4. Select the Participant and complete the Direct Service Provider Review Checklist section.



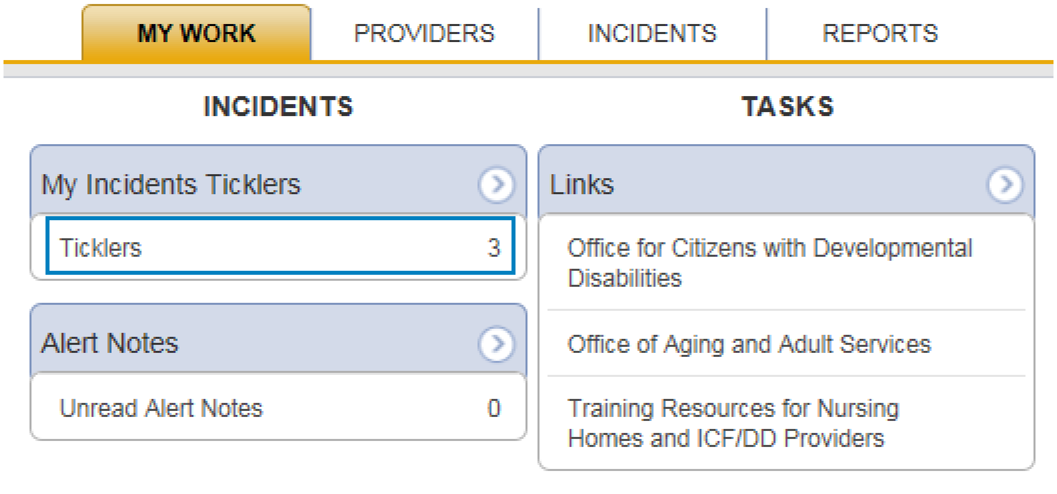
5. Click File > Save and Close Documentation.
6. Click on Incident Details page.
7. Click File > Save and Close Incident.



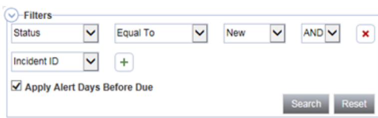
Enter Follow Up Notes

Saving the Incident record will trigger a Workflow Wizard to Enter Follow Up Notes. A tickler will be routed to the My Work dashboard of the Direct Service Provider to enter Follow Up Notes within 3 business days.

1. When the Direct Service Provider logs in, My Work will appear.



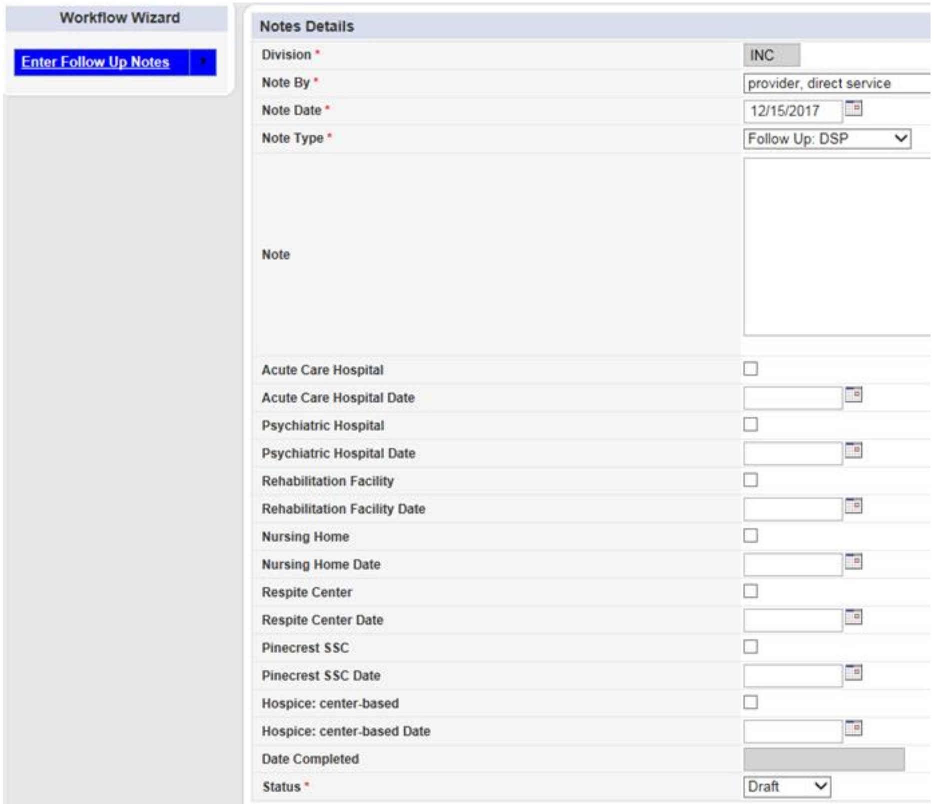
2. Click on Ticklers in the My Incidents Ticklers.
3. A new window will open with a grid of all ticklers.



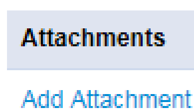
11 My Incidents Ticklers record(s) returned - now viewing 1 through 11

Incident ID	Participant	Tickler Name	Date Created	Date Due	Date Completed	Status
26		Enter Follow Up Notes	11/21/2017	11/24/2017		New
43		Enter Follow Up Notes	11/28/2017	12/01/2017		New
98		Step 2. Critical Incident Report	12/13/2017	12/13/2017		New
47		Step 2. Critical Incident Report	11/29/2017	11/29/2017		New
47		Enter Follow Up Notes	11/29/2017	12/02/2017		New
69		Enter Follow Up Notes	12/01/2017	12/04/2017		New
68		Enter Follow Up Notes	12/01/2017	12/04/2017		New
68		Enter Staff Notes	12/01/2017	12/01/2017		New

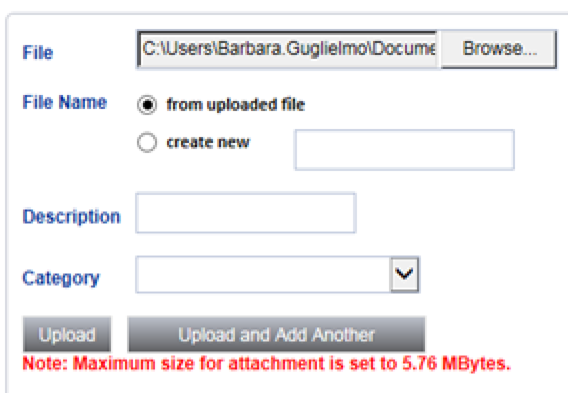
4. Click on the tickler named, Enter Follow Up Notes.
5. The Notes Details page will open.



6. Select Follow Up: DSP for Note Type.
7. Enter Notes in the Note textbox.
8. Complete other relevant fields.
9. To attach a form to the note, click on Add Attachment.



10. A new window will open that allows you to upload the document. Click Browse to locate the file on your computer. Once you have selected it, Click Upload.



11. You will be brought back to the Note Details page where you will see the uploaded document.

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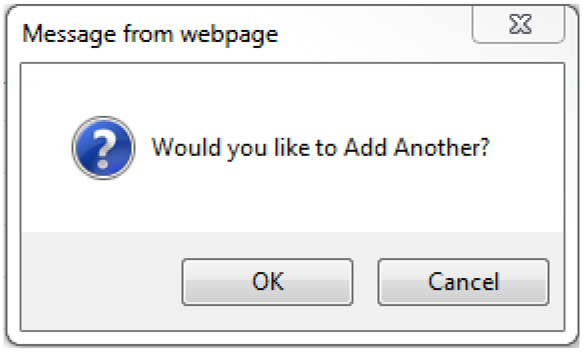
12. Change the Status from Pending to Complete.
13. Select Save Note from File menu.
14. A dialog box will pop up, asking if you would like to add another note. If yes, click OK. Follow steps 6-13. If no, click Cancel.



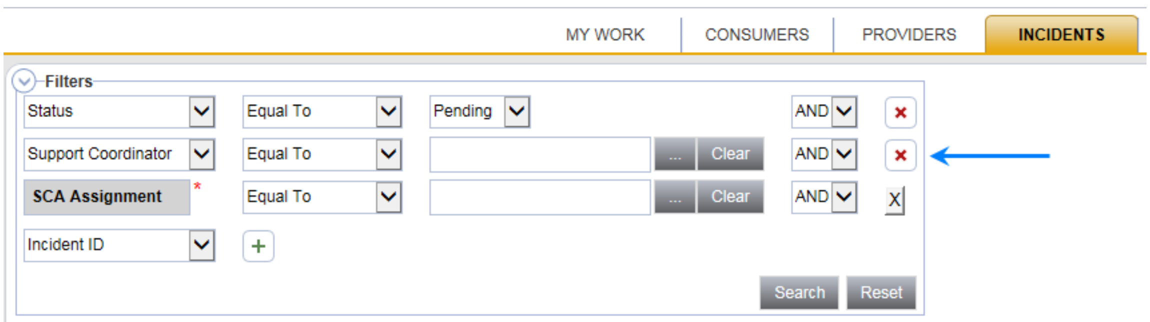
15. The Workflow Wizard window will appear with the tickler crossed out.
16. Select Close Workflow Wizard from the File menu.
17. My Incidents Ticklers window will display. Click File > Close My Incidents Ticklers.

Incident Review (DSP Created) and Assignment of Support Coordinator

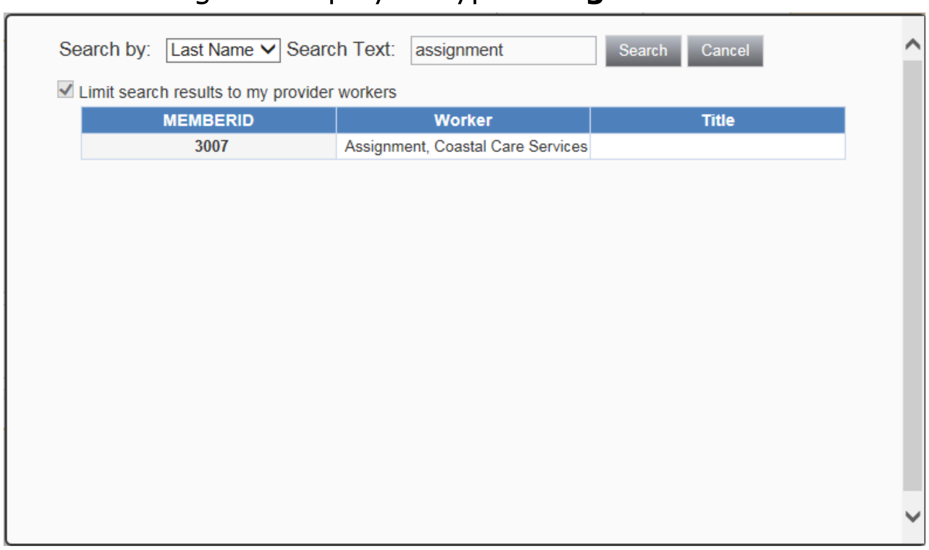
Support Coordinator Supervisors will be checking SIMS throughout the day for newly reported incidents as well as active incidents. The Support Coordinator Supervisor will monitor the Incidents Chapter and assign Support Coordinators to new incident records.

Switch role to **OCDD Support Coordinator Supervisor**

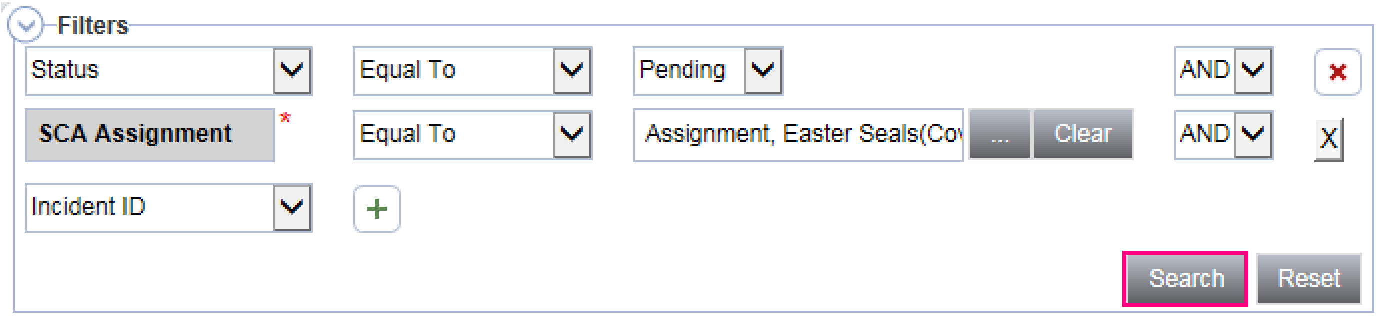
1. Click on the Incidents Chapter.
2. In the Advanced Search, the Support Coordinator Supervisor will remove the Support Coordinator filter criteria by clicking on the "x".



3. Click on the ellipsis for the SCA Assignment worker .
4. The worker search dialog box displays. Type **Assignment** in the Search Text box.



5. Click Search. The worker will appear in the search results. Click on the worker's name.
6. The worker's name will appear in the field. Click Search.



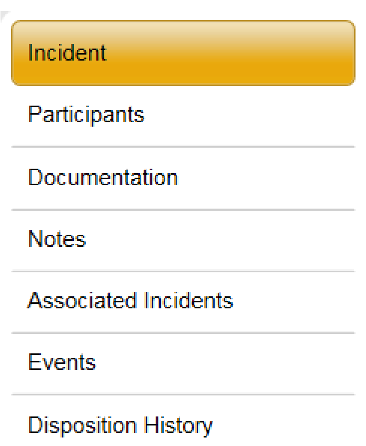
7. Results will display. After locating the record, click to open.

21 Queue Search record(s) returned - now viewing 1 through 15

	Incident ID	Participant Last Name	Participant First Name	Report Received Date	Report Received Time	Disposition	Status	Name of Reporter	Provider Agency	Suppor
	488			04/04/2019	11:51 AM	Support Coordinator Created Record	Pending	Worker,SC	Provider - 12726	
	489			04/04/2019	12:14 PM	Support Coordinator Created Record	Pending	Worker,SC	Provider - 12312	
	494			04/04/2019	4:49 PM	Support Coordinator Reviewed - Follow Up Complete	Pending	DSP,Worker	Provider - 12744	Worker,SC
	495			04/04/2019	4:54 PM	OCDD SC Assigned (SC Created)	Pending	Worker,SC	Provider - 12762	Worker,SC

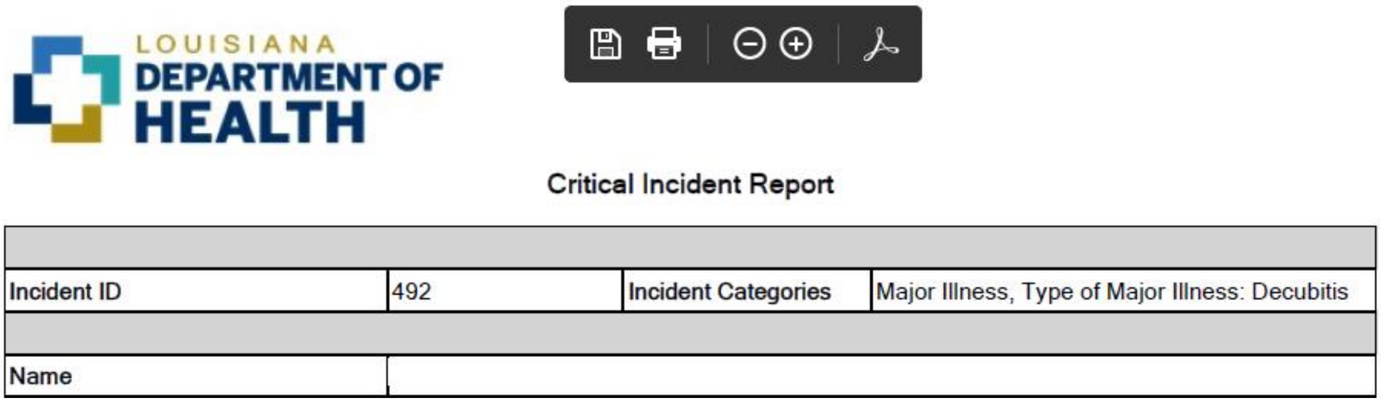
Note
The Search Results can also be sorted by ***Pending***.

8. Reviewing the record can be done by:
   a. Navigating by the subpages located in the upper left-hand corner of the page, or



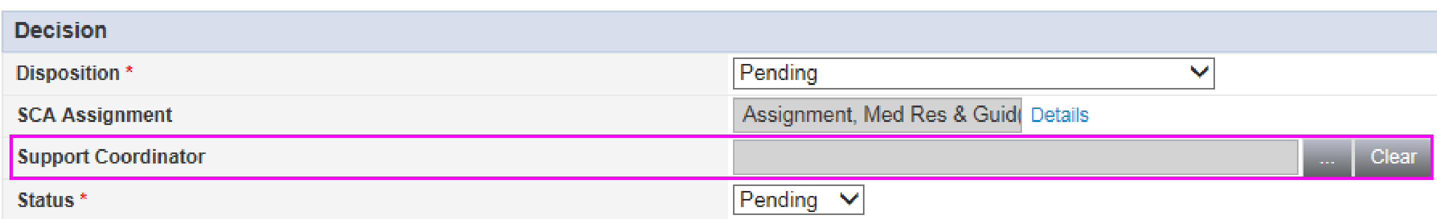
   b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

9. The report will open in a new window.



10. After reviewing the record, close the report window by clicking on the "x" and return to the Incident Details page.

11. Scroll down to the Decision section and assign a Support Coordinator.



12. Click on the ellipsis. A search dialog box will open.

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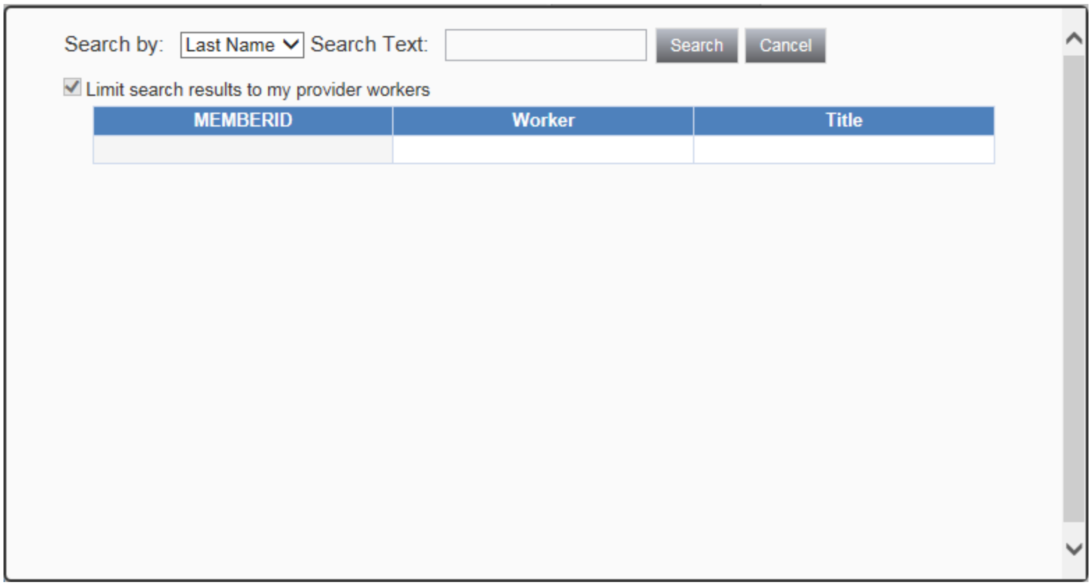
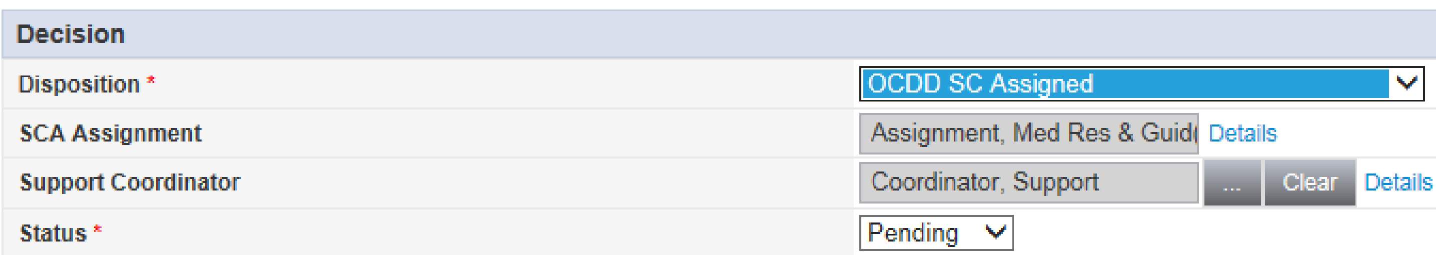


13. Type the Support Coordinator’s last name in the field. Click Search.
14. Click on the worker’s name in the search results grid. This will close the search window and bring you back to the Incident Details page. The workers’ name will appear in the Support Coordinator field.
15. Change the Disposition from Pending to OCDD SC Assigned.



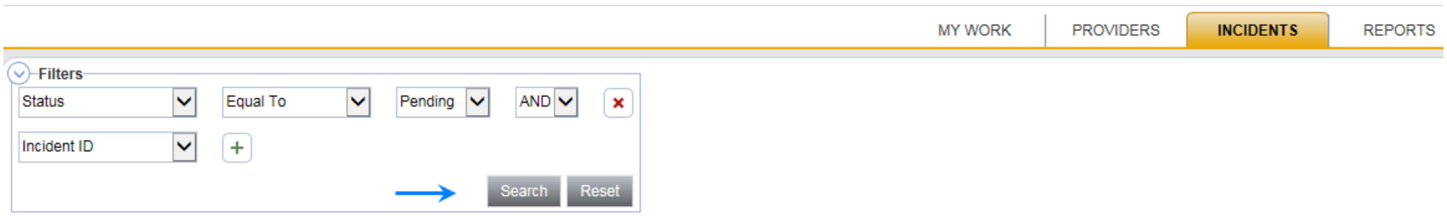
16. Select Save and Close Incident from the File menu.

Incident Review – Follow Up Notes

Support Coordinators will be checking SIMS throughout the day for newly reported incidents as well as active incidents. The Support Coordinators will monitor the Incidents Chapter where the search results will display Incident records assigned to them.

