

Healthcare Licensing and Surveys Electronic Incident Database

User Guide

(Updated 08/03/2021)

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 Healthcare Licensing and Surveys (HLS). An access form must be submitted and the user **must have an individual valid email** to create an account. An access form to add or remove users can be found at: <https://health.wyo.gov/aging/hls/healthcare-facility-incident-reporting/>. Remember to delete users after they leave your employment so that they cannot still access the system.

If you have questions regarding federal or state reporting requirements, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123. Never send PHI via email unless you use a secure email service. For technical questions, user access, password resets etc., please send an email to wdh-ohls@wyo.gov or call 307-777-7123.

If any point you have attempted multiple times to access the database and 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 and can provide you further direction.

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

A few login tips:

User passwords expire every 40 days. You are not sent a reminder notice of expiration. We recommend that users just routinely change it on a specific date each month.

It is helpful to clear your browser cache/history after changing your password. HLS can also have the system send you a new secure email with a temporary password if needed.

HLS can unlock your account if you get locked out for too many failed login attempts. If you answered your security questions when first enrolled, you can unlock and reset your password yourself.

Provider InBox

The default tab on login is the Provider InBox. The Provider InBox will display all of the incidents that are started but not submitted and incidents that have been rejected by HLS (you need to add more information, etc.-see Notes section below). You can only see incidents for the provider in which you have approved access for.

The screenshot shows the 'Provider InBox' interface for the Wyoming Department of Health's Healthcare Facility Incident Reports. The page title is 'Healthcare Facility Incident Reports' and the sub-header is 'INCIDENT INBOX FOR PROVIDERS'. The table below lists several incident reports:

Edit Incident	Preview	is Rejected	Report ID	Days Opened	Incident Occur Date	Incident Status	Facility	Created By	Last Modified By
Edit	Preview		2019-207	763	2/20/2019	Initial Report		jordanvss	jordanvss
Edit	Preview		2019-208	775	2/18/2019	New		jordanvss	jordan
Edit	Preview		2019-311	665	6/10/2019	Initial Report		jordanvss	jordanvss
Edit	Preview		2019-313	665	6/3/2019	Initial Report	Cs	jordanvss	jordanvss
Edit	Preview		2018-1140	1138	2/3/2018	New			jordanvss
Edit	Preview		2018-1493	1134	3/8/2018	New			julia.vandyke
Edit	Preview		2018-1531	1119	3/12/2018	New		julia.vandyke	julia.vandyke
Edit	Preview		2018-1532	1119	3/13/2018	New		julia.vandyke	julia.vandyke
Edit	Preview		2018-1678	1102	3/31/2018	Initial Report			julia.vandyke

Provider Search

The Provider Search tab allows providers to search for an incident. It will search for only new unsubmitted reports, rejected incidents or any finalized reports that are marked as completed by HLS. When a provider submits an incident it is considered to be in “pending” and under HLS review until it is signed off as completed by HLS. As such, those are not searchable by the provider.

Users can search/view incidents for the specific provider(s) they have been given approved access for, regardless as to what individual submitted the report; in other words, any report submitted for that provider.

The screenshot displays the 'Healthcare Facility Incident Reports' search page. The search form includes the following fields:

- Incident ID:
- Client Involved First Name:
- Client Involved Last Name:
- Date of Incident Occurred:
- Report ID:
- Search For Incidents:

The table below lists the search results:

Edit Incident	Preview	Report Id	Days Opened	Incident Occur Date	Incident Status	Facility	Created By	Last Modified By
	<input type="button" value="Preview"/>	2017-385	1319	8/26/2017	Completed			
	<input type="button" value="Preview"/>	2018-1728	1097	4/5/2018	Pending			
	<input type="button" value="Preview"/>	2018-1532	1115	3/13/2018	New	MT	julavandyke	julavandyke
	<input type="button" value="Preview"/>	2018-1317	1139	2/21/2018	Completed			
	<input type="button" value="Preview"/>	2018-1140	1158	2/3/2018	New			jordanvns
	<input type="button" value="Preview"/>	2018-208	1166	10/21/2017	Completed			julavandyke
	<input type="button" value="Preview"/>	2018-1531	1119	3/12/2018	New		julavandyke	julavandyke
	<input type="button" value="Preview"/>	2018-632	1212	12/11/2017	Completed			
	<input type="button" value="Preview"/>	2018-077	1272	10/6/2017	Completed			julavandyke

