

Healthcare Licensing and Surveys Electronic Incident Database User Guide

Updated 01/10/2018

This database is for the submission of required provider self-reported incidents. Faxed incident reports are no longer to be submitted. User will be provided a username and password by HLS. An access form must be submitted and the user must have an individual valid email to create an account. An access for to add or remove users can be found at:

<https://health.wyo.gov/aging/hls/healthcare-facility-incident-reporting/>

If you have questions regarding federal or state reporting requirements, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123. For technical questions, user access, password resets etc., please contact Jen Shirley or Tammy Schmitt at wdh-ohls@wyo.gov or 307-777-7123.

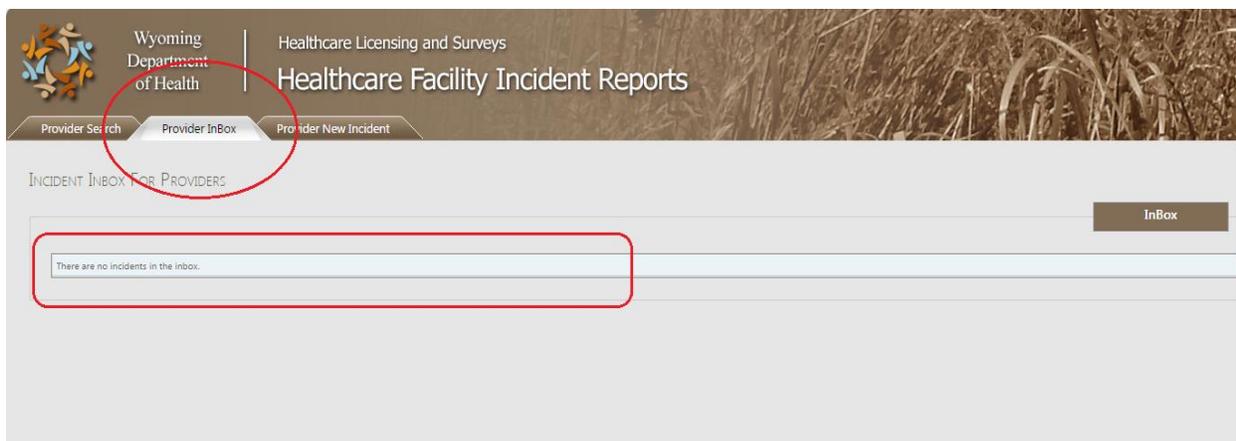
If it is weekend or after normal business hours and you are having connectivity issues, you can call the State Help Desk at 307-777-5000. They can only assist with guidance as far as if the system is down, etc. They cannot set up users, reset passwords, etc.

If any point you have attempted multiple times to access the database and do have connectivity issues, please send an email to Julia Van Dyke indicating such attempts with dates/times. This way she has a record of an attempted timely report.

Access to the application at: <https://ohlsincidents.health.wyo.gov>

Provider In Box:

The default tab on login is the Provider In Box. The Provider Inbox will display all of the incidents that are started but not submitted as well as any incidents that have been rejected by HLS staff.



Provider Search:

The Provider Search tab allows providers to search for an incident. It will search only for new unsubmitted, incidents filed as completed by HLS or rejected incidents. When an incident has been submitted it is considered in pending with HLS until they sign off completed. As such, those are not searchable by the provider until marked completed. The user can only view incidents for the specific provider(s) that they have been given access to.

The screenshot shows the 'Provider Search' tab selected. The search form includes the following fields: Username (jjordanvss), Facility (Life Care Center of Cheyenne), Incident Id, Client Involved First Name, Client Involved Last Name, Date of Incident Occurred, and a 'Search For Incidents' button. A message box at the bottom states 'There are no incidents Found'.

Provider New Incident:

On this tab, the provider will start a new incident. Basic information is needed to create a new incident. This information is used to peek ahead to search for duplicate records. You must enter either:

No Person Involved or Person Unknown and Incident Date

Or

First Name, Last Name and Incident date

The screenshot shows the 'Provider New Incident' tab selected. The form includes the following fields: Username (jjordanvss), Facility (Sierra Hills Assisted Living Community), a checkbox for 'No Person Involved or Person Unknown', Client Involved First Name, Client Involved Last Name, Date of Incident Occurred, and a 'Create Incident' button. The top right corner shows user options: Change Password, Add to Bookmarks, and Logout.

Incident data entry.

Once an incident is started the user will be on the Current incident page. Once in the incident the user has access to three sub tabs: Incident, Notes and Uploads.

Incident:

This is the page where the provider will enter the incident data. There is an upper section where they will enter data about the facility (some data will be pre-populated), victim's and perpetrator's. The lower section is for text describing the incident.

Upper section:

Wyoming Department of Health
Healthcare Licensing and Surveys
Healthcare Facility Incident Reports

Incident Report Number (assigned by HLS) 2017 001

WYOMING DEPARTMENT OF HEALTH - ASBIS DIVISION
HEALTHCARE LICENSING AND SURVEYS (HLS)
FACILITY INCIDENT REPORT FORM

Date Initial Report was sent to HLS by the facility (this will be filled on continuing reports): [N/A]

What are the types of this incident?

Incident Type: [New] Other: []

Report Status: [New]

Facility Information

Facility Name: [Life Care Center of Cheyenne]
Facility Type: [Nursing Home]
Facility Address: [1100 Prairie Avenue]
Facility City / State: [Cheyenne]
Facility Telephone: [No Phone Number]

Facility Contact Person

Name: []
Title: []
E-mail: []

Who has the facility contacted?