Switch role to **OCDD Support Coordinator**

1. Click on the Incidents chapter and use the Advanced Search to locate records.

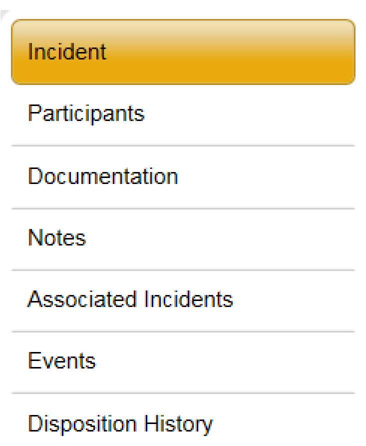


2. After locating the record in the search results, click to open.

3 Queue Search record(s) returned - now viewing 1 through 3

	Incident ID	Report Received Date	Report Received Time	Disposition	Status	Priority	Report Made By	Staff Assigned	Direct Service Agency	Participant First Name	Participant Last Name	Support Coordinator
	10649	11/28/2017	7:37 AM	Pending	Pending		Guglielmo,Barbara		AlphaCare Support Coordination	Tester (Brian Bennett)	Two	
	10650	11/28/2017	11:06 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567			
	10651	11/28/2017	11:14 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567	Zachary	Addison	

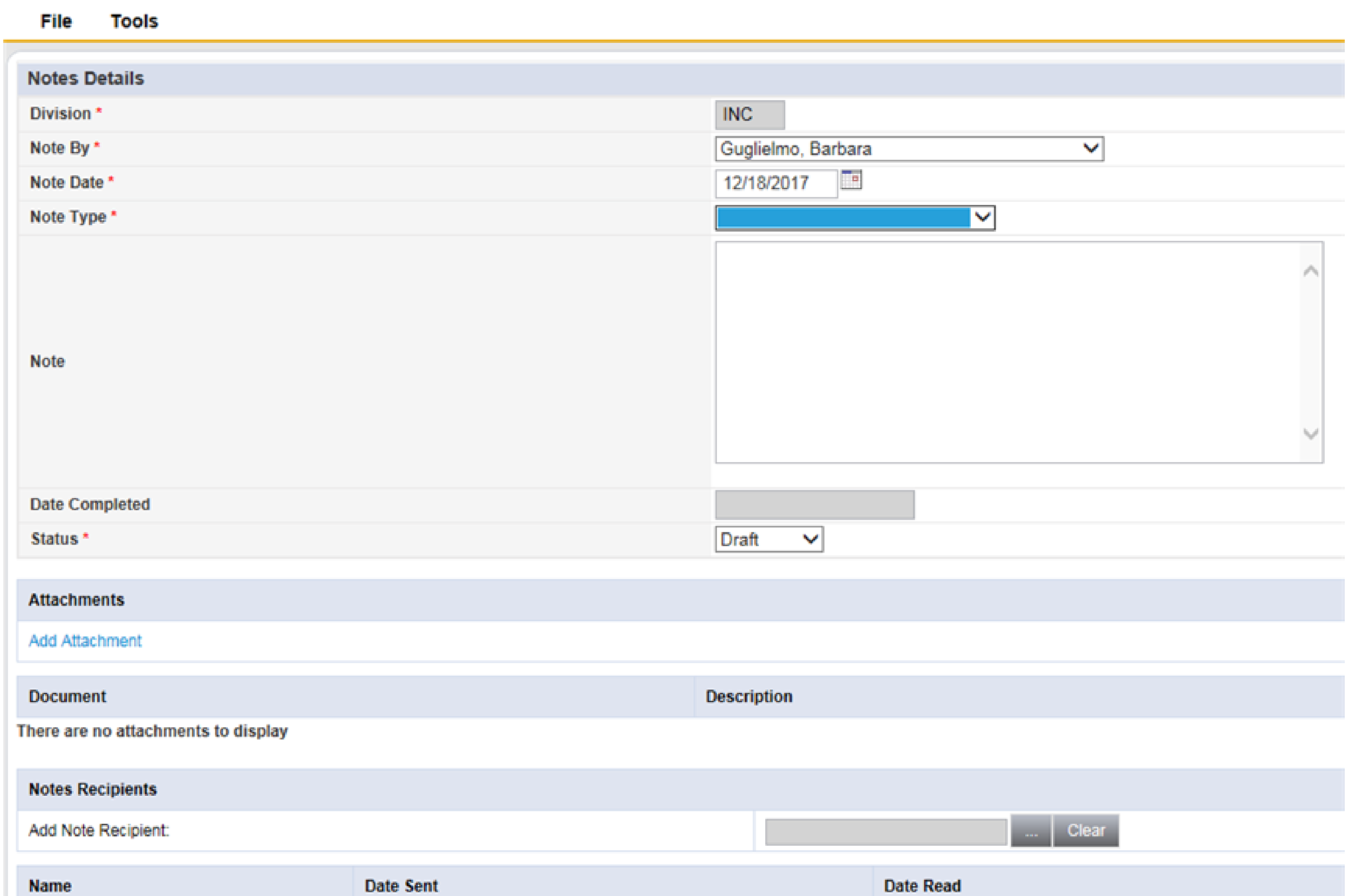
3. Reviewing the record can be done by:
   a. Navigating by the subpages located in the upper left-hand corner of the page, or



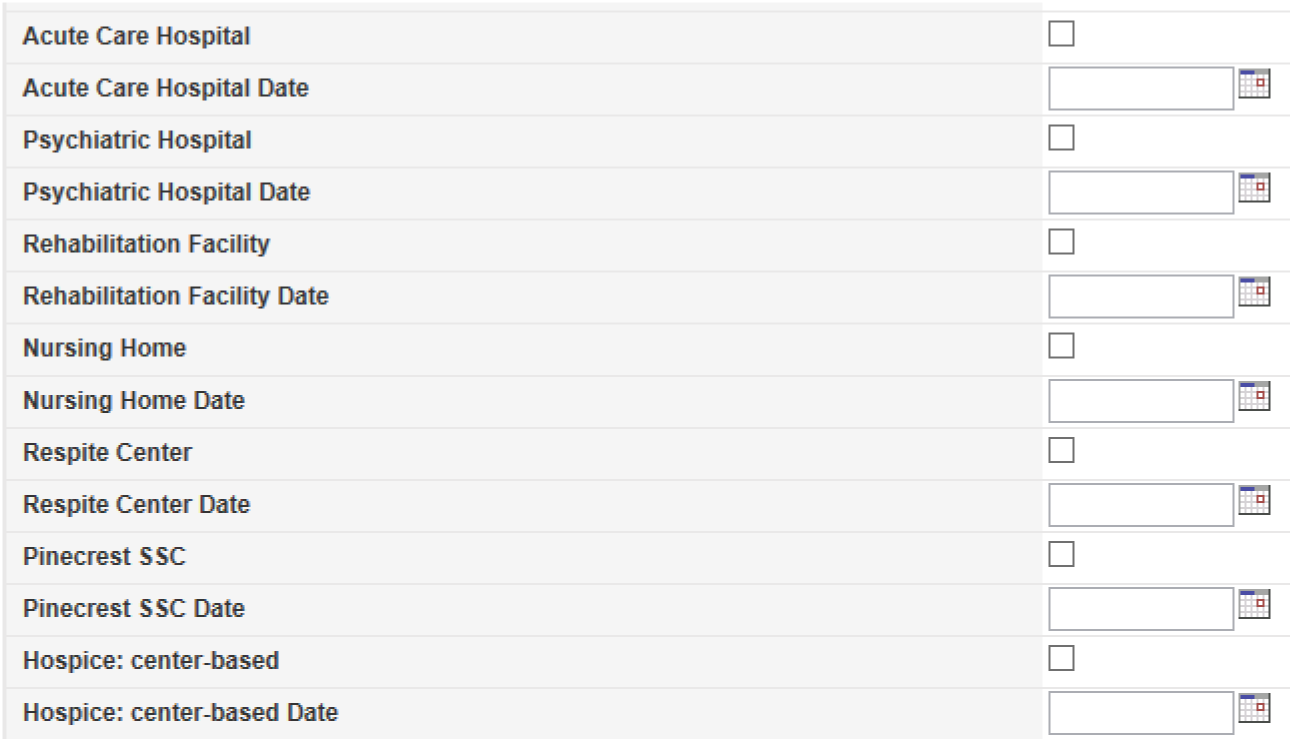
   b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

4. After reviewing the record, the Support Coordinator can include a Follow Up Note as part of their review. The Support Coordinator will click on the Notes Subpage.

5. Click File > Add Note which will display the Note Details page.



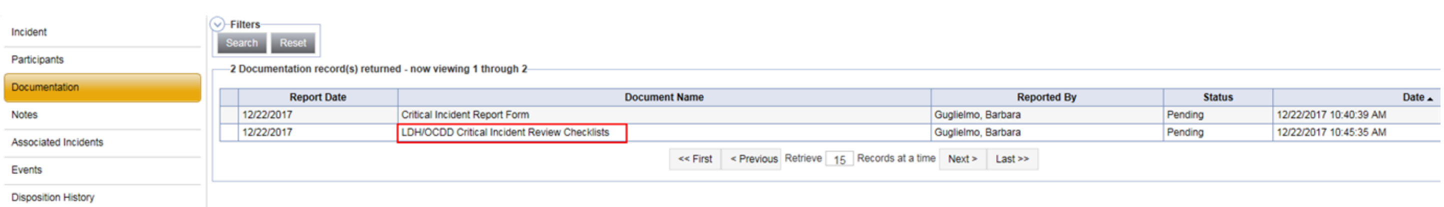
6. Select Follow Up: Support Coordinator for Note Type
7. Additional Data fields will appear. Record follow up notes in the Note textbox and complete additional data fields if relevant.



8. Change Status from Pending to Complete.
9. Click File > Save and Close Note. This will bring you back to the Notes List page.

Incident Review – LDH/OCDD Critical Incident Review Checklist

10. Click on the Documentation subpage.
11. Select the existing checklist in the listview grid.

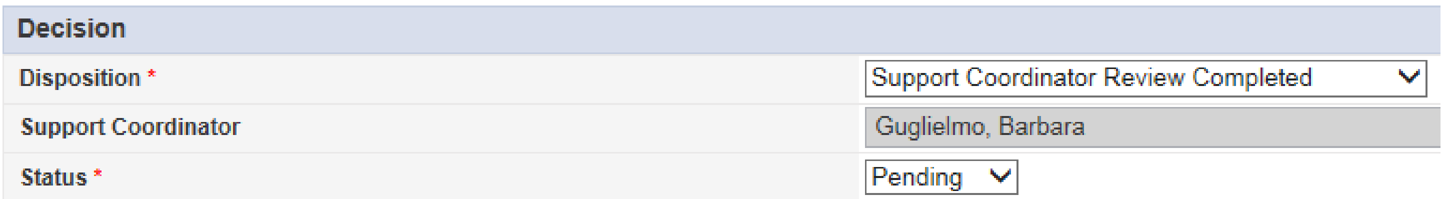


12. Complete the Support Coordinator Review Checklist.

13. Click File > Save and Close Documentation.

Incident Review – Update Disposition

14. Click on the Incident subpage which will bring up the Incident details page.
15. Scroll to the Decision section and change the Disposition to Support Coordinator Review Completed.



16. Click File > Save and Close Incident.

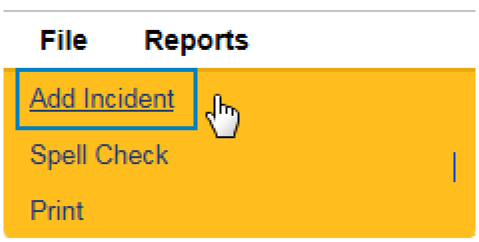
Initial Incident Entry Workflow: Support Coordinator Creates Incident Record

The Incident entry workflow can also be initiated by a Support Coordinator. These steps can be followed for Self-Direction cases or for incidents whose participant PA only contains a Support Coordination Agency.

Switch role to **OCDD Support Coordinator**

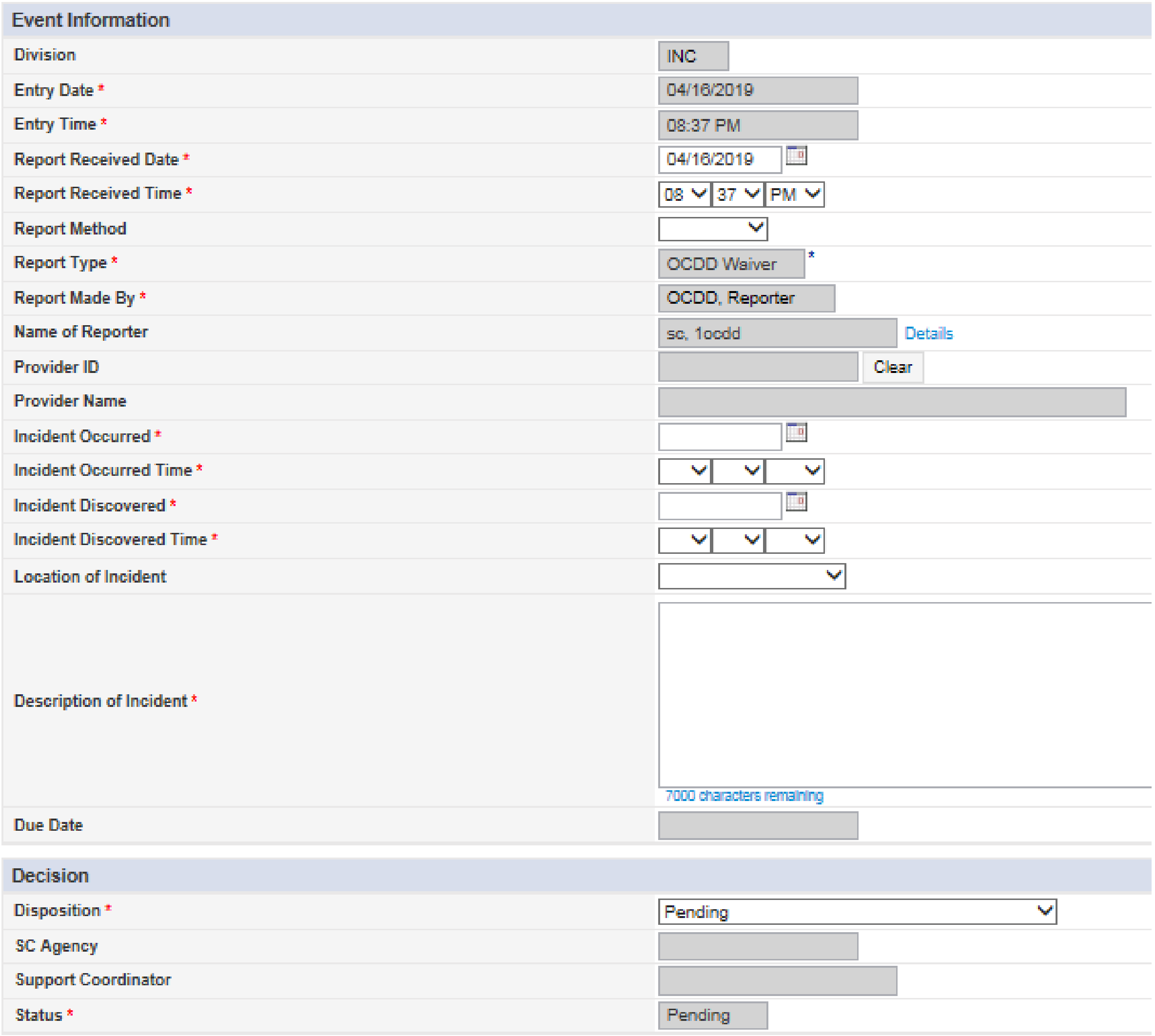
1. Click the Incidents chapter.

2. Select Add Incident from the File Menu.



Add Incident Screen – starting an Incident record

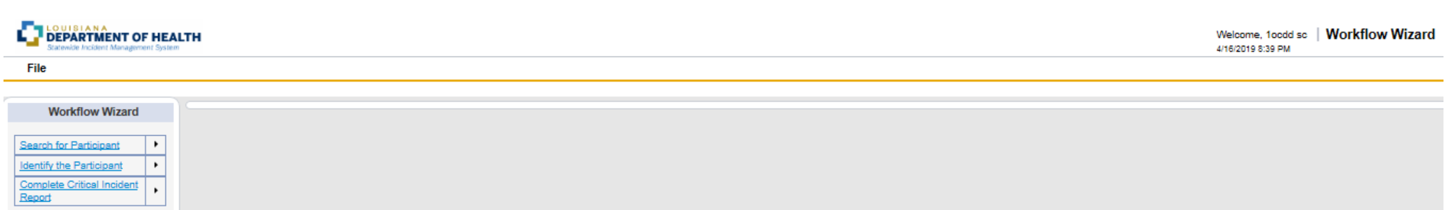
1. Complete all fields.



2. Disposition and Status will default to Pending.
3. Click File > Save Incident.

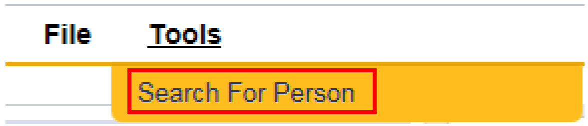
Workflow Wizard – Search for Participant

1. Saving the Incident record will trigger a workflow wizard that will help you complete the Incident record.

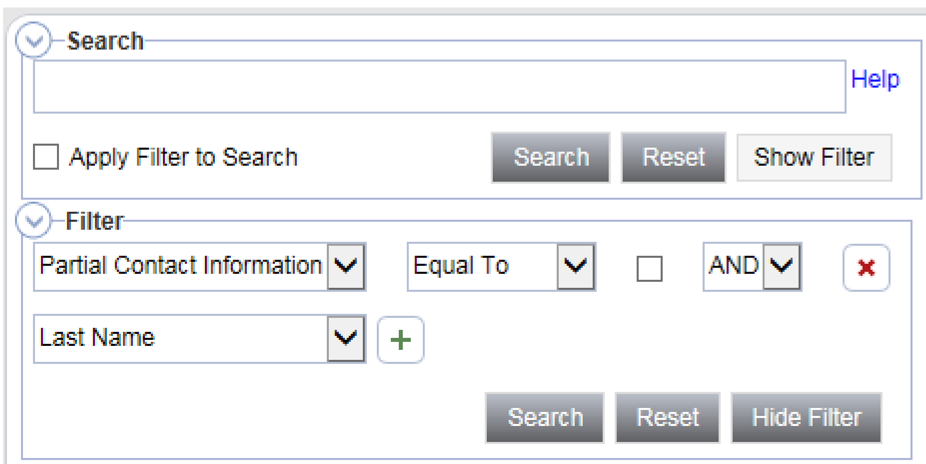


2. Click on the first tickler, Search for Participant.
3. The Participant details page will open.

4. Select Search for Person from the Tools menu.



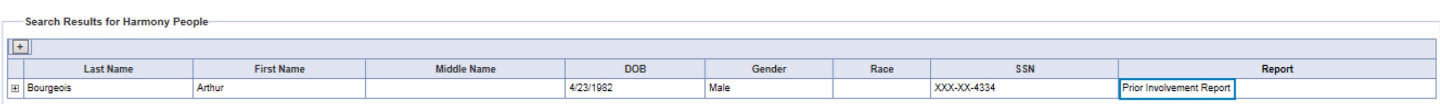
5. The People Search window will open. You can either use the Search box or the filters to set your search query.



Note

Typing a value in the Search box will ask the system to search the value in all fields. Using the filters will help narrow your search by specifying which field you want to use in your query.

6. Search results will appear in a list view grid.
7. If your search results in a match, you can review the participants' prior involvement by clicking on the Prior Involvement Report link at the end of the Participants' row.



8. A Production Report window will open with the report output.

Incident Prior Involvement Report

Generated By: DSP Worker on 12/06/2018 07:15 AM

Participant Name: : (People ID: 30294)

Date of Birth: 9/21/1980 **Social Security Number:**

INCIDENTS

Name	Contact Type	Relationship	ID	Provider	Report Date	Disposition
	InvolvedPerson	Participant	285	CARE INC. (12393)	10/3/2018	Pending
	InvolvedPerson	Participant	322	CARE INC. (12393)	10/23/2018	OCDD SC Assigned

9. To close the report window, select Exit from the IE File menu.
10. Click anywhere on the record in the list view grid to pull the person's information into the Participant Details page.
11. A dialog box will pop up, asking you how you would like to attach the selected record. Choose Overwrite Participant Data. This will copy available information from the People record into the Participant record.

Overwrite Participant Data: Data on the Involved Person record will be replaced with data from the selected people record.

Link to Participant: Empty fields on the Involved Person record will be populated with data from the selected people record and then will be appended to the selected people record.

How would you like to proceed?

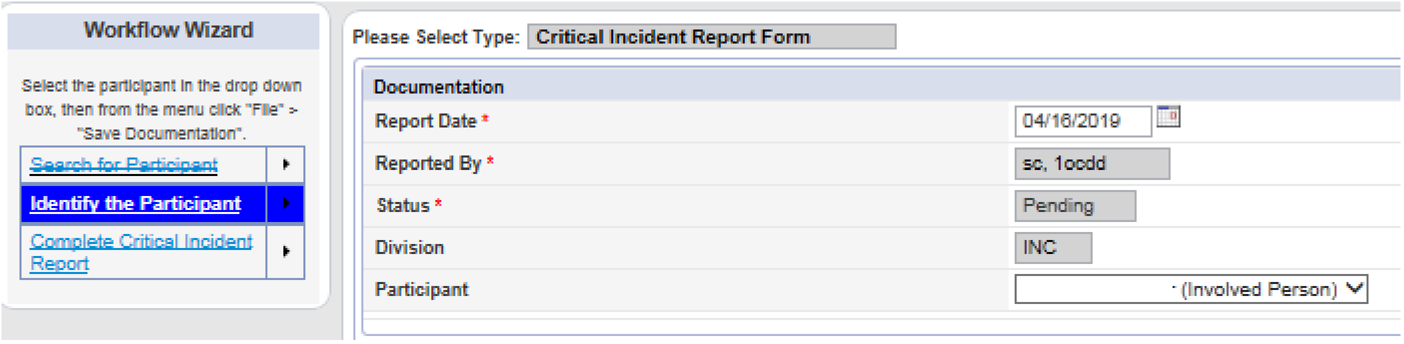
- (•) Overwrite Participant Data
- ( ) Link to Participant
- ( ) Cancel and Return to People Search Grid

OK

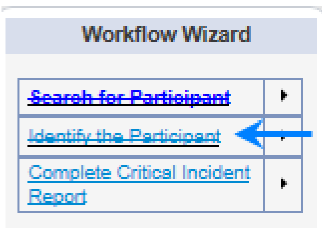
12. Click OK. The People Search Window will close, and you will be brought back to the Participant Details page. The Participants' information, which includes last name, first name, DOB, Address, Telephone, SSN, Gender and Race, that you selected should now appear on this page.
13. Click File > Save Involved Person.
14. The Workflow Wizard will open, and the first tickler will be crossed out.