Provider New Incident

This is the tab a provider will start a new incident from. Basic information is needed to create a new incident. This information is used to search the database for a similar report with the same basic information and ensure there are not duplicate records. You must enter:

No Person Involved or Person Unknown and Incident Date

Or

First Name, Last Name and Incident date

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

Username: jordanvsa Changing Password Add to Bookmarks Logout

Provider Search Provider Index **Provider New Incident**

Username: jordanvsa

Facility: [dropdown]

No Person Involved or Person Unknown

Client Involved First Name: [text box]

Client Involved Last Name: [text box]

Date of Incident Occured: [text box]

Create Incident

Incident Data Entry

Once an incident is officially created, the user will be moved to the Current Incident page. Here the user has access to three sub-tabs: Incident, Notes and Uploads.

Incident Tab

This is the page where the user will enter the incident details. There is an upper section where data is entered about the facility (some data will be pre-populated), victim(s) and perpetrator(s) information, etc. Multiple victims and perpetrators can be added by clicking the “add” button in each section as appropriate. The lower section is for text describing the incident.

The screenshot shows a web browser displaying the 'Current Incident' page for a 'Facility Incident Report Form'. The page title is 'WYOMING DEPARTMENT OF HEALTH - AGING DIVISION HEALTHCARE LICENSING AND SURVEYS (HLS) FACILITY INCIDENT REPORT FORM'. A session expiration warning at the top reads 'Session Expires in 19:55'. The form is divided into several sections: 'What was the type of this incident?', 'Victim Information', 'Facility Information', 'Who has the facility control?', 'Perpetrator', 'Alleged incident occurred', and a text entry section for 'Brief description of event and immediate action'. Handwritten annotations in red and black ink provide instructions: 'After this time frame you are logged out automatically. Remember to save!' points to the session expiration warning; 'You can print report' points to a printer icon; 'These fields will be populated automatically.' points to the facility information fields; 'This is the assigned # for the incident.' points to the incident ID '4001'; 'These fields will populate based on info you enter on first screen.' points to the victim and perpetrator fields; and 'see instructions' points to the 'Continue As Initial Report' button. At the bottom, there are buttons for 'Verify Input', 'Save Input', and 'Delete Incident'.

After this time frame you are logged out automatically. Remember to save!

You can print report

Session Expires in 19:55

This is the assigned # for the incident.

These fields will be populated automatically.

These fields will populate based on info you enter on first screen.

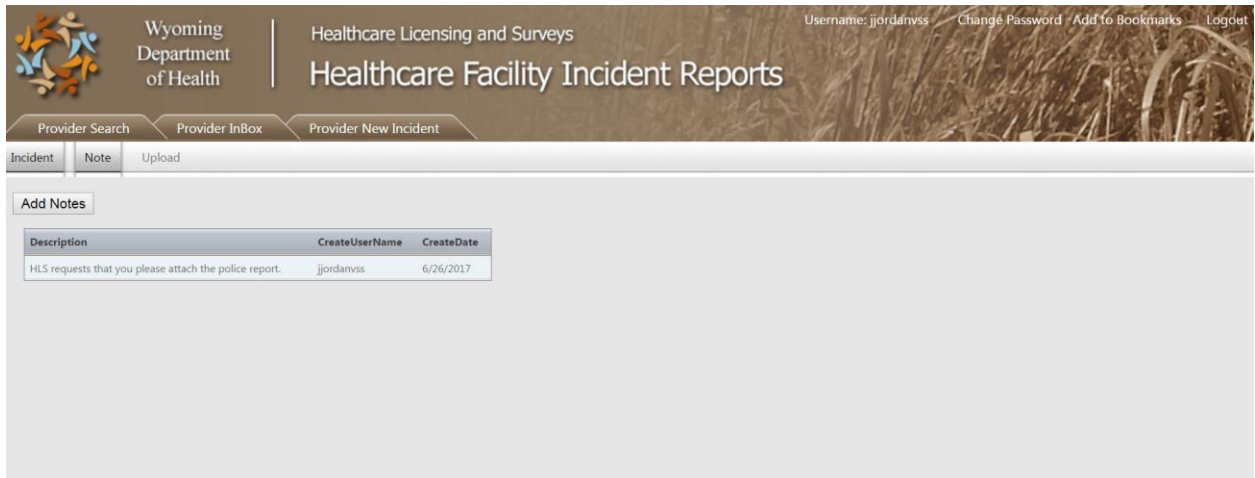
see instructions

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

Verify Input | Save Input | Delete Incident

Notes Tab

This is where confidential messages can be sent back and forth with HLS. If HLS rejects an incident there should be an entry in this section with details about the rejection and what is needed. Please use this as a message communication tool with HLS and DO NOT send regular email messages.