Board of Nursing
 Department of Family Services
 Board of Pharmacy
 Board of Medicine
 Ombudsman
 Resident's Family
 Resident's Physician
 Local Police Department
 Medicaid Fraud / Abuse Unit
 Other: []

Victim Involvement (Resident, Client, Patient, Staff)

First Name: []
Last Name: []
Person Type: []
If Staff: Title: []
[Add Victim]

Involved Victims

No victims have been associated with this incident.

Perpetrator

First Name: []
Last Name: []
Staff Title: []
Perpetrator Type: []
[Add Perpetrator]

Involved Perpetrator

No staff have been associated with this incident.

Alleged Incident Occurred

Date Occurred: [03/02/2017]
Time Occurred: []

Lower section

Brief description of event and immediate action to prevent future occurrence (include actions taken to protect all residents/clients if appropriate): MANDATORY FIELD for initial report (Boxes 1 and 3)

Summary of investigative findings: MANDATORY FIELD for investigative findings and conclusion

Conclusion and long term corrective action plan: MANDATORY FIELD for investigative findings and conclusion

Continue As Initial Report | Continue as Initial, Investigative Findings and Conclusion

IMPORTANT

If the alleged perpetrator of this incident is a CHL and the incident occurred in a nursing home or long term care, and the nature of the incident is Resident Abuse, Resident Neglect, or Misappropriation of Resident Property, submit a form HLS/CMA-109 (Checklist for Reporting and Investigating Allegations of Abuse, Neglect, or Misappropriation of Resident Property report form). The form is available on the HLS website: <http://www.health.wyo.gov/ohs/CMA109>

Verify Input | Save Input | Delete Incident

In the upper section the provider will add victim's and perpetrator's. The user can add multiple victims with different titles. This is done by filling in the victim's information and clicking the add button. The perpetrator's section works in the same way.

Victim Involvement (Resident, Client, Patient, Staff):

First Name: james
 Last Name: doe
 Person Type: Patient
 If Staff: Title:

Involved Victims

Delete	Title	First Name	Last Name	CreateUserName	CreateDate	ModifyUserName	ModifyDate	Person Type
<input type="button" value="Delete"/>		John	doe	jjordanvss	3/2/2017 7:36:58 AM	jjordanvss	3/2/2017 7:36:58 AM	Relative

Notes:

This is where confidential messages can be sent back and forth with HLS. If HLS rejects an incident there will be a note entry with details. Please use this as a message communication tool with HLS and DO NOT send regular email messages.

Wyoming Department of Health | Healthcare Licensing and Surveys | Username: jjordanvss | Change Password | Add to Bookmarks | Logout

Healthcare Facility Incident Reports

Provider Search | Provider InBox | Provider New Incident

Incident | Note | Upload

Description	CreateUserName	CreateDate
HLS requests that you please attach the police report.	jjordanvss	6/26/2017

Uploads:

This is where you can upload a PDF document (**pdf only**) to attach it to the incident. For example: CNA-105 forms, police report, etc.

The screenshot shows the 'Healthcare Facility Incident Reports' interface. At the top, there is a header with the Wyoming Department of Health logo and navigation links for 'Provider Search', 'Provider InBox', and 'Provider New Incident'. The main content area is titled 'NEW INCIDENT' and features an 'Upload Incident' button. Below this, there is a 'Title:' input field and a file selection area with a 'Choose File' button and a 'Submit' button. A message indicates 'No file chosen'. Below the file selection area, there is an 'Available Documents' section with a 'View Document' button and a link for 'Police Report'.

Back at the main new incident page you will find at the bottom of the page are buttons to move the record forward in the workflow as well as saving the record. When moving the record forward, access will be restricted, think before you submit.

The screenshot shows the bottom portion of the incident report form. A large text area is labeled 'Conclusion and long-term corrective action plan: MANDATORY FIELD for investigative findings and conclusion'. Below this text area, there are two buttons: 'Continue As Initial Report' and 'Continue as Initial, Investigative Findings and Conclusion'. To the right of these buttons is an 'IMPORTANT' banner. Below the banner, there is a note: 'If the alleged perpetrator of this incident is a CNA; and the incident occurred in a nursing home or swing-bed; and the nature of the incident is Resident Abuse, Resident Neglect, or Mis Allegations of Abuse, Neglect, or Misappropriation of Resident Property report form). The form is available on the HLS website: <http://www.health.wyo.gov/ohls/CNA.html>'. At the bottom of the form, there are three buttons: 'Verify Input', 'Save Input', and 'Delete Incident'.

Continue As Initial Report --- this is when you need to just report the incident (you have not completed your investigation yet.)

Continue as Initial, Investigation Findings and Conclusions --- this is when you have now completed your investigation and have the details of the investigation and outcome. Or this would be when you were able to quickly complete the investigation and are first reporting and already have the investigation completed (you would skip the Continue As Initial Report phase).

The three buttons at the very bottom are for when you are working on a new incident but DO NOT want to submit it yet. (For example, you are in the middle of incident and need to go attend a meeting before finishing and submitting.)

Verify Input --- this will save the data in draft but also verify that you have completed all necessary fields.

Save Input --- this will save the data in draft.

Delete Incident --- this will allow you to delete a new incident you started, but have not submitted. Once submitted it can only be deleted by HLS.

As a reminder on the various status of an incident:

INBOX

Initial Facility has submitted an “Initial Report” incident **or** resubmitted after being previously rejected by HLS.

Pending “Initial, Investigation Findings and Conclusion Report” has been submitted to HLS **or** resubmitted after being previously rejected by HLS **and** HLS is still reviewing the resubmitted report. **Provider cannot edit in this status.**

SEARCHING

New Facility has started an incident but has not submitted it yet.

Initial Same as above

Pending Same as above

Complete HLS has finalized review and incident is complete and closed. **Provider cannot edit in this stage.**