Workflow Wizard – Critical Incident Report

15. Click on the next tickler, Identify the Participant.
16. The Critical Incident Report will appear.

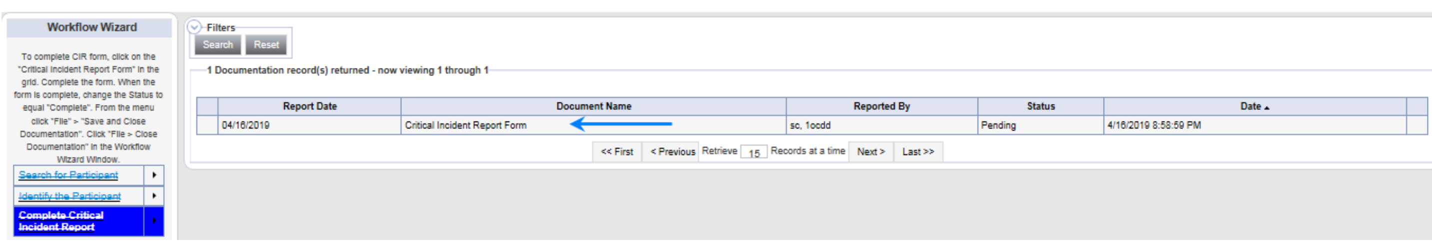


17. Identify the Involved Person by selecting from the Participant dropdown menu.
18. Select Save Documentation from the File Menu.
19. This will navigate you back to the Workflow Wizard window where the second tickler is crossed out.



Workflow Wizard – Complete Critical Incident Report

20. Click on the next tickler, Complete Critical Incident Report.
21. Click on Critical Incident Report Form in the list view grid.



22. The Service Type will be populated. Complete all the relevant items on the Critical Incident Report.

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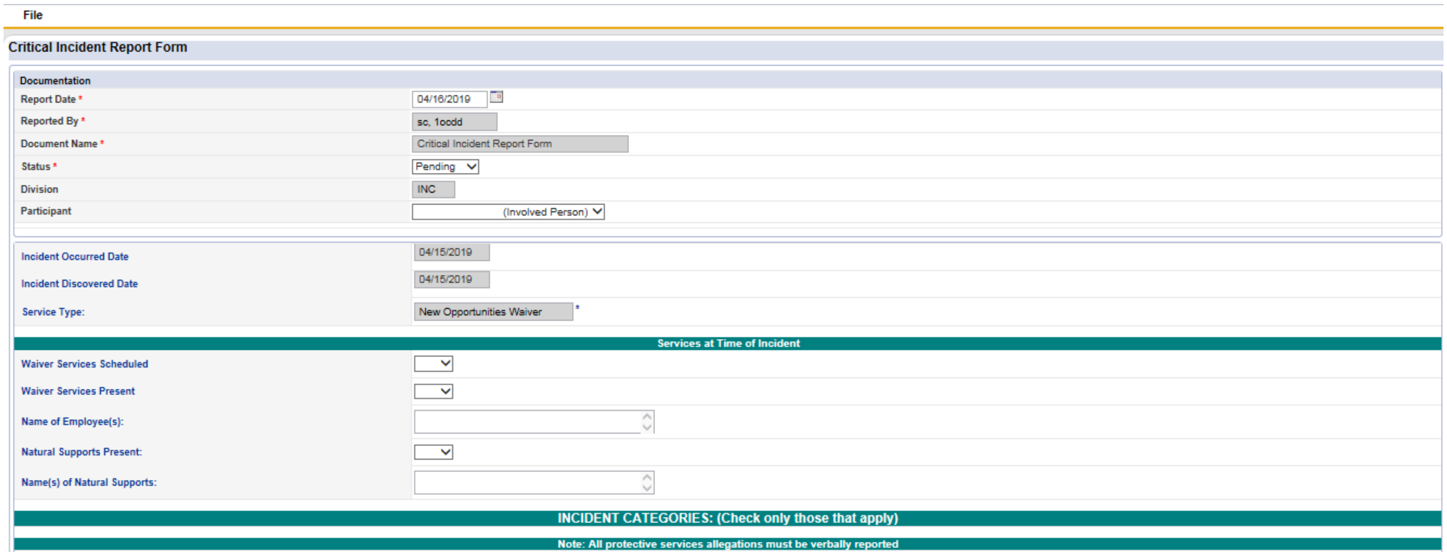
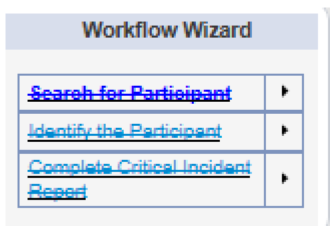


23. Change the Status from Pending to Complete.
24. Click File > Save and Close Documentation.
25. Click File > Close Documentation.

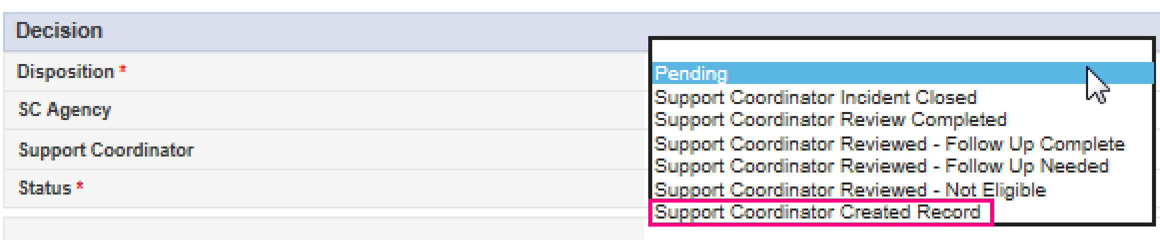


26. Click File > Close Workflow Wizard. It will take you back to the Incident Details page.

Create LDH/OCDD Critical Incident Review Checklists

1. Click on the Documentation subpage.
2. Click File > Add Documentation.
3. Select LDH/OCDD Critical Incident Review Checklists.
4. Select the Participant and complete the Support Coordinator Review Checklist section.

5. Click File > Save and Close Documentation.
6. Click on Incident Details page.
7. Scroll down to the Decision section and change Disposition from Pending to Support Coordinator Created Record.



8. Click File > Save and Close Incident.

Enter Follow Up Notes

Saving the Incident record will trigger a Workflow wizard to enter Follow Up Notes. A tickler will be routed to the My Work dashboard of the Support Coordinator to enter Follow Up Notes within 3 business days.

1. When the Support Coordinator logs in, My Work will appear.
2. Click on Ticklers in the My Incidents Ticklers.
3. A new window will open with a list view grid of all ticklers.
4. Click on the tickler name, Enter Follow Up Notes.
5. The Notes Details page will open.
6. Select Follow Up: Support Coordinator for Note Type.
7. Enter Notes in the Note textbox.
8. Complete other relevant fields.
9. To attach a form to the note, click on Add Attachment.
10. A new window will open that allows you to upload the document. Click browse to locate the file on your computer. Once you have selected, it, Click Upload.

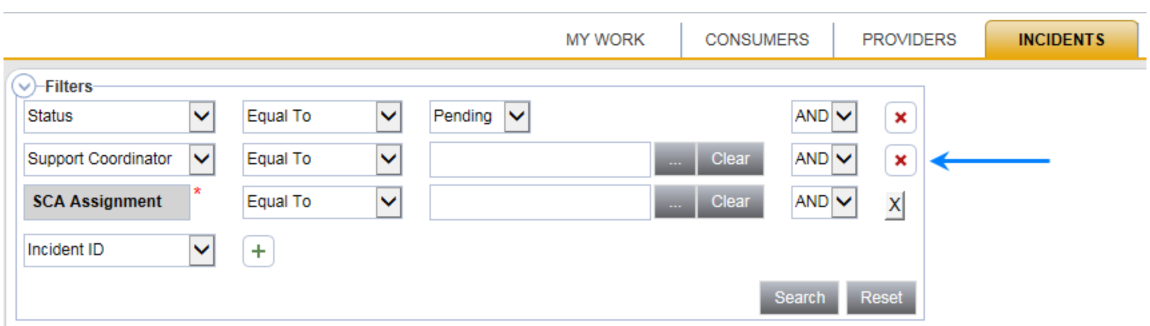
11. You will be brought back to the Note Details page where you will see the uploaded document.
12. Change the Status from Pending to Complete.
13. Select Save Note from File menu.
14. A dialog box will pop up, asking if you would like to add another note. If yes, click OK. Follow steps 6-13. If no, click Cancel.
15. The Workflow wizard window will appear with the tickler crossed out.
16. Click File > Close Workflow Wizard.
17. My Incidents Ticklers window will display.
18. Click File > Close My Incidents Ticklers.

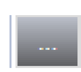
Incident Review (SC Created) and Assignment of Support Coordinator

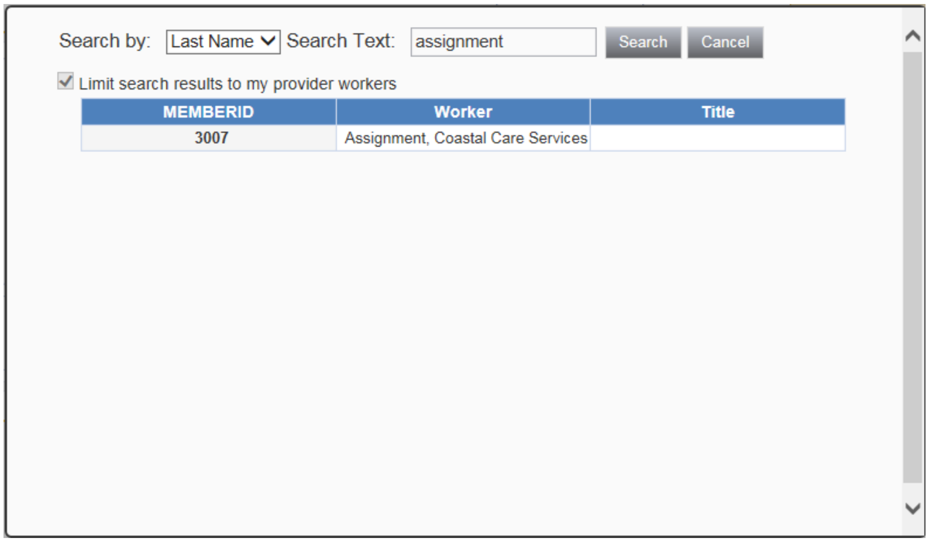
Support Coordinator Supervisors will be checking SIMS throughout the day for newly reported incidents as well as active incidents. The Support Coordinator Supervisor will monitor the Incidents Chapter and assign Support Coordinators to new incident records.

Switch role to **OCDD Support Coordinator Supervisor**

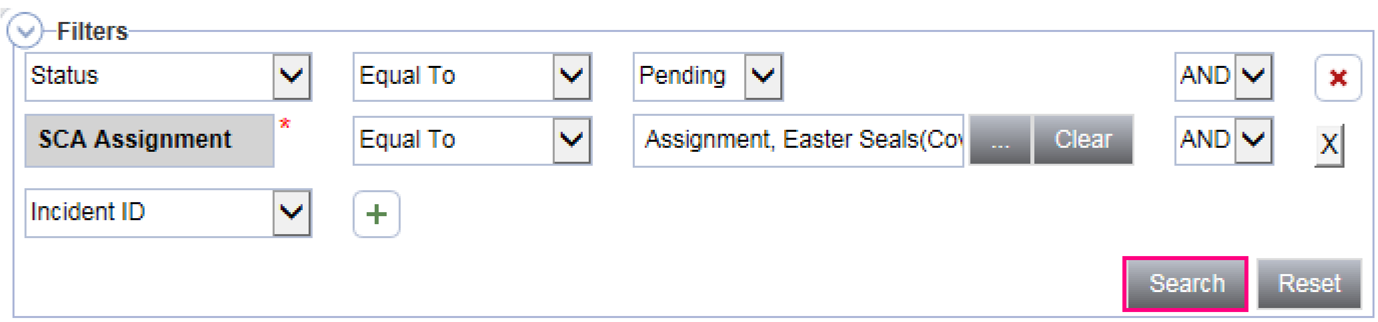
1. Click on the Incidents Chapter.
2. In the Advanced Search, the Support Coordinator Supervisor will remove the Support Coordinator filter criteria by clicking on the "x".



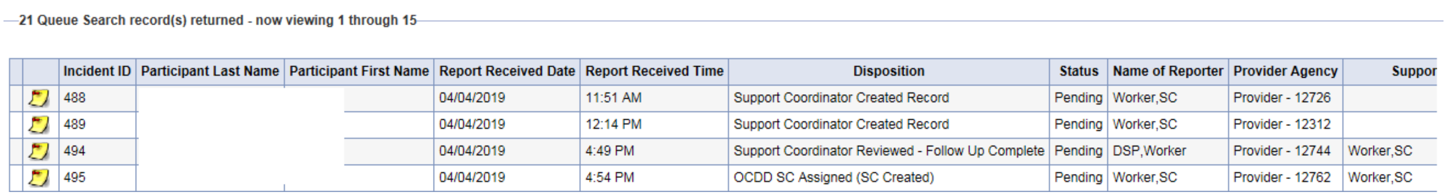
3. Click on the ellipsis for the SCA Assignment worker .
4. The worker search dialog box displays. Type **Assignment** in the Search Text box.



5. Click Search. The worker will appear in the search results. Click on the worker's name.
6. The worker's name will appear in the field. Click Search.



7. Results will display.

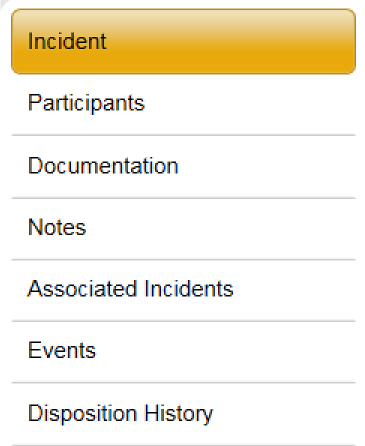


21 Queue Search record(s) returned - now viewing 1 through 15

	Incident ID	Participant Last Name	Participant First Name	Report Received Date	Report Received Time	Disposition	Status	Name of Reporter	Provider Agency	Suppor
	488			04/04/2019	11:51 AM	Support Coordinator Created Record	Pending	Worker,SC	Provider - 12726	
	489			04/04/2019	12:14 PM	Support Coordinator Created Record	Pending	Worker,SC	Provider - 12312	
	494			04/04/2019	4:49 PM	Support Coordinator Reviewed - Follow Up Complete	Pending	DSP,Worker	Provider - 12744	Worker,SC
	495			04/04/2019	4:54 PM	OCDD SC Assigned (SC Created)	Pending	Worker,SC	Provider - 12762	Worker,SC

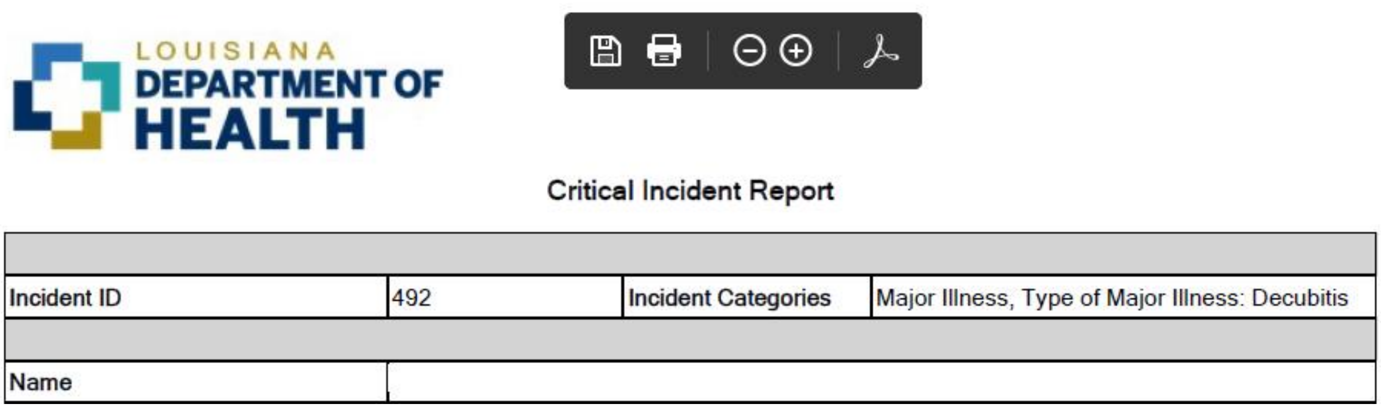
Note
The Search Results can also be sorted by ***Support Coordinator Created Record***.

8. Select the record from the list view grid.
9. The Incident Details page will display, and the Support Coordinator Supervisor can review the Incident record.
10. Reviewing the record can be done by:
    a. Navigating by the subpages located in the upper left-hand corner of the page, or

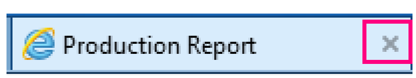


b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

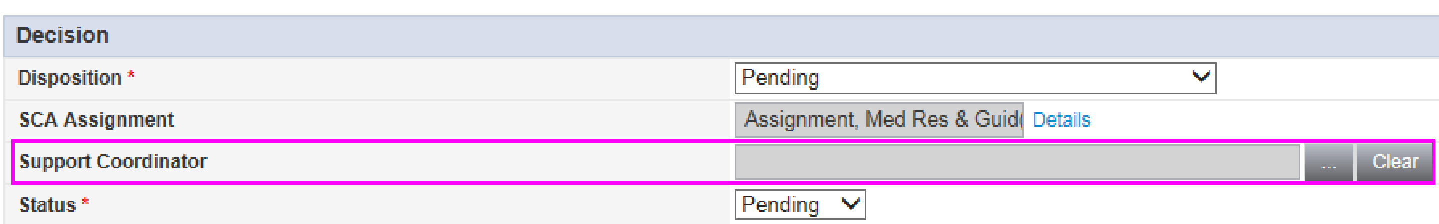
11. The report will open in a new window.



12. After reviewing the record, close the report window by clicking on the "x" and return to the Incident Details page.



13. Scroll down to the Decision section and assign a Support Coordinator.



14. Click on the ellipsis. A search dialog box will open.

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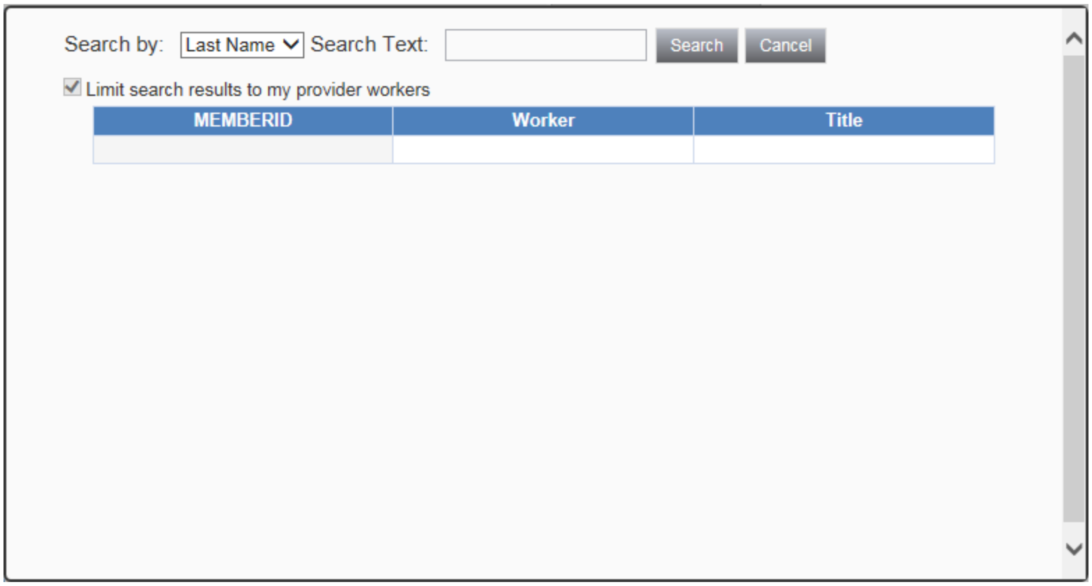


15. Type the Support Coordinator's last name in the field. Click Search.
16. Click on the worker's name in the search results grid. This will close the search window and bring you back to the Incident Details page. The workers' name will appear in the Support Coordinator field.
17. Change the Disposition from Support Coordinator Created Record to **OCDD Assigned (SC Created).**
18. Click File > Save and Close Incident.