The screenshot displays the user interface for the Wyoming Department of Health's Healthcare Licensing and Surveys (HLS) system. The page title is "Healthcare Facility Incident Reports". The user is logged in as "jordanvss". The interface includes navigation tabs for "Provider Search", "Provider InBox", and "Provider New Incident". The "Notes" tab is active, showing a table of incident notes. The table has three columns: "Description", "CreateUserName", and "CreateDate". One note is visible, stating "HLS requests that you please attach the police report." created by "jjordanvss" on "6/26/2017".

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

Upload Tab

This is where documents can be upload as a PDF document (**pdf only**) to attach it to the incident. If it doesn't upload properly, it most likely is too large of a document and will need to be submitted in batches. (Size limit: 300 mb) [Document example: CNA-105 forms, police report, etc.]

The screenshot shows the 'Healthcare Facility Incident Reports' page. At the top, there is a navigation bar with the Wyoming Department of Health logo, the text 'Healthcare Licensing and Surveys', and the page title 'Healthcare Facility Incident Reports'. User information 'Username: jordanvss' and links for 'Change Password', 'Add to Bookmarks', and 'Logout' are visible. Below the navigation bar are tabs for 'Provider Search', 'Provider InBox', and 'Provider New Incident'. The main content area has a sub-navigation bar with 'Incident', 'Note', and 'Upload' tabs. The 'Upload Incident' section contains a 'Title:' text box, a 'Choose File' button, and a 'Submit' button. Below this is an 'Available Documents' section with a 'View Document' button and a link for 'Police Report'.

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

Healthcare Facility Incident Reports

Provider Search | Provider InBox | Provider New Incident

Incident | Note | Upload

JLOAD

NEW INCIDENT

Upload Incident

Title:

Upload Incident(300 mb limit,pdf/jpeg only): No file chosen

Available Documents

View Document

[Police Report](#)

Submission

There are various stages for submission. Once all tabs are completed, go back at the main Incident Tab page. 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, so ensure the proper selection is made. A summary is below.

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 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>

Verify Input | Save Input | Delete Incident

Continue As Initial Report: This is when you need to just report the incident occurred to HLS to meet timeline requirements, etc. (you have not completed your investigation yet.)

Continue as Initial, Investigation Findings and Conclusions: This is when you have reached the point where you have completed your investigation, included the details of the investigation and outcome. There could be a situation where you could use this step instead of “Continue as Initial Report”; for instance if you were able to quickly complete the investigation and are reporting for the first time but already have the investigation completed (so 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. You would use this if you submitted as Continue as Initial and want to add more information into the system as you go through your investigation but are not yet ready to submit as finalized. You can add data and just save it without submitting.

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.

INCIDENT STATUS INFORMATION

INBOX

- New** This is a new incident created and not submitted yet.
OR
An Initial Report or Initial, Investigation Findings and Conclusion Report that has been rejected by HLS and sent back to provider.
- Initial** Initial Report has been submitted to HLS, but not an Initial, Investigation Findings and Conclusion Report.
During this time you **can** add/change information and etc. and you will need to select Save Input at the very bottom of the screen.
HLS will see these addition/changes as you make them, until such time you submit as Initial, Investigation Findings and Conclusion Report.
Note --- if you have submitted an Initial Report and have some data gathered on your investigation you would like to at least get entered, but you have NOT completed your investigation, etc. yet, then enter the data into the Initial Report and use the Save Input button as mentioned above.
Do not submit as Initial, Investigation Findings and Conclusion Report until you have the entire investigation and conclusions completed.

SEARCHING

- New** Same as inbox information above
- Initials** Same as inbox information above
- Pending** Initial, Investigation Findings and Conclusion Report has been submitted to HLS and HLS is still reviewing. **Provider cannot edit in this status.**
- Complete** HLS has finalized review and incident is complete and closed. **Provider cannot edit in this status.**

In all of the status types listed above, HLS can always see what has been entered at any time.

If you need to have a report rolled back to you at any point, please contact Julia Van Dyke at julia.vandyke@wyo.gov or 307-777-7123.

Again, an access form to add or remove users can be found at:
<https://health.wyo.gov/aging/hls/healthcare-facility-incident-reporting/>

Remember to delete users after they leave your employment so that they cannot still access the system.

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