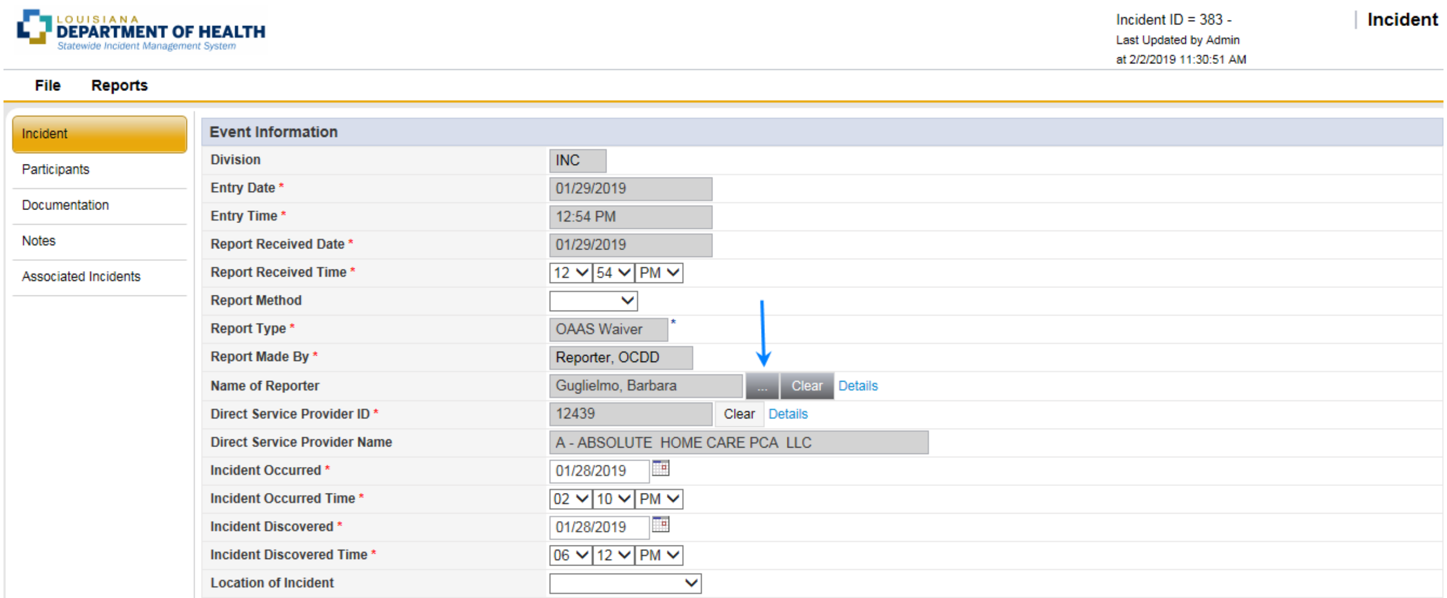
Note
If the Participant of the Incident is only working with a Support Coordination Agency, skip to section: *Incident Review – Follow Up Notes*

Direct Service Provider Assigns a DSP Worker to SC Created Record

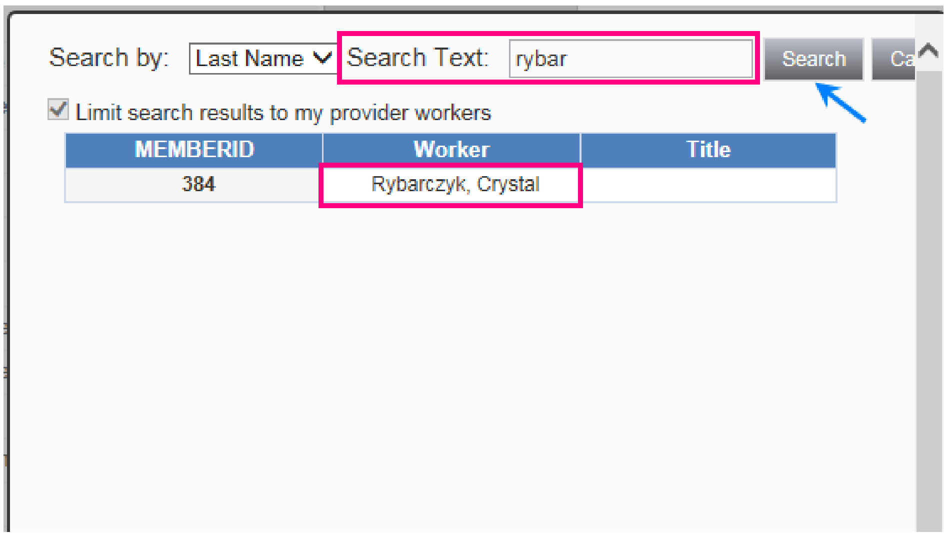
When a Support Coordinator creates an incident record and the participant works with a Support Coordination Agency and a Direct Service Provider, the Direct Service Provider needs to assign the record to a DSP Worker.

Switch role to **Direct Service Provider**

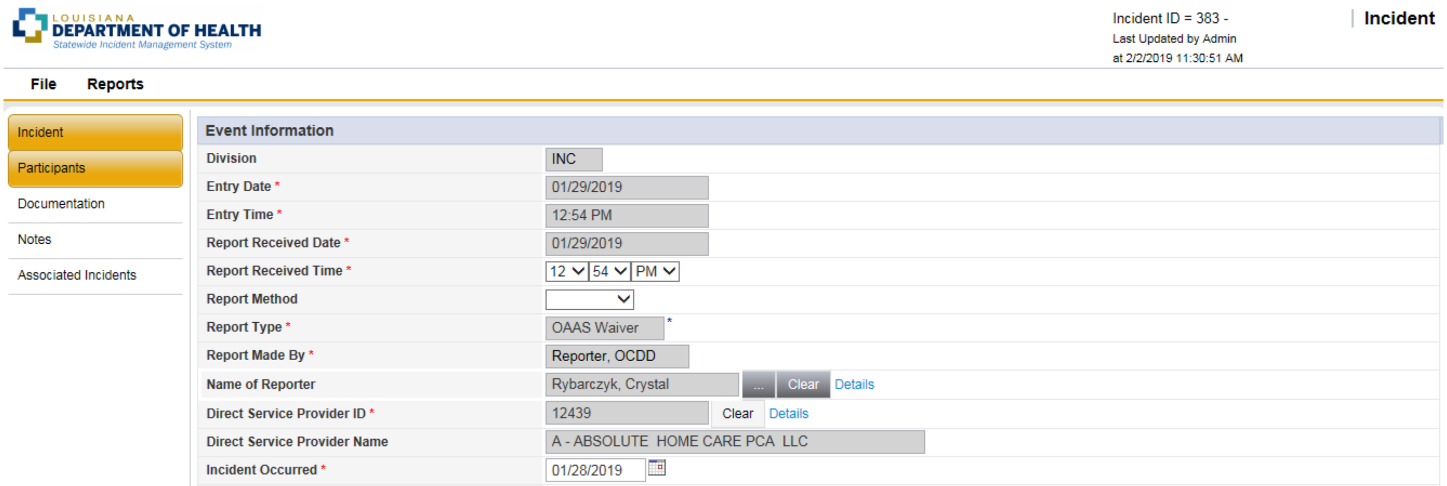
1. Click on the Incidents Chapter.
2. The Search Results will display records. Incident records created by a Support Coordinator will have a Disposition equal to **Support Coordinator Created Record or OCDD SC Assigned (SC Created).**
3. Click on the record.
4. The Incident Details page will display.
5. Click on the ellipsis for the **Name of Reporter** field.



6. The worker search dialog box will display.
7. Type the last name of the worker in the “Search Text” field. Click Search.



8. The search results will display. Click on the worker’s name in the grid.
9. The name of the Direct Service Provider worker will now display in the **Name of Reporter** field.



10. Click File > Save and Close Incident.

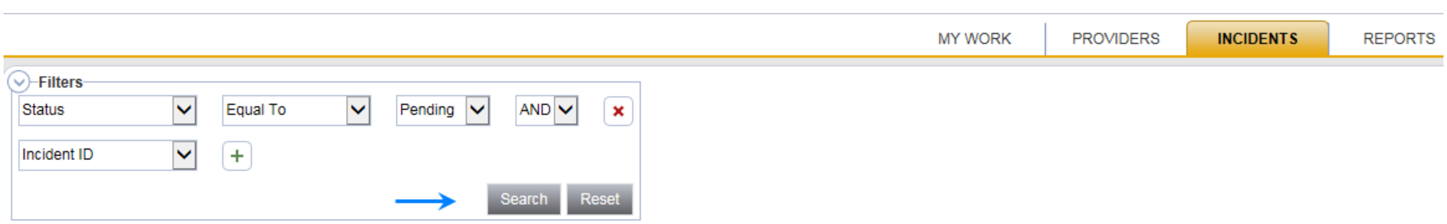
Note
This will allow the Support Coordinator and the Direct Service Provider worker to write notes to each other within the record.

Incident Review – Follow Up Notes

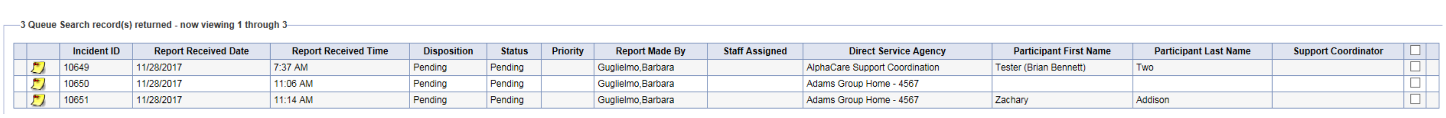
Support Coordinators will be checking SIMS throughout the day for newly reported incidents as well as active incidents. The Support Coordinators will monitor the Incidents Chapter where the search results will display Incident records assigned to them.

Switch role to **OCDD Support Coordinator**

17. Click on the Incidents chapter and use the Advanced Search to locate records.

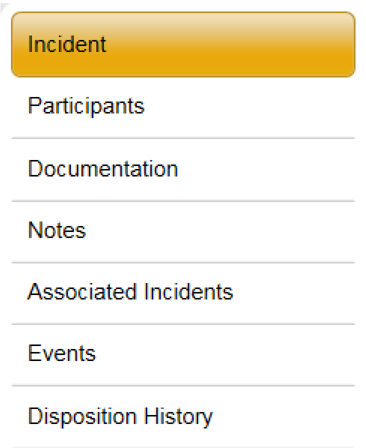


18. After locating the record in the search results, click to open.


3 Queue Search record(s) returned - now viewing 1 through 3

Incident ID	Report Received Date	Report Received Time	Disposition	Status	Priority	Report Made By	Staff Assigned	Direct Service Agency	Participant First Name	Participant Last Name	Support Coordinator
10649	11/28/2017	7:37 AM	Pending	Pending		Guglielmo,Barbara		AlphaCare Support Coordination	Tester (Brian Bennett)	Two	
10650	11/28/2017	11:06 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567			
10651	11/28/2017	11:14 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567	Zachary	Addison	

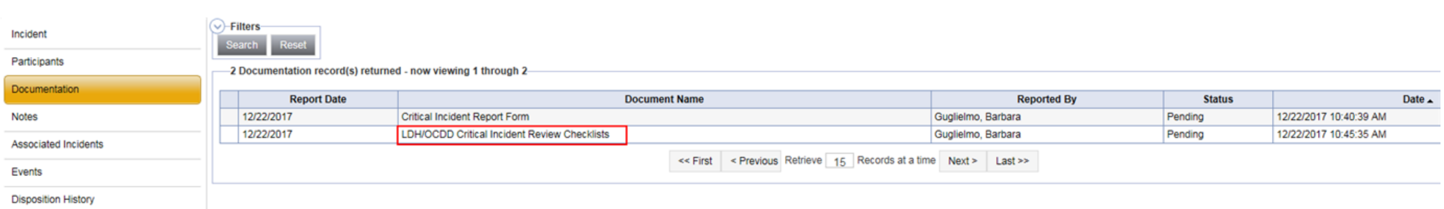
19. Reviewing the record can be done by:
    c. Navigating by the subpages located in the upper left-hand corner of the page, or



    d. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

Incident Review – LDH/OCDD Critical Incident Review Checklist

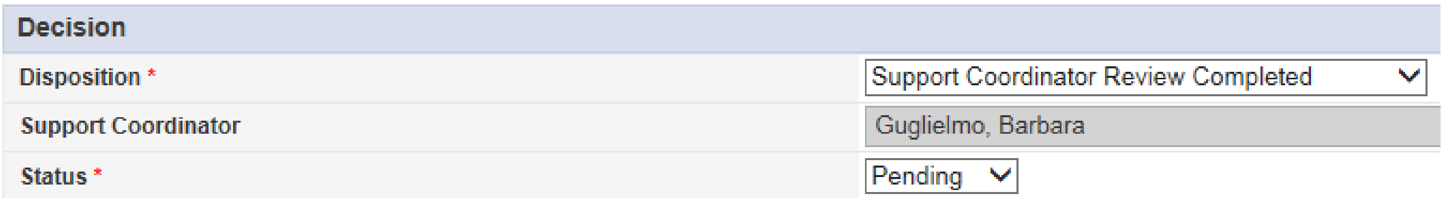
20. Click on the Documentation subpage.
21. Select the existing checklist in the list view grid.



22. Complete the Support Coordinator Review Checklist.
23. Click File > Save and Close Documentation.

Incident Review – Update Disposition

24. Click on the Incident subpage which will bring up the Incident details page.
25. Scroll to the Decision section and change the Disposition to Support Coordinator Review Completed.



Decision	
Disposition *	Support Coordinator Review Completed
Support Coordinator	Guglielmo, Barbara
Status *	Pending

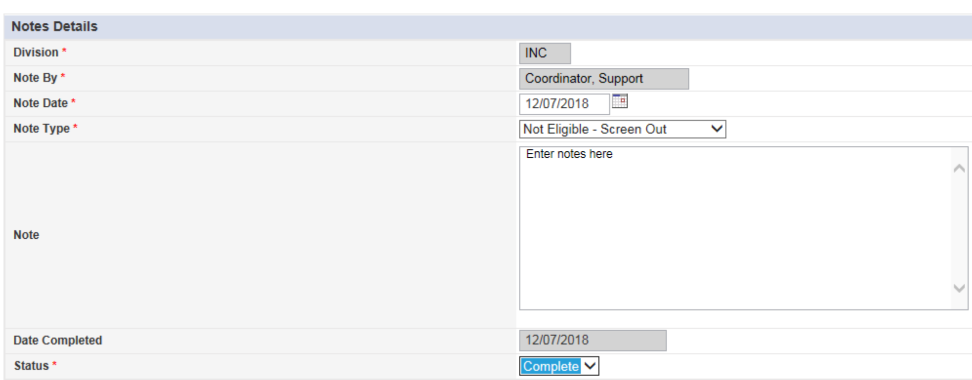
26. Click File > Save and Close Incident.

Incident Does Not Meet Criteria (Major Medical Events)

Incidents whose Incident Category = Major Medical Events will be reviewed by OCDD Support Coordinators. If the incident is ineligible, the Support Coordinator will write a note and update the Disposition.

Switch Role to **OCDD Support Coordinator**

1. Click on the Notes Subpage.
2. Click File > Add Note which will display the Note Details page.
3. Select Not Eligible – Screen Out as the Note Type.
4. Enter notes in the Note textbox.



Notes Details	
Division *	INC
Note By *	Coordinator, Support
Note Date *	12/07/2018
Note Type *	Not Eligible - Screen Out
Note	Enter notes here
Date Completed	12/07/2018
Status *	Complete

5. Change the Status from Pending to Complete.
6. Click File > Save and Close Note.

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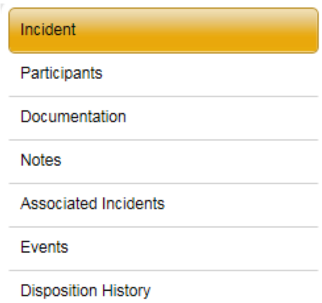
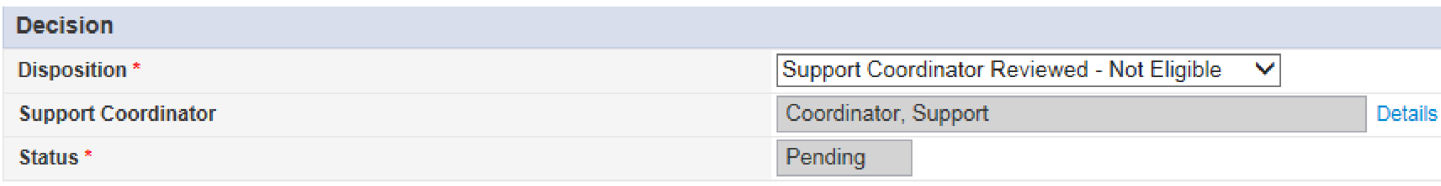
7. Click on the Incident subpage.



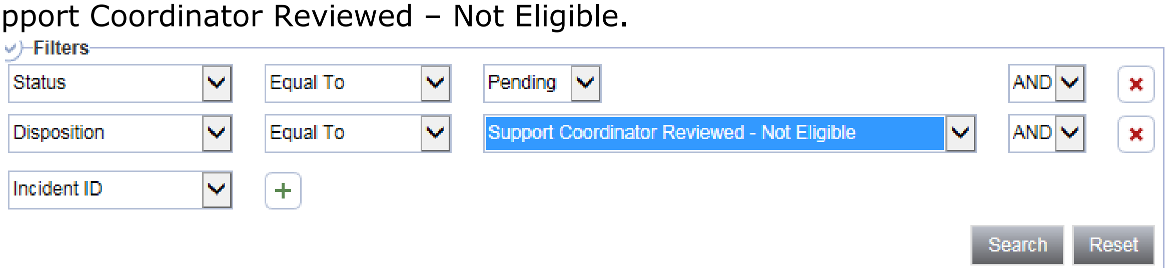
8. Scroll down to the Decision section and change the Disposition to equal Support Coordinator Reviewed – Not Eligible.



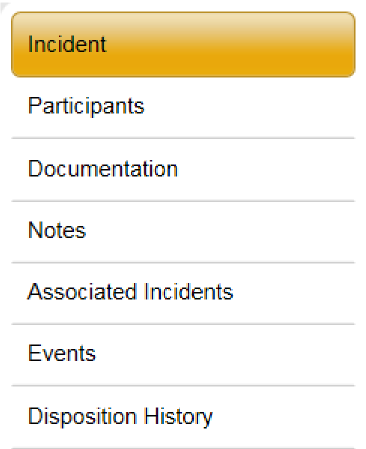
9. Select Save and Close Incident from the File Menu.

Switch Role to **OCDD Waiver Manager**

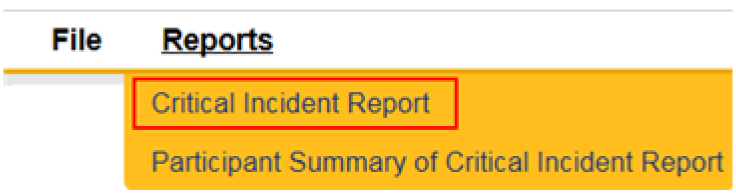
1. Click on the Incidents Chapter.
2. Search for the Incident record by setting the Advanced Search filter to Disposition = Support Coordinator Reviewed – Not Eligible.



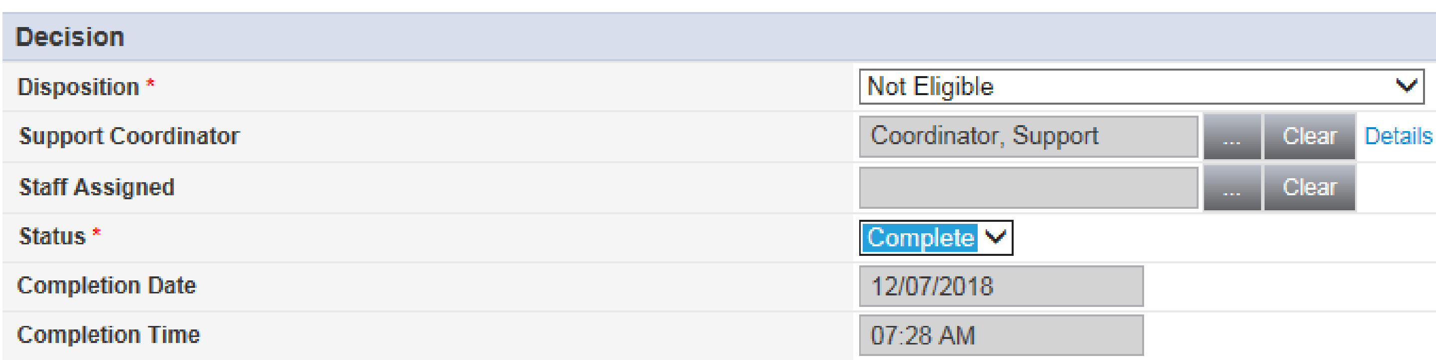
3. After locating the record in the search results, click to open.
4. Reviewing the record can be done by:
    a. Navigating by the subpages located in the upper left-hand corner of the page, or



b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.



5. After reviewing the record, navigate to the Incident Details page by clicking on the Incident subpage.
6. Scroll down to the Decision section and update the Disposition = Not Eligible and Status = Complete. This will render the record read only.



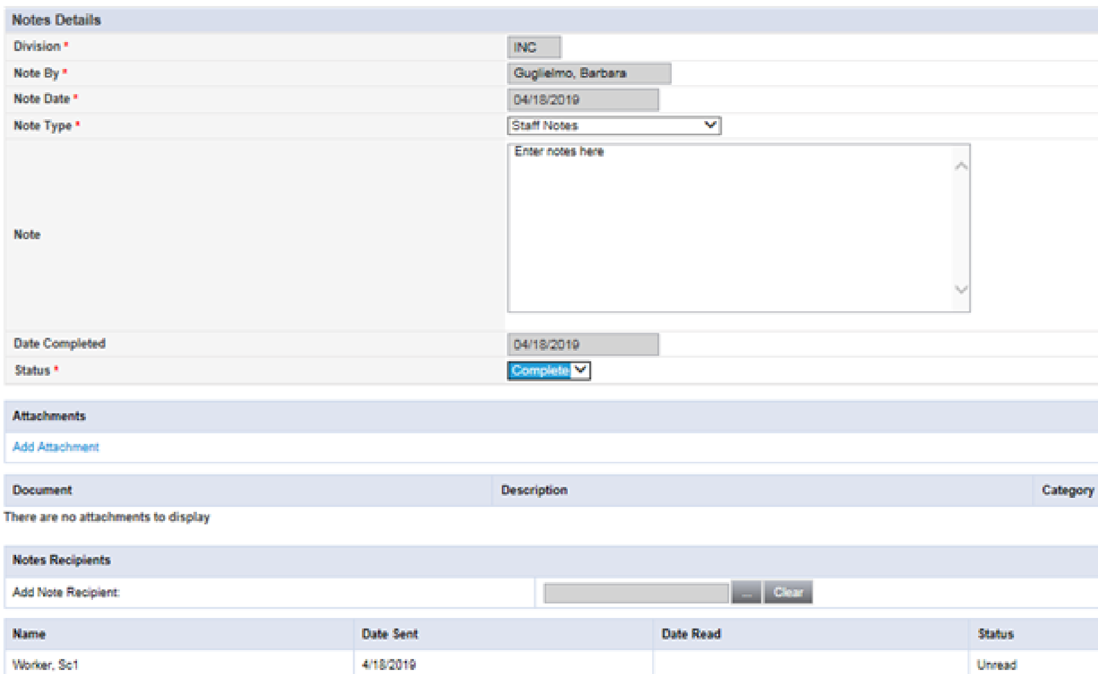
7. Click File > Save and Close Incident.

Incident Does Meet Criteria (Major Medical Events)

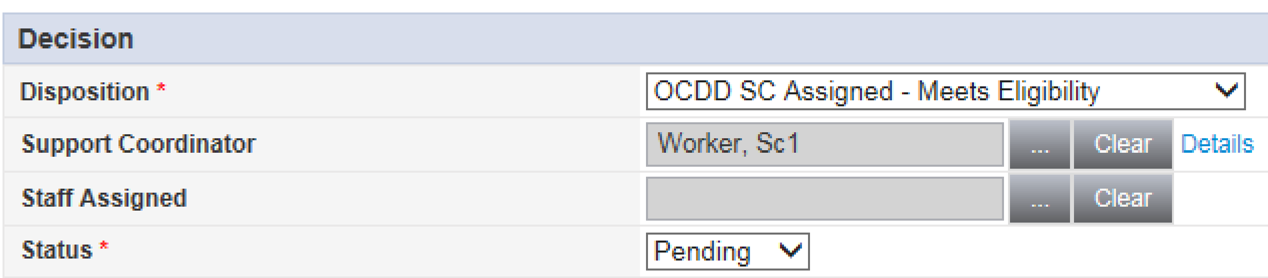
If the OCDD Waiver Manager reviews and finds the incident meets eligibility, the OCDD Waiver Manager will write a note and update the Disposition.

1. After reviewing the record, click on the Notes Subpage.

2. Click File > Add Note which will display the Note Details page.
3. Select Staff Notes as the Note Type.
4. Enter notes in the Note textbox.
5. Add the Support Coordinator as a note recipient.
6. Change the Status from Pending to Complete.



7. Click File > Save and Close Note.
8. Click on the Incident subpage.
9. Scroll down to the Decision section and update the Disposition = OCDD SC Assigned – Meets Eligibility.



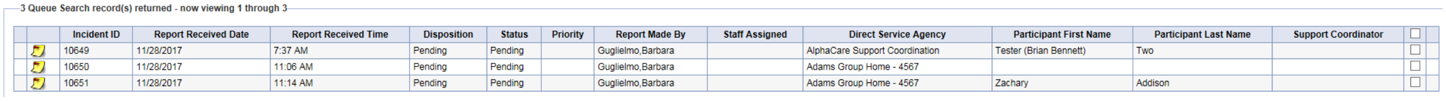
10. Click File > Save and Close Incident.

Incident Review and Assignment of LGE Medical Certification Specialist

The LGE Medical Certification Supervisor will be monitoring incident records in SIMS to review and assign a LGE Medical Certification Specialist.

Switch role to **OCDD Waiver Manager**

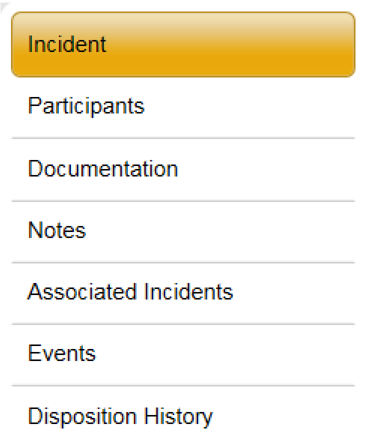
1. Click on the Incidents Chapter.
2. After locating the record in the search results, click to open.



3 Queue Search record(s) returned - now viewing 1 through 3

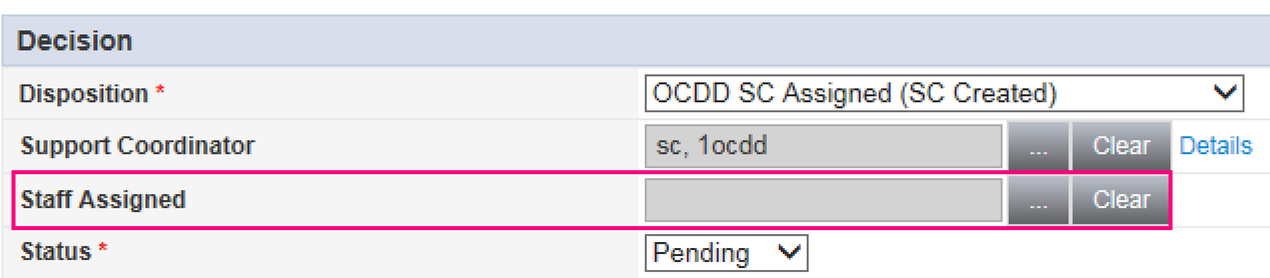
Incident ID	Report Received Date	Report Received Time	Disposition	Status	Priority	Report Made By	Staff Assigned	Direct Service Agency	Participant First Name	Participant Last Name	Support Coordinator
10649	11/28/2017	7:37 AM	Pending	Pending		Guglielmo,Barbara		AlphaCare Support Coordination	Tester (Brian Bennett)	Two	
10650	11/28/2017	11:06 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567			
10651	11/28/2017	11:14 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567	Zachary	Addison	

3. Reviewing the record can be done by:
   a. Navigating by the subpages located in the upper left-hand corner of the page, or

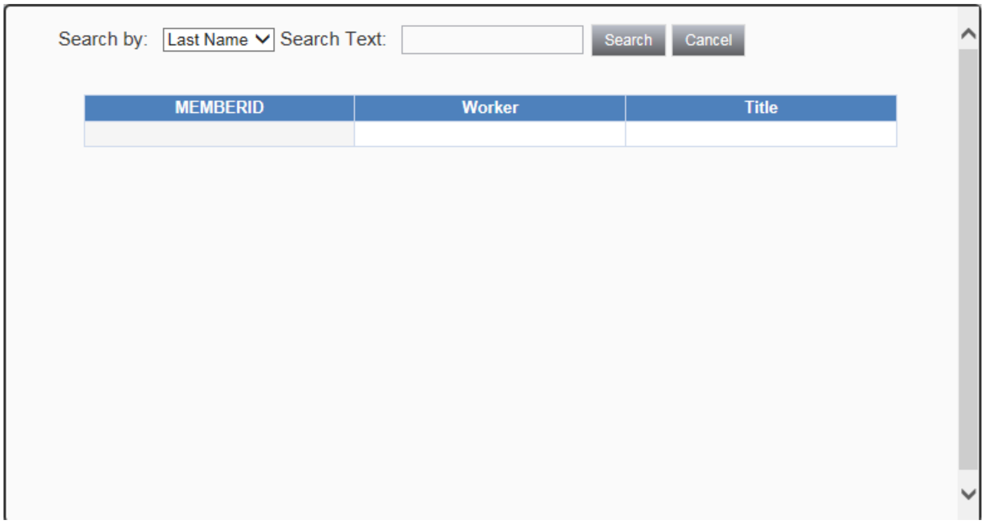


   b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

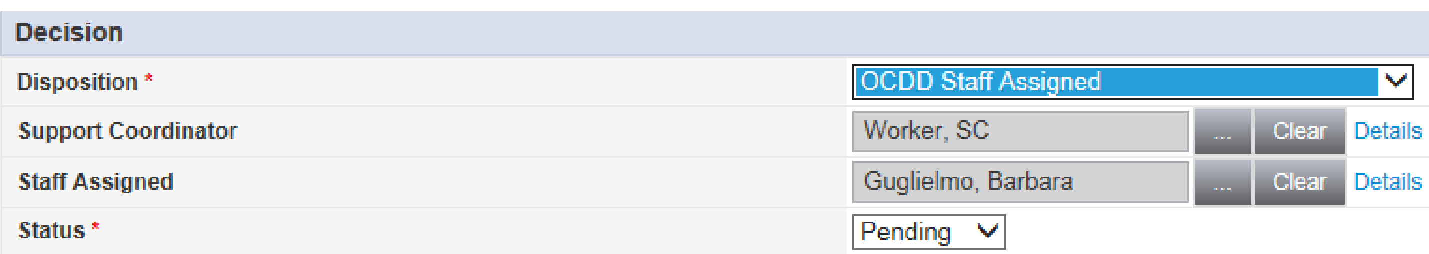
4. After reviewing the record, the OCDD Waiver Manger will navigate back to the Incident Details page and scroll down to the Decision section.



5. Click on the ellipsis button for the Staff Assigned field.
6. A search dialog box will appear.



7. Conduct a search of the worker, using the worker's last name. Click Search.
8. Click on the worker's name in the search results grid. This will close the search window and bring you back to the Incident Details page. The workers' name will appear in the Staff Assigned field.
9. Change the Disposition to OCDD Staff Assigned.

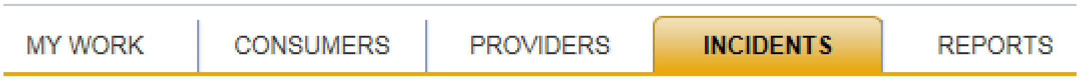


10. Click File > Save and Close Incident.

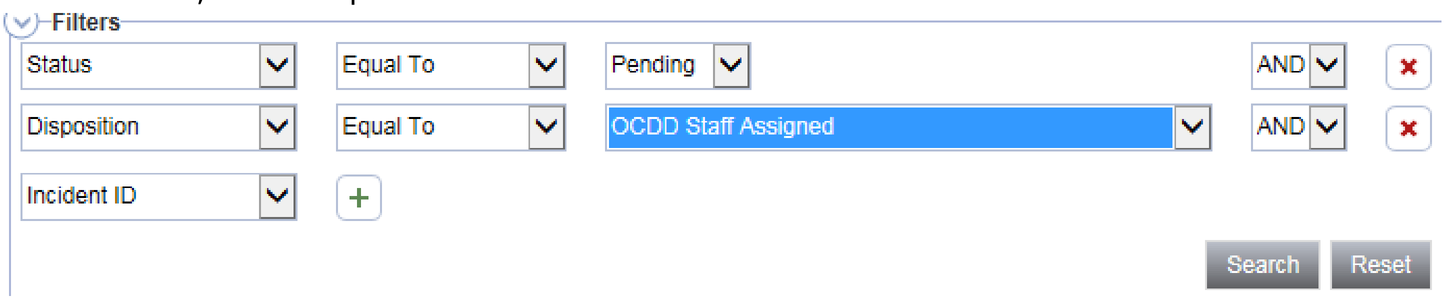
Medical Certification Specialist Review

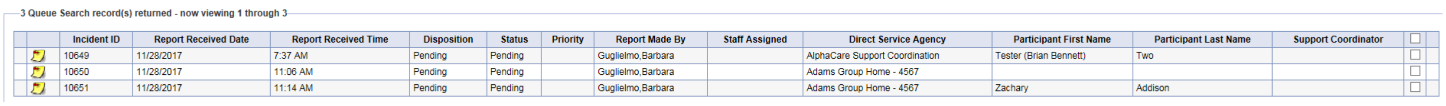
Switch Role to **LGE Medical Certification Specialist**

1. Click on the Incidents chapter.



2. Use the Advanced Search to locate records. After locating the record in the search results, click to open.

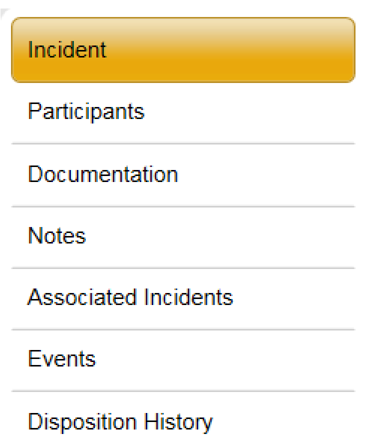




3 Queue Search record(s) returned - now viewing 1 through 3

Incident ID	Report Received Date	Report Received Time	Disposition	Status	Priority	Report Made By	Staff Assigned	Direct Service Agency	Participant First Name	Participant Last Name	Support Coordinator
10649	11/28/2017	7:37 AM	Pending	Pending		Guglielmo,Barbara		AlphaCare Support Coordination	Tester (Brian Bennett)	Two	
10650	11/28/2017	11:06 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567			
10651	11/28/2017	11:14 AM	Pending	Pending		Guglielmo,Barbara		Adams Group Home - 4567	Zachary	Addison	

1. Reviewing the record can be done by:
   a. Navigating by the subpages located in the upper left-hand corner of the page, or



   b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

2. After reviewing the record, click on the Notes Subpage.

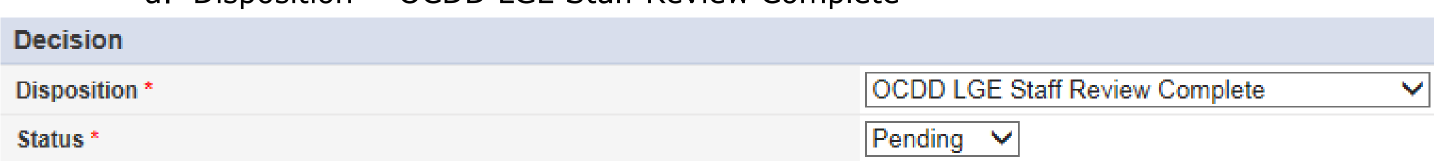
3. Click File > Add Note.
4. Select Staff Notes as the Note Type.
5. Document the review in the Note text box.
6. Change the Status from Pending to Complete.
7. Click File > Save and Close Note.

Complete Checklist

1. Click on the Documentation subpage.

2. Click on the LDH/OCDD Critical Incident Review Checklist in the list view grid.
3. Complete the LGE Review Checklist section.

4. Click File > Save and Close Documentation.
5. Click on the Incident subpage which opens the Incident Details page.
6. Scroll to the Decision section and change the following field:
    a. Disposition = OCDD LGE Staff Review Complete



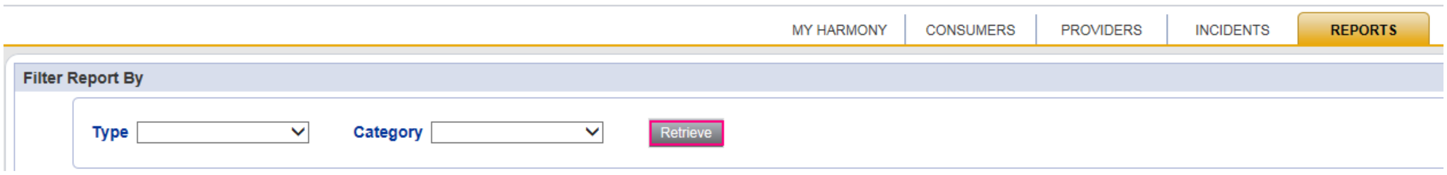
7. Click File > Save and Close Incident.

Incident Category = Death

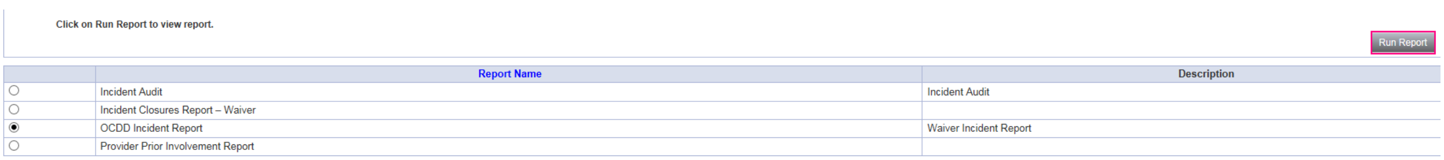
The OCDD Waiver Manager will routinely run the OCDD Incident Report to identify death related incident reports.

Switch Role to **OCDD Waiver Manager**

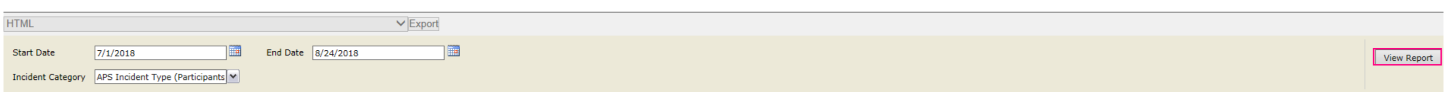
1. Click on the Reports Chapter.
2. Click on the Retrieve button.



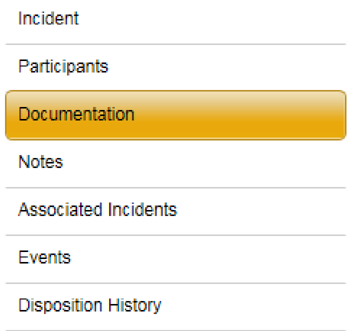
3. A list of reports will display. Click on the OCDD Incident Report.



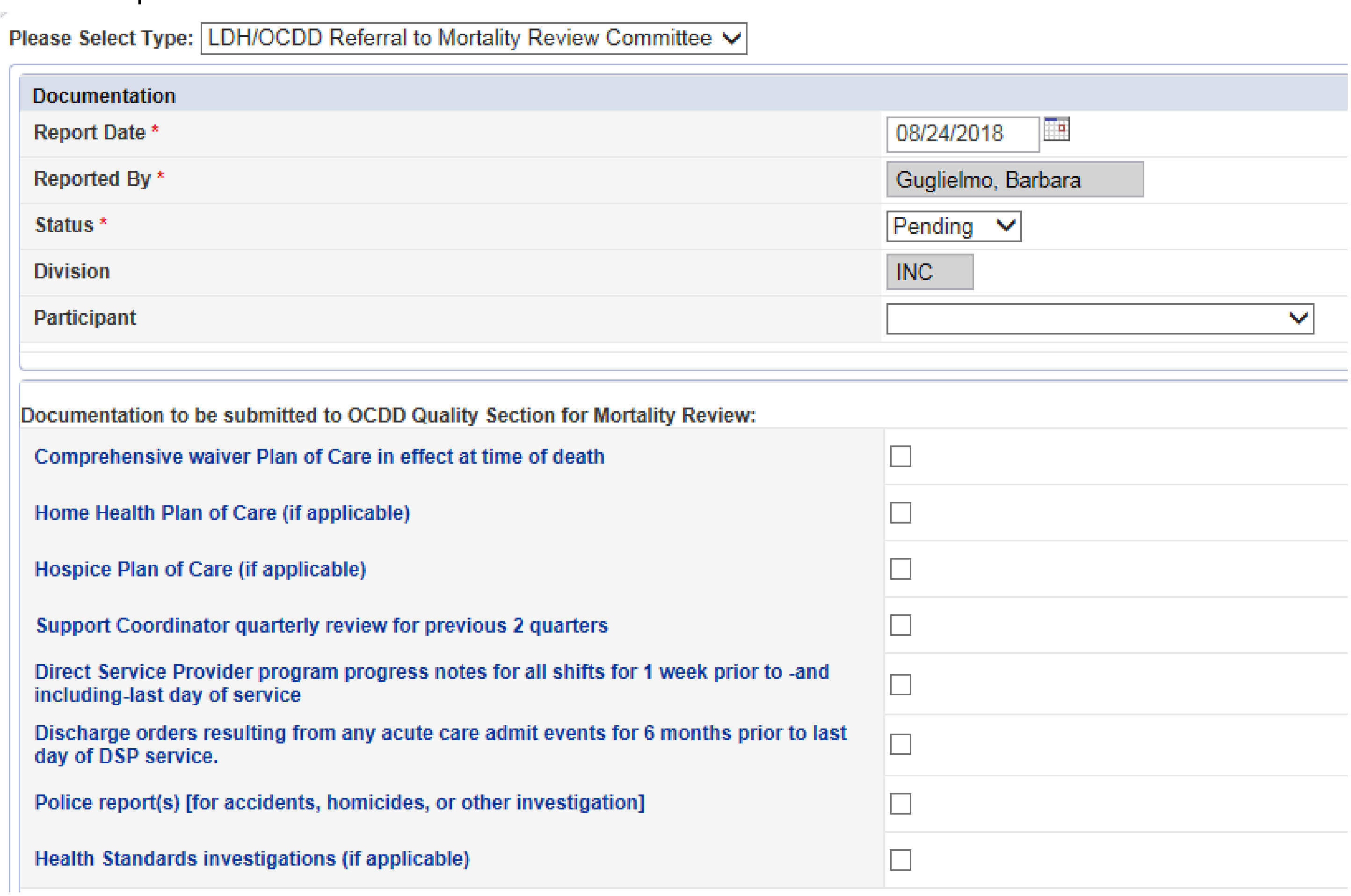
4. Click Run Report.
5. The report window will open. Define the report parameters.



6. Click View Report.
7. The results of the report will display. Take note of the Incident ID #’s whose Incident Category = Death.
8. Close the Report window.
9. Click on the Incidents chapter.
10. After searching and opening the Incident record, click on the Documentation subpage.

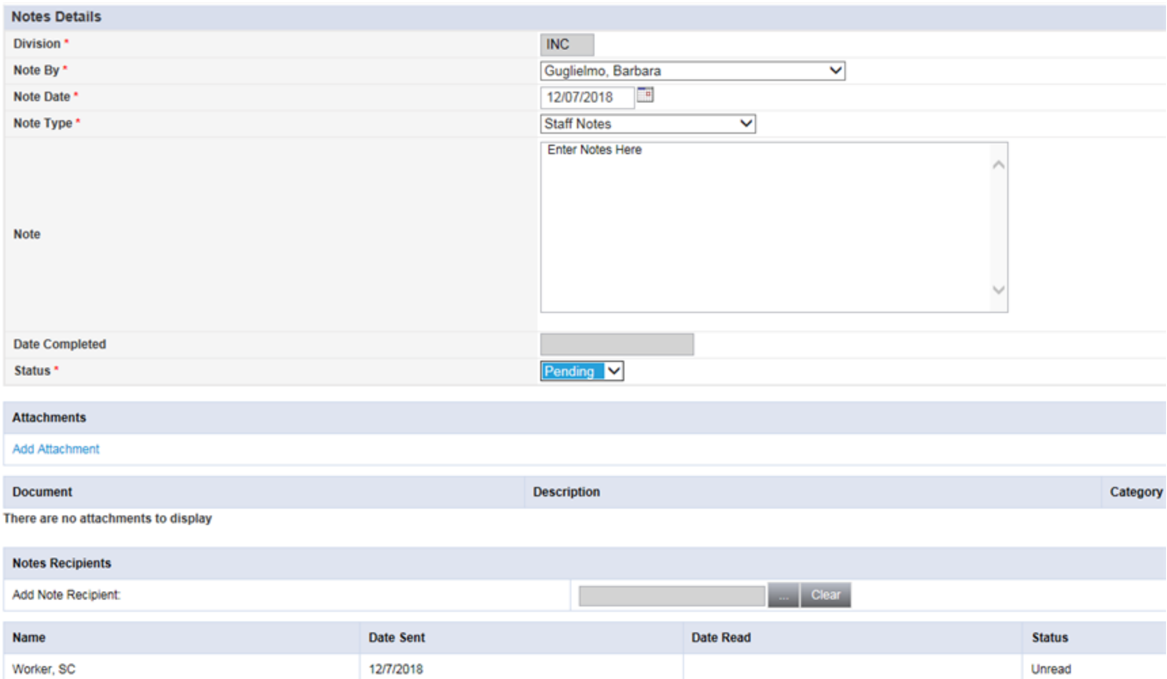


11. Click File > Add Documentation.
12. Select LDH/OCDD Referral to Mortality Review Committee from the "Please Select Type" dropdown.



13. Participant = Select name from dropdown list.
14. Complete the form.
15. Change the Status from Pending to Complete.
16. Click File > Save and Close Documentation.
17. Click on the Notes subpage.
18. Click File > Add Note.

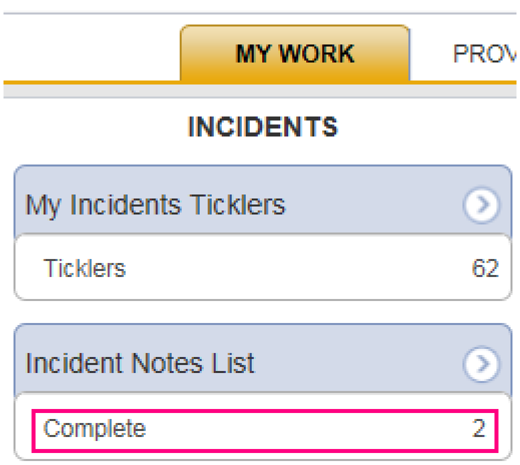
19. Select Staff Notes for the Note Type.
20. Enter review notes in the Note textbox.
21. Add the Support Coordinator as a note recipient.
22. Change the Status to Complete.



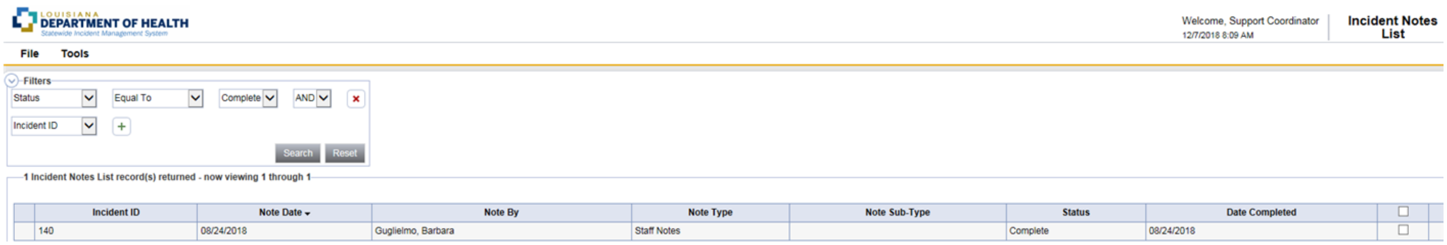
23. Click File > Save and Close Note.
24. Click on the Incident subpage which will open the Incident details page.
25. Click File > Save and Close Incident.

Switch role to **OCDD Support Coordinator**

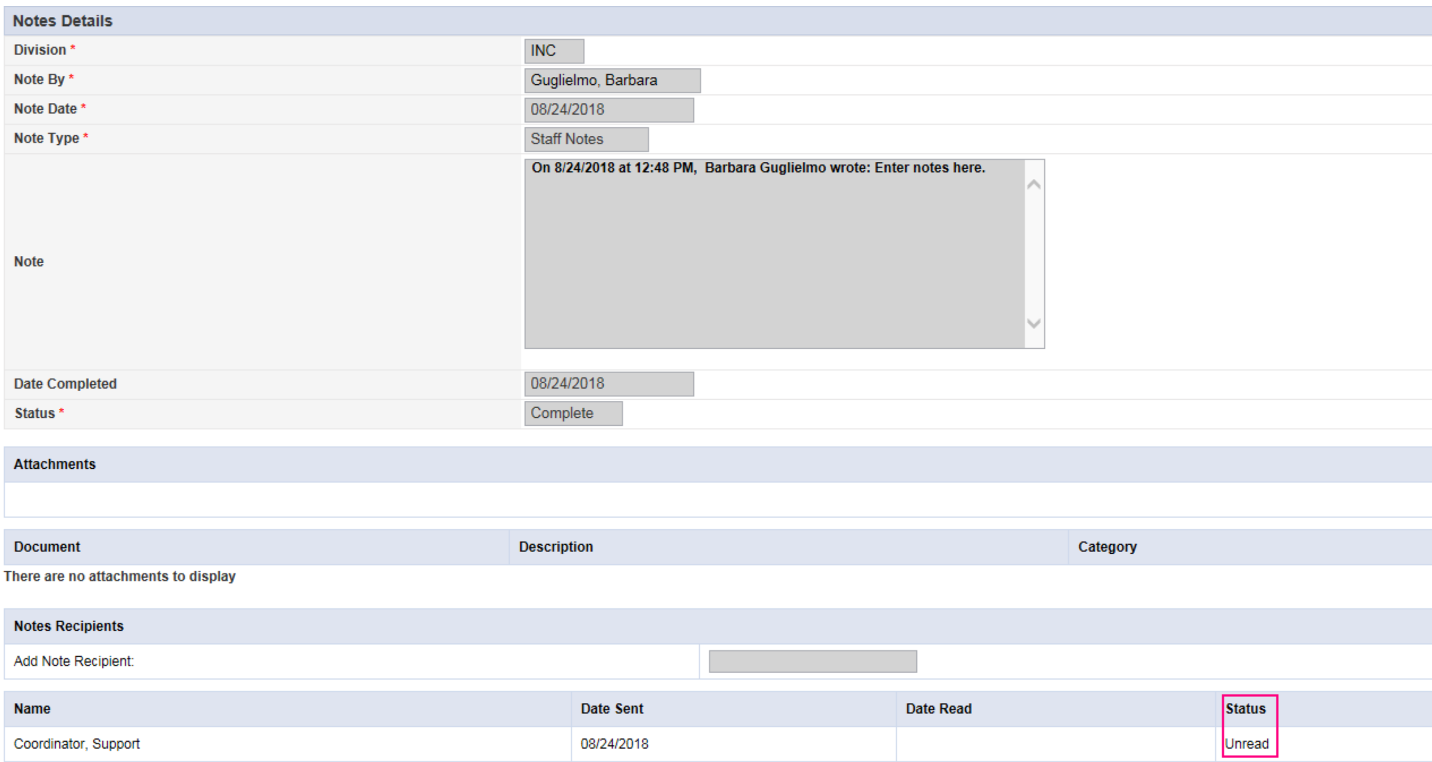
The support coordinator will routinely be monitoring their My Work dashboard.



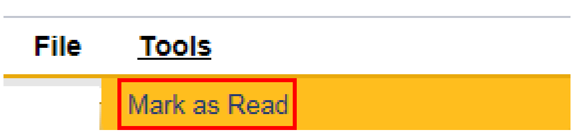
1. Click on the Status type (Complete, Draft, Pending).
2. The Incident Notes List page will open with a list view grid of notes with the particular Status type.



3. Click on the Note with a Note Type = Staff Notes. The Note Details page will open.



4. After reviewing the note, you can select Mark as Read from the Tools menu. It will update the Note Recipient Status.



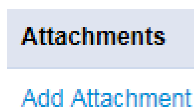
5. Click File > Close Note.

Note
Take note of Incident ID.

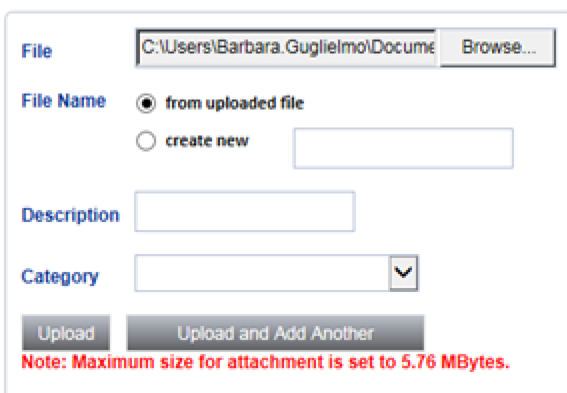
(Non-SIMS Process) The Support Coordinator will gather documents and send to the Medical Certification Specialist. The documents will be reviewed. If necessary, additional documentation will be added and will be forward to the OCDD Program Monitor. The Program Monitor will prepare the packet for the Morality Review Committee (MRC) Meeting. The MRC findings will be entered into SIMS.

Switch role to **Waiver Admin**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, click on the Notes subpage.
3. Click File > Add Note.
4. Select Staff Notes for Note Type.
5. Enter MRC findings in the Note textbox.
6. Click Add Attachment to upload the OCDD MRC Notification form.



7. A new window will open that allows you to upload the document. Click Browse to locate the file on your computer. Once you have selected it, Click Upload.

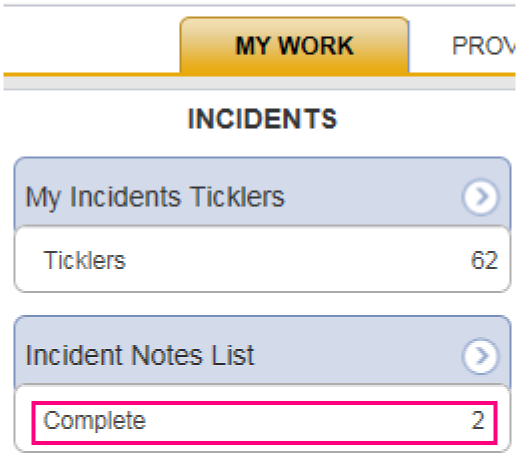


8. You will be brought back to the Note Details page where you will see the uploaded document.
9. Add the LGE Medication Certification Supervisor and the Support Coordinator as Note Recipients.
10. Change the Status to Complete.
11. Click File > Save and Close Note.

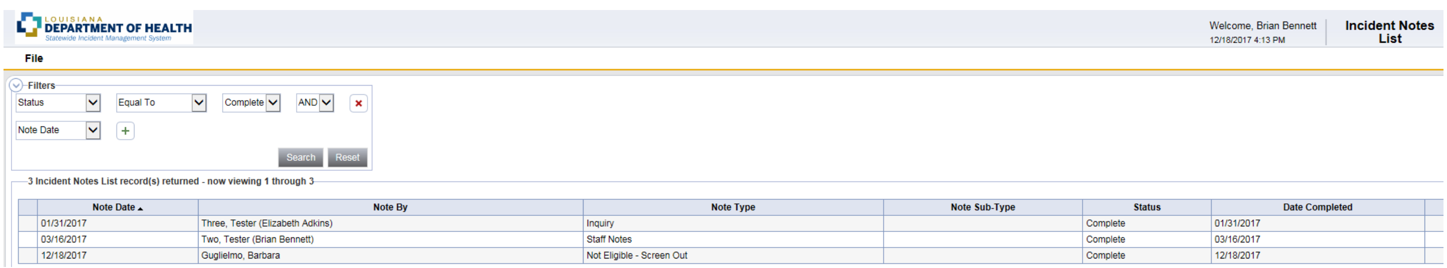
12. Click on the Incident subpage.
13. Click File > Save and Close Incident.

Switch role to **OCDD Waiver Manager**

The LGE Medical Certification Supervisor will be monitoring their My Work notes.



1. Click on the Status type (Complete, Draft, Pending).
2. The Incident Notes List page will open with a list view grid of notes with the particular Status type.



Note Date	Note By	Note Type	Note Sub-Type	Status	Date Completed
01/31/2017	Three, Tester (Elizabeth Adkins)	Inquiry		Complete	01/31/2017
03/16/2017	Two, Tester (Brian Bennett)	Staff Notes		Complete	03/16/2017
12/18/2017	Guglielmo, Barbara	Not Eligible - Screen Out		Complete	12/18/2017

3. Click on the Note with a Note Type = Staff Notes. The Note Details page will open.
4. After reviewing the note, select Mark as Read from the Tools menu.
5. Click File > Close Note.

(Non-SIMS Process) The Provider, Support Coordinator or the LGE Medical Certification Supervisor will create a Corrective Action Plan. A note will be entered in SIMS.

Switch role to **OCDD Support Coordinator or OCDD Waiver Manager**

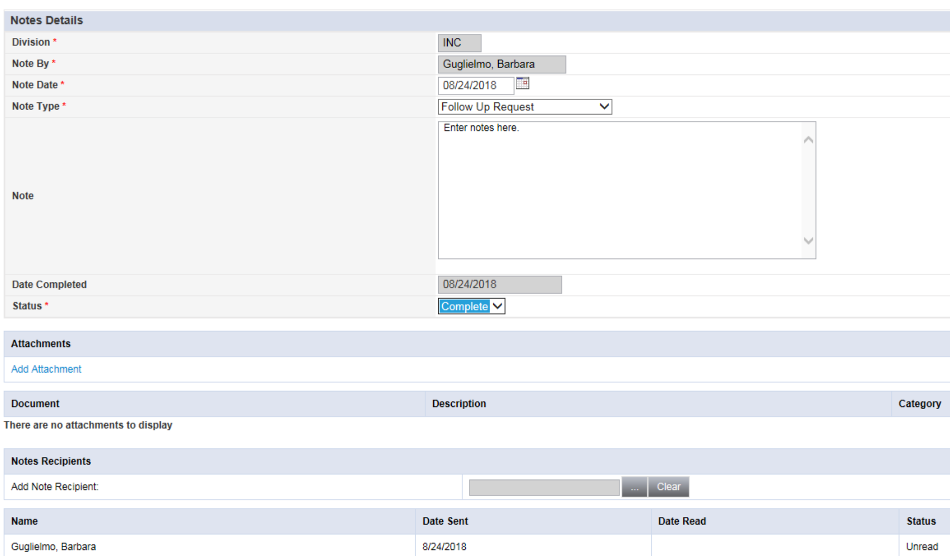
1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, click on the Notes subpage.

3. Click File > Add Note.
4. Select Corrective Action Plan as Note Type.
5. Enter notes in the Note textbox.
6. Click Add Attachment to upload a copy of the Corrective Action Plan.
7. Change the Status to Complete.
8. Click File > Save and Close Note.
9. Click on Incidents subpage.
10. Click File > Save and Close Incident.

Incident Follow Up Needed for Incident Categories 1) Fall, 2) Major Injury, 3) Loss/Destruction of home, 4) Major Medication Incident, 5) Major Behavior, 6) Major Illness (Other Subcategory Only) and 7) Participant is victim of crime

Switch role to **OCDD Support Coordinator**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, click on the Notes subpage.
3. Click File > Add Note.



Notes Details

Division *	INC
Note By *	Guglielmo, Barbara
Note Date *	08/24/2018
Note Type *	Follow Up Request
Note	Enter notes here.
Date Completed	08/24/2018
Status *	Complete

Attachments

Add Attachment

Document	Description	Category

There are no attachments to display

Notes Recipients

Add Note Recipient: ... Clear

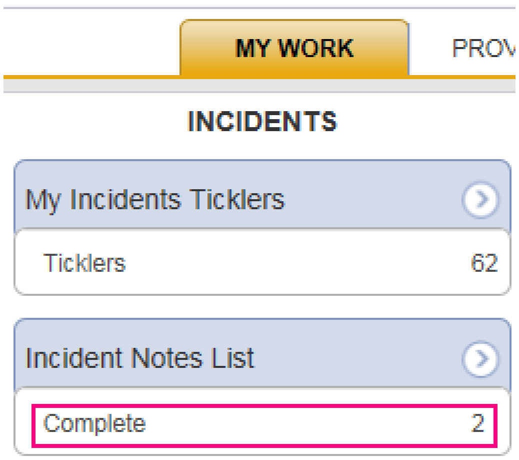
Name	Date Sent	Date Read	Status
Guglielmo, Barbara	8/24/2018		Unread

4. Select Follow Up Request as Note Type.
5. Enter Follow Up Request in the Note textbox.
6. Add the OCDD Direct Service Provider as a Note Recipient.
7. Change the Status to Complete.
8. Click File > Save and Close Note.
9. Click on the Incident subpage which will open the Incident Details page.
10. Scroll to the Decision section.

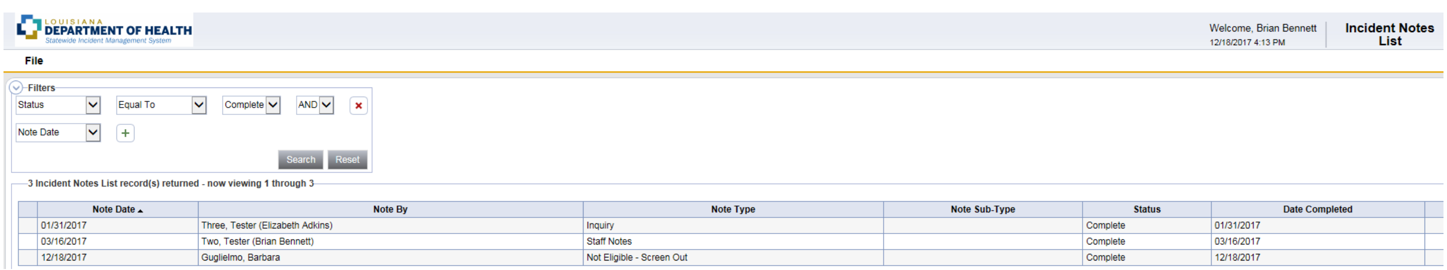
11. Change Disposition to Support Coordinator Reviewed – Follow Up Needed or OCDD LGE Staff Reviewed – Follow Up Needed.
12. Click File > Save and Close Incident.

Switch role to **OCDD Direct Service Provider**

The OCDD Direct Service Provider will periodically be checking the My Work dashboard.



1. Click on the Status type (Complete, Draft, Pending).
2. The Incident Notes List page will open with a list view grid of notes with the particular Status type.



3. Click on the Note with a Note Type = Follow Up Request. The Note Details page will open.
4. After reviewing the note, select Mark as Read from the Tools menu.
5. Click File > Close Note.

Note
Take note of Incident ID.

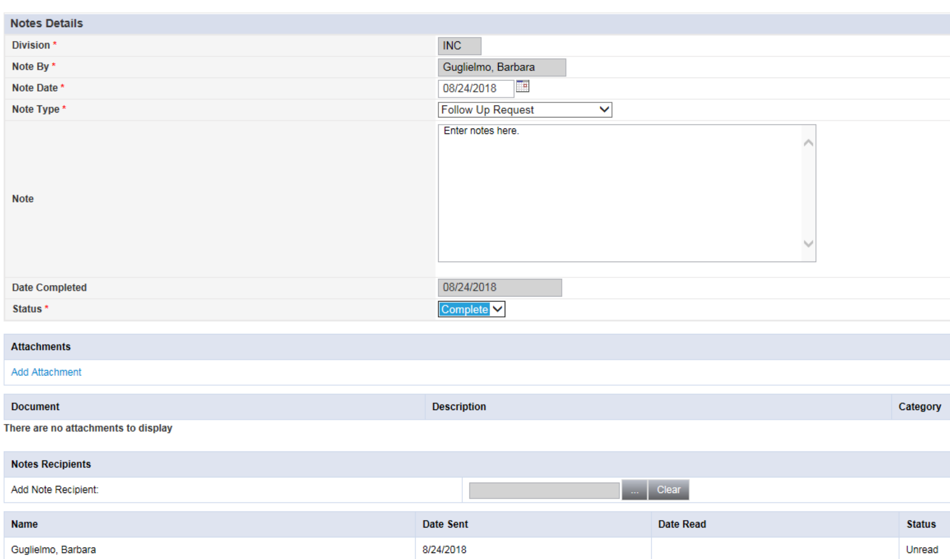
Enter Follow Up Note

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, click on the Notes subpage.
3. Click File > Add Note.
4. Select Follow-Up DSP as Note Type.
5. Enter the necessary information in the Note textbox.
6. Change the Status to Complete.
7. Click File > Save and Close Note.

Incident Follow Up Needed for Incident Categories 1-7 and 8) Major illness subcategories, decubitus, seizure, pneumonia and bowel obstruction, 9) Death, 10) Major behavior subcategories attempted suicide and suicide threat, 11) Participant arrested, 12) Abuse, neglect, exploitation, extortion, and self-neglect for APS, CPS, EPS and 13) Restraint Use.

Switch role to **LGE Medical Certification Specialist**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, click on the Notes subpage.
3. Click File > Add Note.



4. Select Follow Up Request as Note Type.
5. Enter Follow Up Request in the Note textbox.
6. Add the OCDD Support Coordinator as a Note Recipient.

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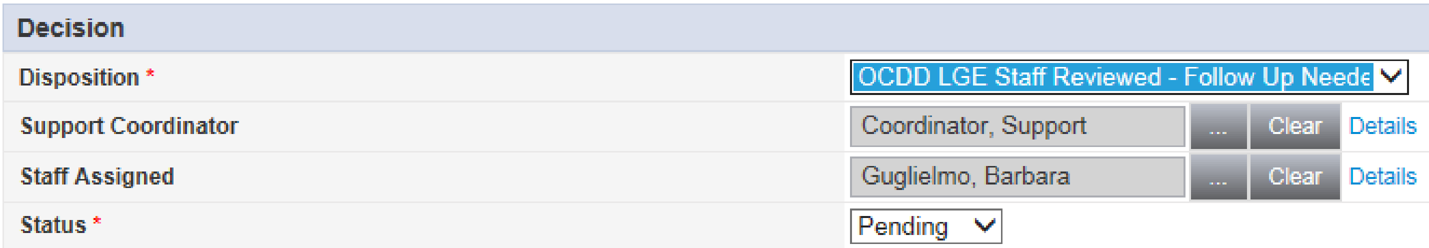
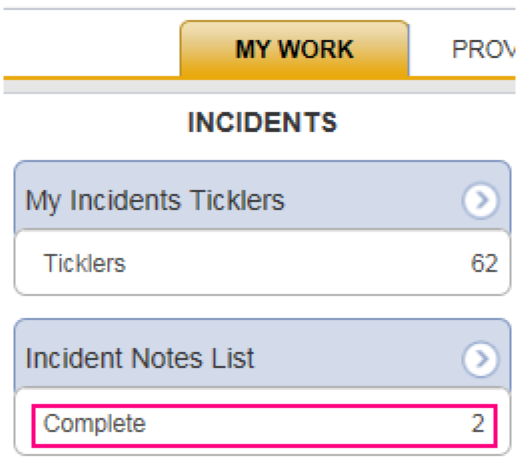
7. Change the Status to Complete.
8. Click File > Save and Close Note.
9. Click on the Incident subpage which will open the Incident Details page.
10. Scroll to the Decision section.



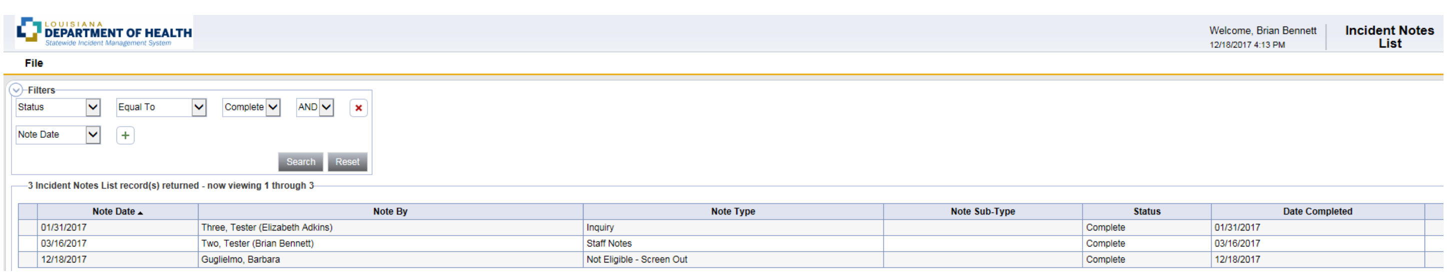
11. Change Disposition to OCDD LGE Staff Reviewed – Follow Up Needed.

Switch role to **OCDD Support Coordinator**

The OCDD Support Coordinator will periodically be checking the My Work dashboard.



6. Click on the Status type (Complete, Draft, Pending).
7. The Incident Notes List page will open with a list view grid of notes with the particular Status type.



Note Date	Note By	Note Type	Note Sub-Type	Status	Date Completed
01/31/2017	Three, Tester (Elizabeth Adkins)	Inquiry		Complete	01/31/2017
03/16/2017	Two, Tester (Brian Bennett)	Staff Notes		Complete	03/16/2017
12/18/2017	Guglielmo, Barbara	Not Eligible - Screen Out		Complete	12/18/2017

8. Click on the Note with a Note Type = Follow Up Request. The Note Details page will open.
9. After reviewing the note, select Mark as Read from the Tools menu.
10. Click File > Close Note.

Note
Take note of Incident ID.

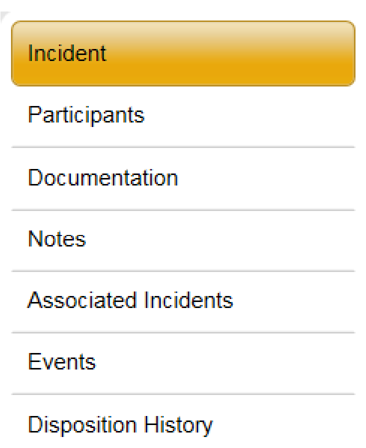
Enter Follow Up Note

8. Click on the Incidents Chapter.
9. After searching and opening the Incident record, click on the Notes subpage.
10. Click File > Add Note.
11. Select Follow-Up Support Coordinator as Note Type.
12. Enter the necessary information in the Note textbox.
13. Change the Status to Complete.
14. Click File > Save and Close Note.

Follow Up Complete by Support Coordinator

Switch Role to **OCDD Support Coordinator**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, review the record.
3. Reviewing the record can be done by:
    a. Navigating by the subpages located in the upper left-hand corner of the page, or



    b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

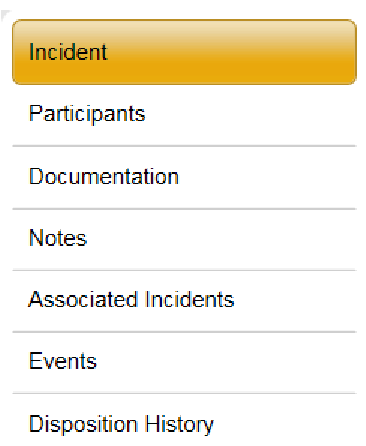
4. After reviewing the record, scroll down to the Decision section on the Incident Details page.
5. Change the Disposition to Support Coordinator Review – Follow Up Compete.

6. Click File > Save and Close Incident.

Follow Up Complete by LGE Medical Certification Specialist

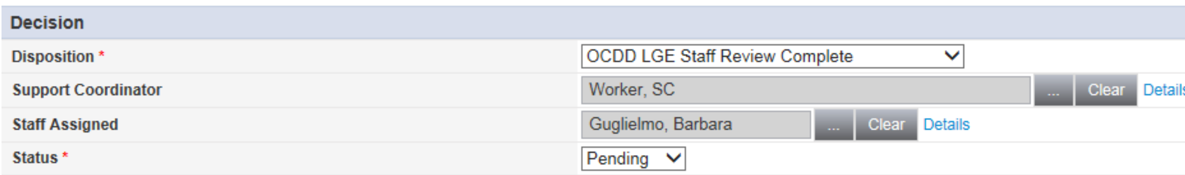
Switch Role to **LGE Medical Certification Specialist**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, review the record.
3. Reviewing the record can be done by:
    a. Navigating by the subpages located in the upper left-hand corner of the page, or



    b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

4. After reviewing the record, scroll down to the Decision section on the Incident Details page.
5. Change the Disposition to OCDD LGE Staff Review Complete.

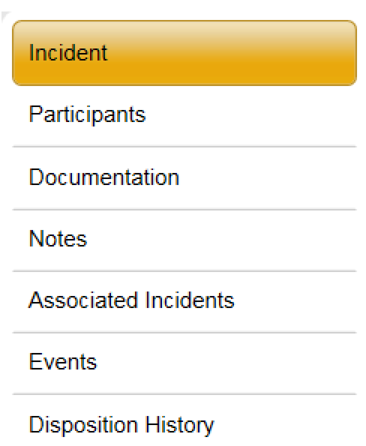


6. Click File > Save and Close Incident.

Final Review

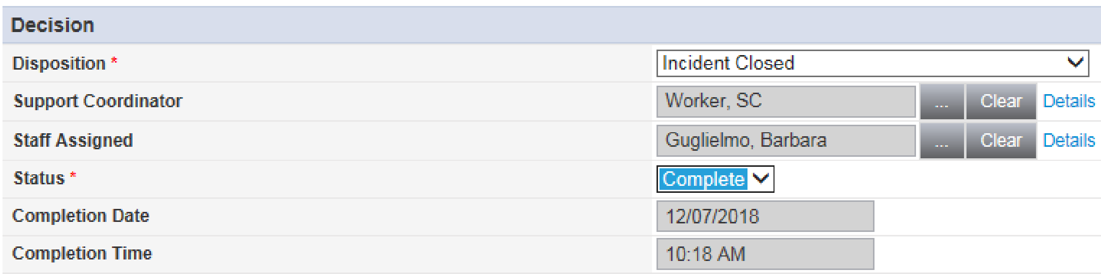
Switch Role to **OCDD Waiver Manager**

1. Click on the Incidents Chapter.
2. After searching and opening the Incident record, review the record.
3. Reviewing the record can be done by:
    a. Navigating by the subpages located in the upper left-hand corner of the page, or



b. Selecting Critical Incident Report from the Reports menu. This report pulls data from the Incident Details page, the Participant details page, Notes and the Critical Incident Reporting form.

4. After reviewing the record, scroll down to the Decision section on the Incident Details page.
5. Change the Disposition to equal Incident Closed and Status to equal Complete.



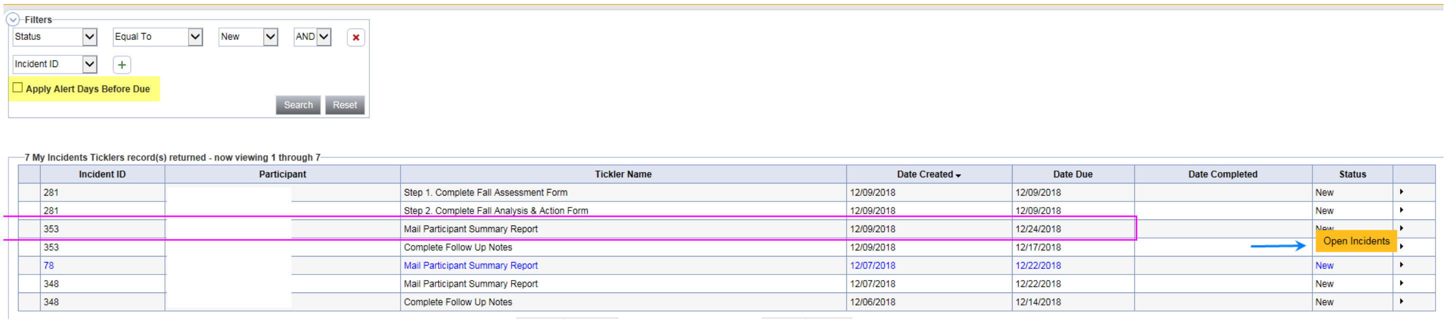
6. Click File > Save and Close Incident.

Note
When an incident is saved with a Disposition = Incident Closed, a Workflow Wizard will trigger for the Support Coordinator to send out the Participant Summary Report within 15 days after Final Supervisory Review and Closure.

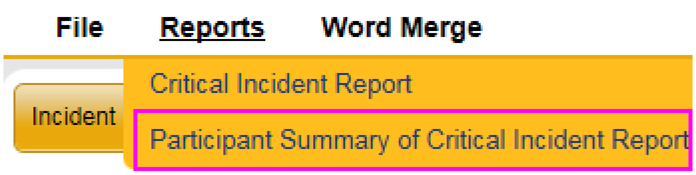
Switch Role to **OCDD Support Coordinator**

The Support Coordinator can monitor My Work > Incidents > My Incident Ticklers.

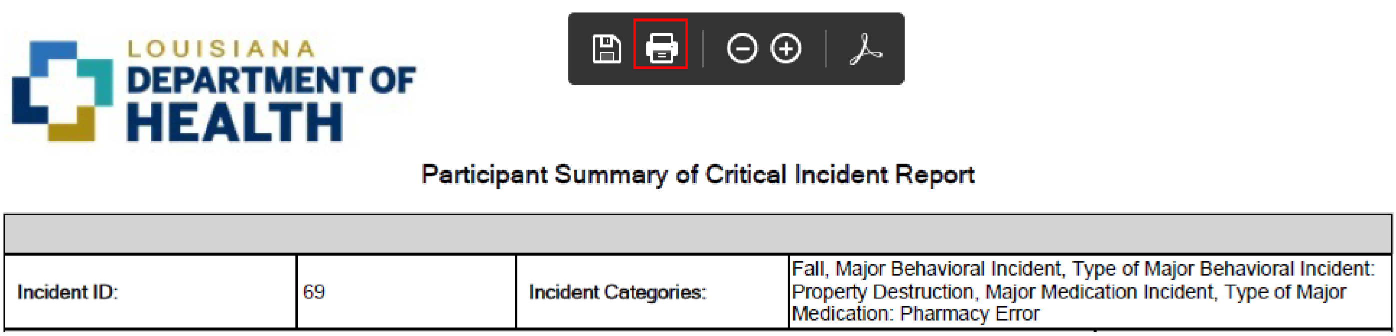
1. Click on Ticklers which will open the My Incidents Ticklers page.
2. Uncheck Apply Alert Days Before Due in the Search Filter box and click on Search.
3. This will refresh the search results with Ticklers that have been configured with a specific number of days before the due date to remind users of the task to be completed.

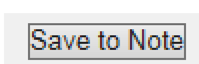


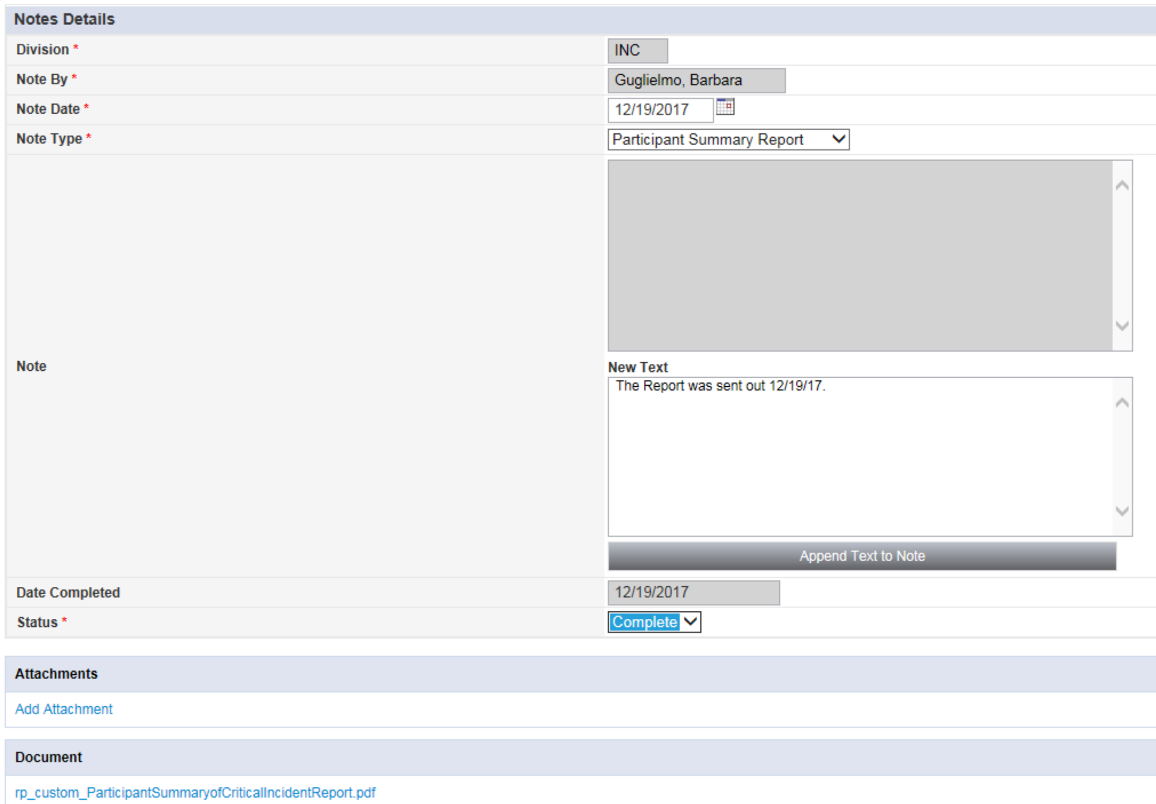
4. Hover your mouse over the right facing arrow at the end of the tickler row. A flyout menu will display that reads "Open Incidents".
5. Click on Open Incidents.
6. The Incident record will open to the Incident Details Page.
7. Select Participant Summary of Critical Incident Report from the Reports Menu.



8. Click on the Print icon to make a copy and mail to the Incident Participant.



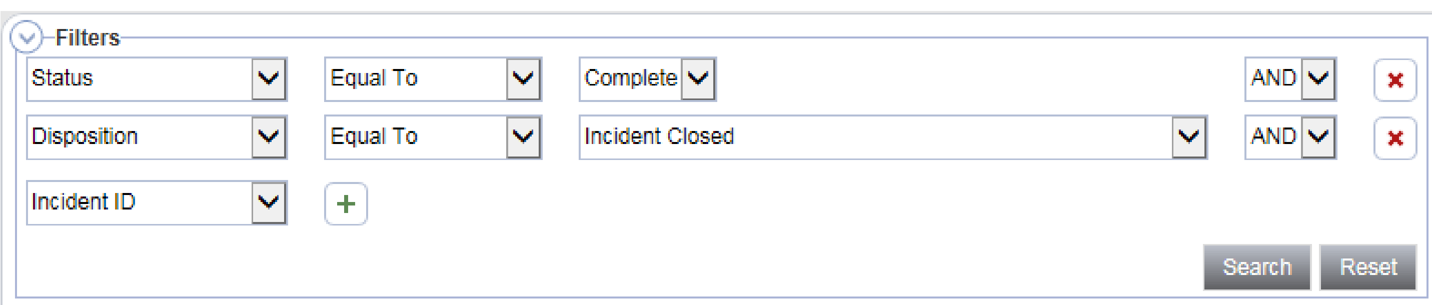
9. Click on Save to Note  at the top of the page.
10. The Note Details page will open with the Participant Summary of Critical Incident Report as a note attachment.
11. Change the Note Type to Participant Summary Report.
12. Document the date the report was sent out in the Note textbox.
13. Change the Status from Pending to Complete.



14. Click File > Save and Close Note.
15. Click File > Close Incident.

The Support Coordinator can also monitor closed records in the Incidents Chapter.

1. Click on the Incidents Chapter.
2. Set the Advanced Search filter to:
   a. Status = Complete
   b. Disposition = Incident Closed
3. Click Search.



4. The list view grid will display all records that the RO Manager has reviewed and closed.
5. Locate the record in the list view grid and open.

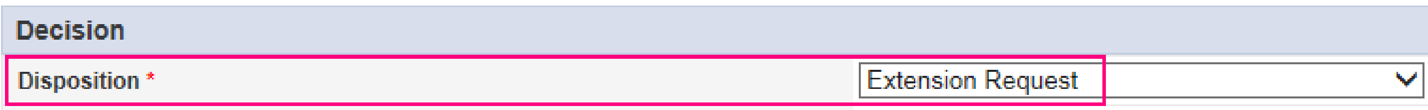
6. Follow steps 7-15 in previous section.

Grant Extension: Approval

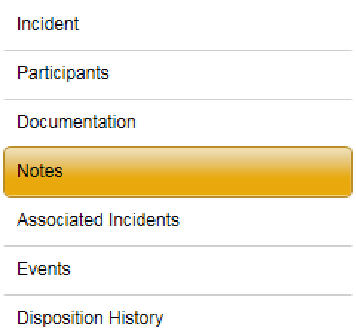
A situation may arise when a grant extension is made. The workflow is described below.

Switch Role to **LGE Medical Certification Specialist**

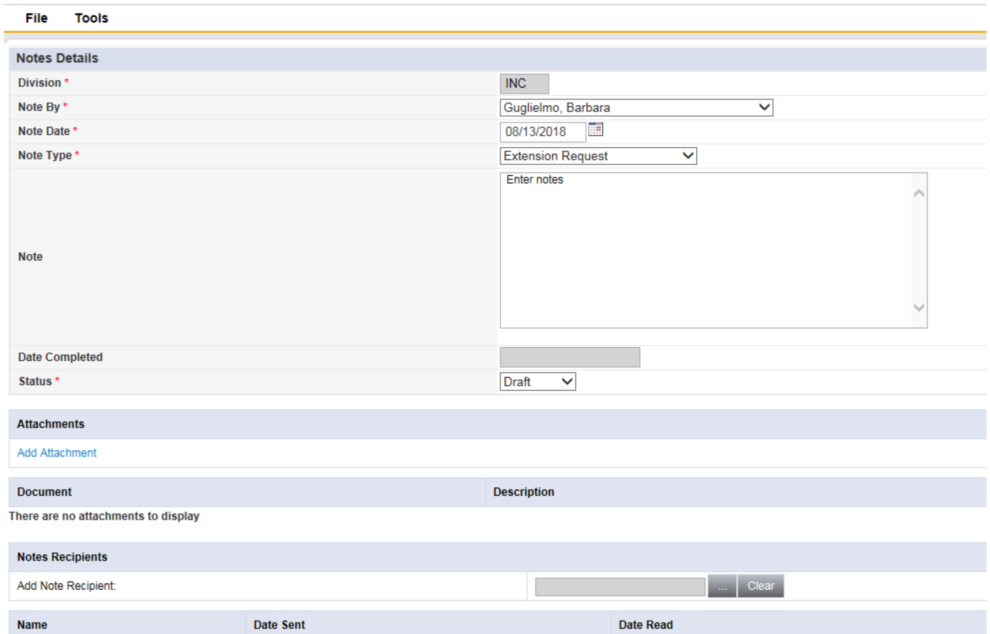
1. Click on the Incidents Chapter
2. Use the Advanced Search to locate the Incident record.
3. Open the Incident record and scroll to the Decision section.
4. Change the Disposition to equal Extension Request.



5. Click File > Save Incident.
6. Click on the Notes subpage.



7. Click File > Add Note.
8. The Note Details page will display.

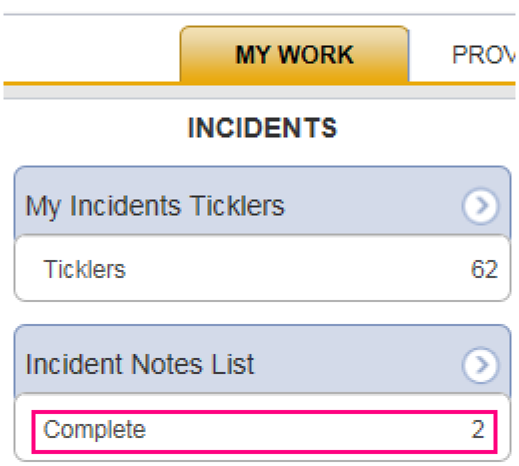


9. Select Extension Request as the Note Type.
10. Add the Waiver Manager as a Note Recipient.
11. Change the Status from Pending to Complete.
12. Click File > Save and Close Note.
13. Click on Incidents subpage.
14. Click File > Save and Close Incident.

Review Grant Extension Request

Switch Role to **OCDD Waiver Manager**

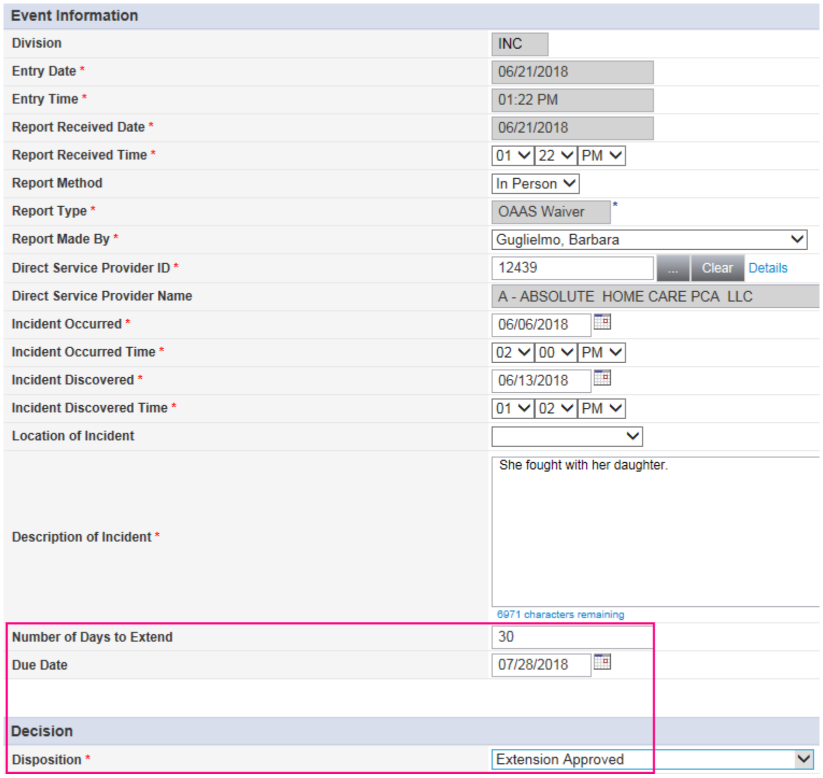
1. Monitor My Work and look for Note under Incident Notes List.



2. Click on the note in the list view grid and review notes written by staffer requesting the extension.

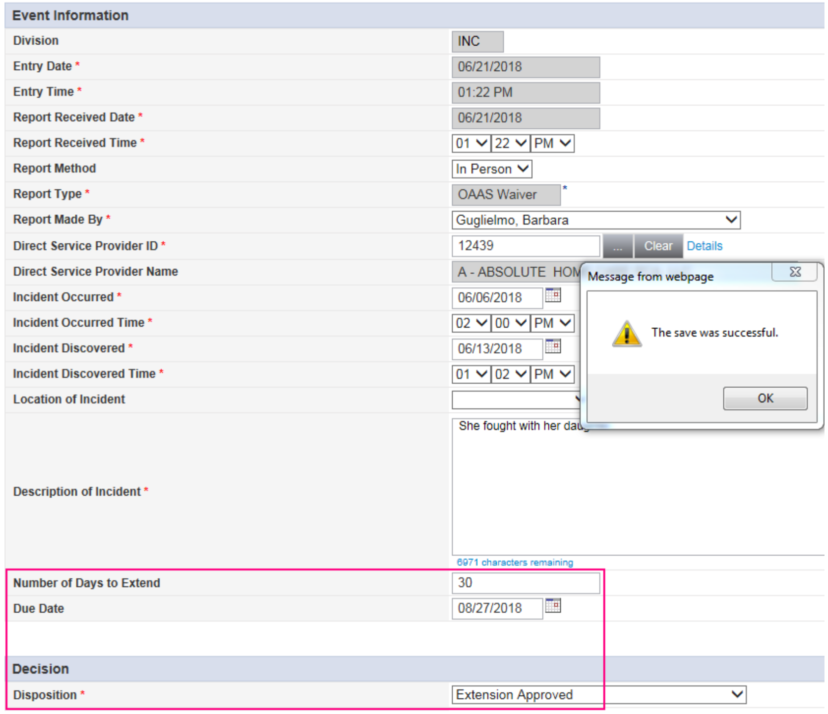
Note
Take note of Incident ID.

3. Click on the Incidents Chapter.
4. Search and open the Incident record.
5. Make the following changes on the Incident Details page:



Event Information	
Division	INC
Entry Date *	06/21/2018
Entry Time *	01:22 PM
Report Received Date *	06/21/2018
Report Received Time *	01 22 PM
Report Method	In Person
Report Type *	OAAS Waiver
Report Made By *	Guglielmo, Barbara
Direct Service Provider ID *	12439 ... Clear Details
Direct Service Provider Name	A - ABSOLUTE HOME CARE PCA LLC
Incident Occurred *	06/06/2018
Incident Occurred Time *	02 00 PM
Incident Discovered *	06/13/2018
Incident Discovered Time *	01 02 PM
Location of Incident	
Description of Incident *	She fought with her daughter. 6971 characters remaining
Number of Days to Extend	30
Due Date	07/28/2018
Decision	
Disposition *	Extension Approved

   a. Disposition = Change to Extension Approved.
   b. Number of Days to Extend field will display. Enter 30 in the field.
6. Click File > Save Incident.



7. The new due date will display in the Due Date field.
8. Click File > Close Incident.

Switch Role to **OCDD Support Coordinator**

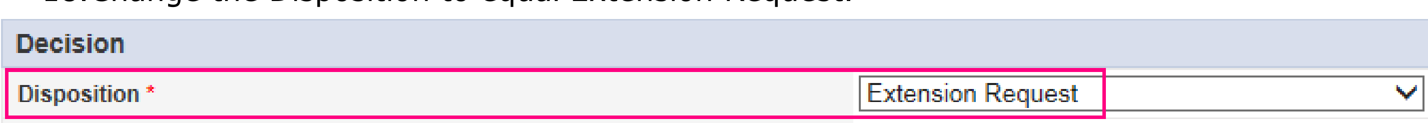
1. Navigate to the Incidents Chapter to monitor incidents whose Disposition = Extension Approved.

Grant Extension: Denial

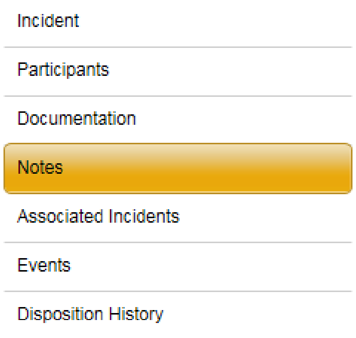
A situation may arise when a grant extension is made. The workflow is described below.

Switch Role to **LGE Medical Certification Specialist**

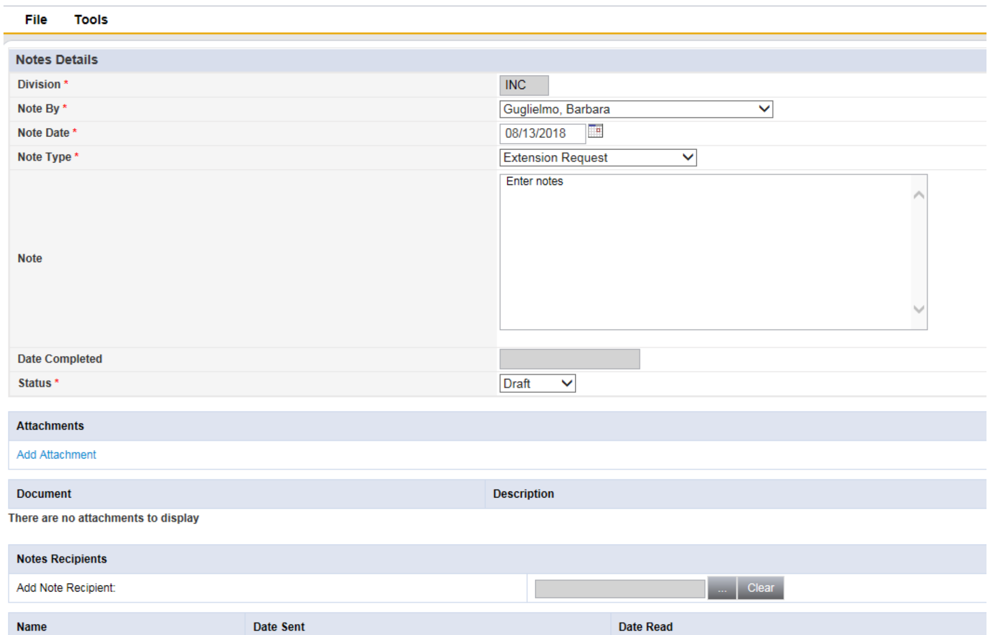
15. Click on the Incidents Chapter
16. Use the Advanced Search to locate the Incident record.
17. Open the Incident record and scroll to the Decision section.
18. Change the Disposition to equal Extension Request.



19. Click File > Save Incident.
20. Click on the Notes subpage.



21. Click File > Add Note.
22. The Note Details page will display.

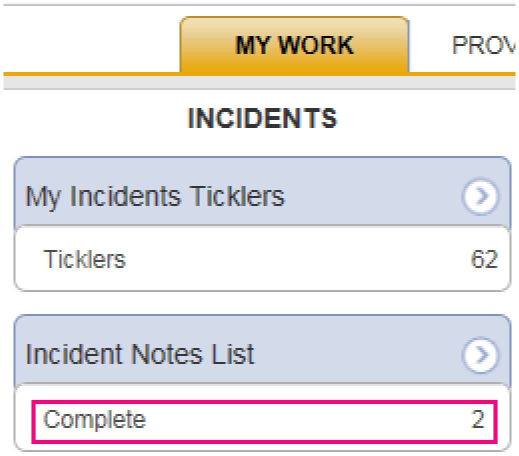


23. Select Extension Request as the Note Type.
24. Add the Waiver Manger as a Note Recipient.
25. Change Status from Pending to Complete.
26. Click File > Save and Close Note.
27. Click on Incidents subpage.
28. Click File > Save and Close Incident.

Review Grant Extension Request

Switch Role to **OCDD Waiver Manager**

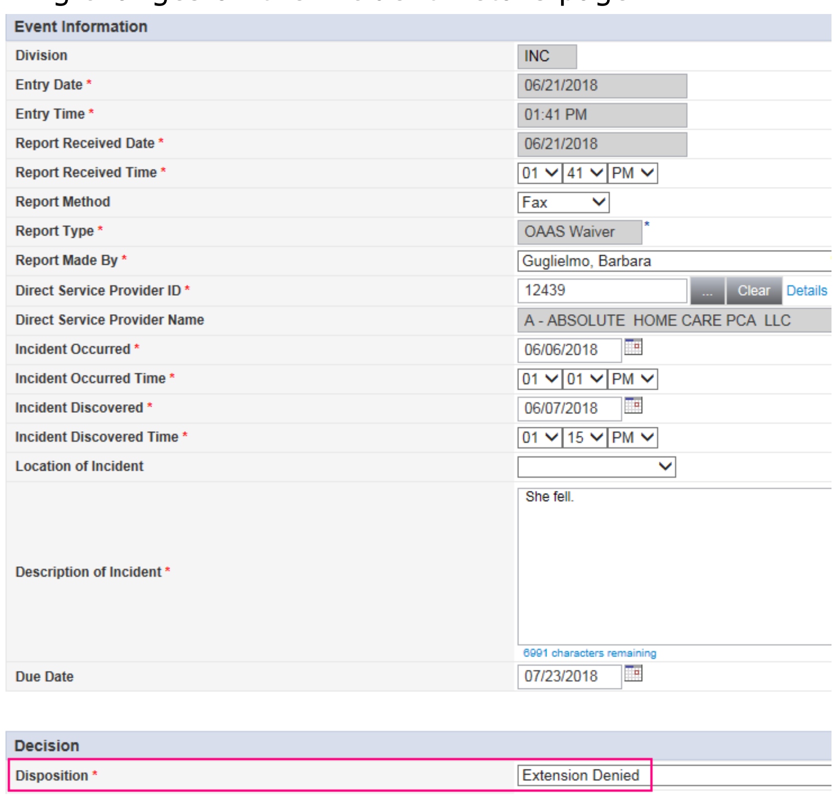
9. Monitor My Work and look for Note under Incident Notes List.



10. Click on the note in the list view grid and review notes written by staffer requesting the extension.

Note
Take note of Incident ID.

11. Click on the Incidents Chapter.
12. Search and open the Incident record.
13. Make the following changes on the Incident Details page:



    a. Disposition = Extension Denied

14. Click File > Save and Close Incident.

Switch Role to **OCDD Support Coordinator**

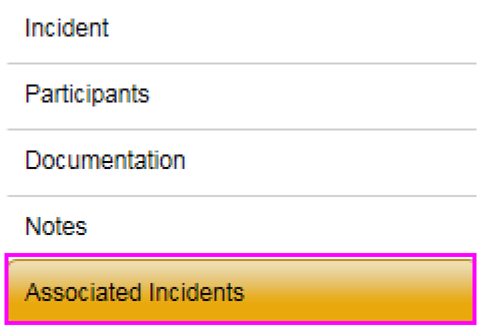
1. Navigate to the Incidents Chapter to monitor incidents whose Disposition = Extension Denied.

Associated Incidents

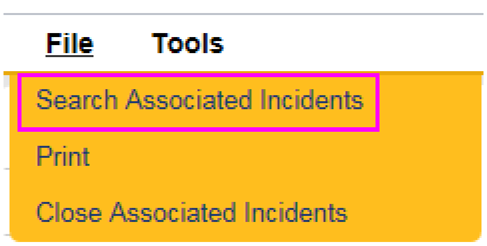
The Associated Incidents subpage provider users with the ability to conduct a search of other incidents to determine whether there are additional active Incidents pertaining to the same incident documented on the current Incident record.

Linking Associated Incidents

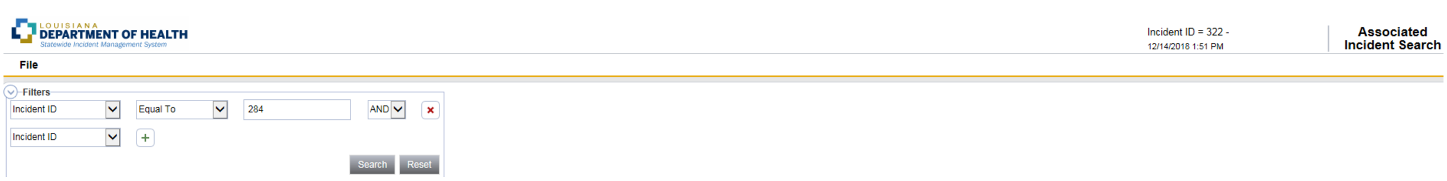
1. Click on the Incidents Chapter.
2. Search and Select Incident record.
3. Click on the Associated Incidents Subpage.



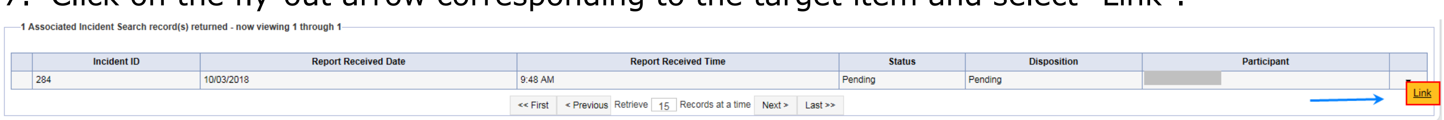
4. Click File > Search Associated Incidents.



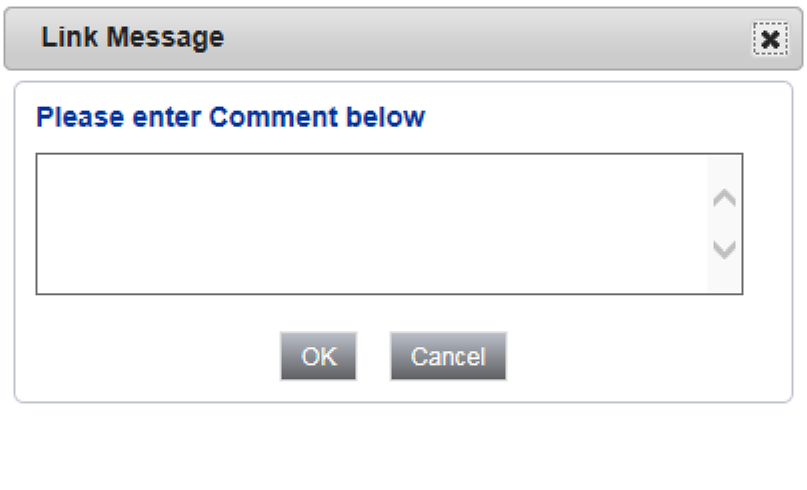
5. Enter search criteria in the Filter feature.



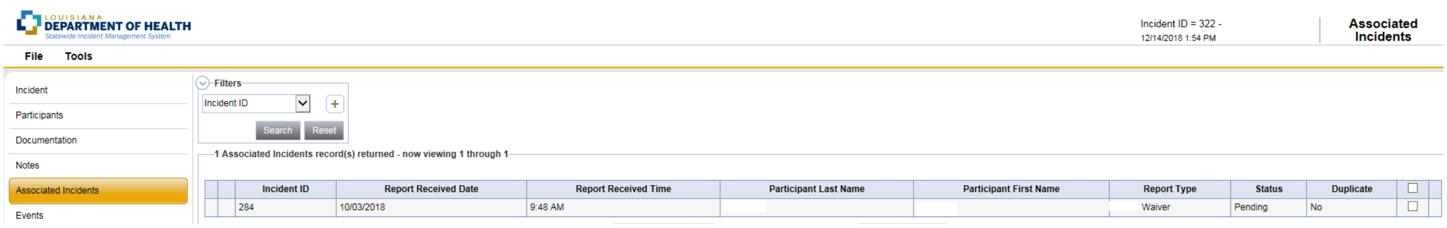
6. Click on the Search button to display a list of Incident records.
7. Click on the fly-out arrow corresponding to the target item and select "Link".



8. A comment window will appear to allow the user to justify linking the found incident to the one originally accessed. A comment is not required to link the record to the current Incident. If a comment is added, it will appear as a sticky note on the list view.

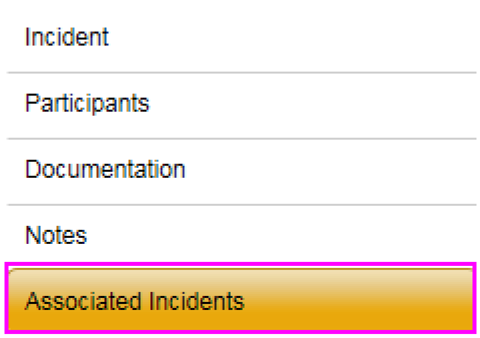


9. Click on the OK button when done.
10. The Link Successful message will display.
11. Click OK to clear the message and close the search window to navigate back to the Associated Incident subpage in the Incident record.

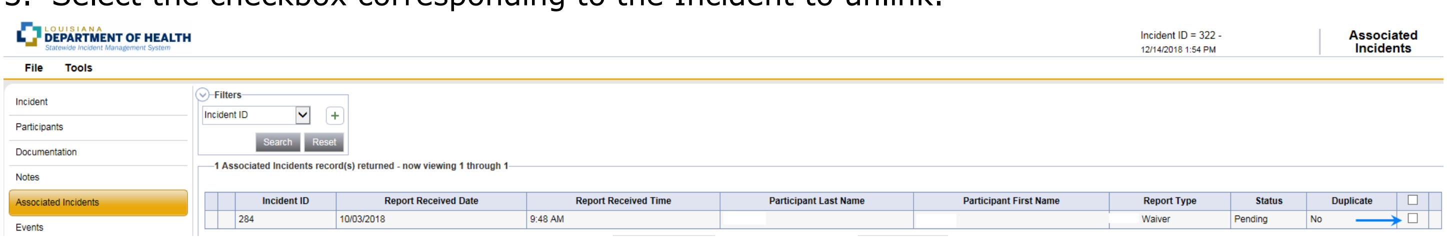


Unlinking Associated Incidents

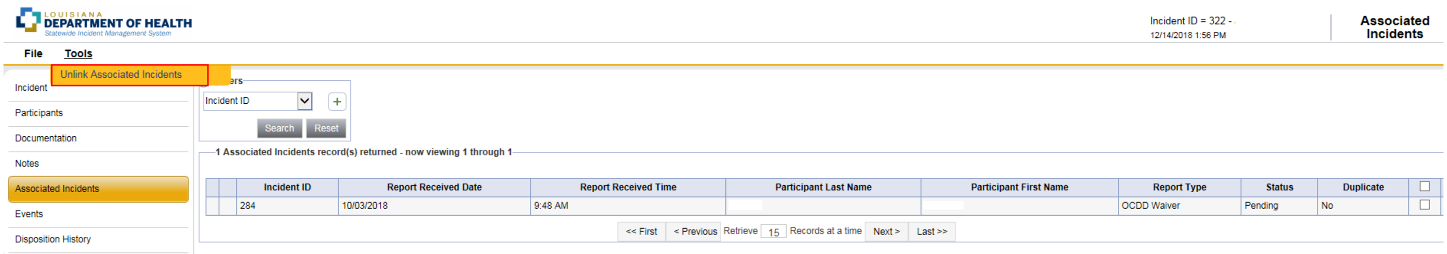
1. Access the Associated Incidents subpage.



2. Locate the Incident record that needs to be unlinked.
3. Select the checkbox corresponding to the Incident to unlink.



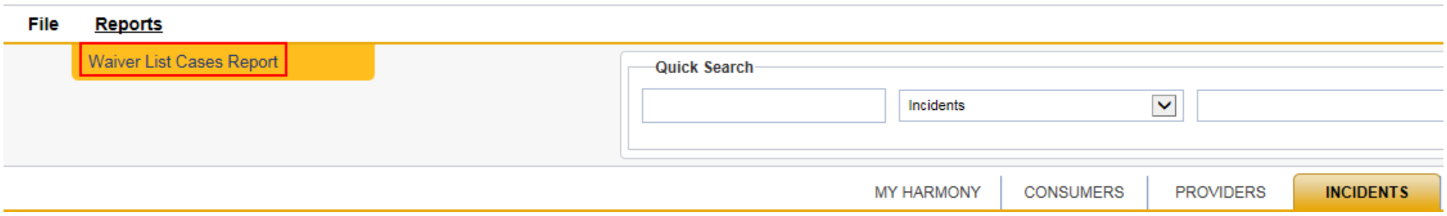
4. Select Unlink Associated Incident from the Tools menu.



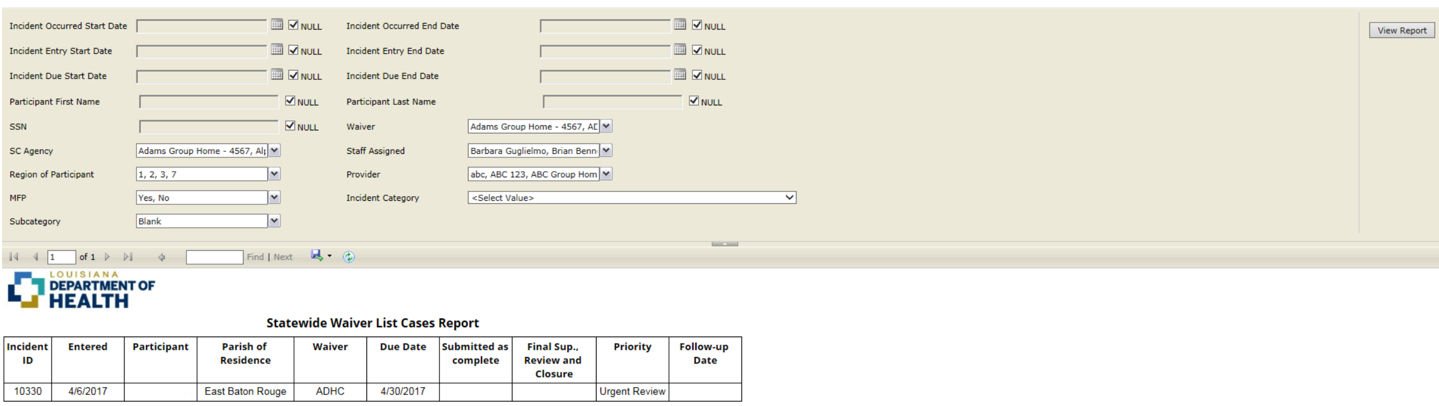
Reports

Waiver List Cases Report

12. Click on the Incidents Chapter.
13. Select Waiver List Cases Report from the Reports Menu.



14. Define your report parameters.



15. Click View Report to see report results.

Training Notes