

### Healthcare Licensing and Surveys

### **New Incident Tracking System**

HLS has created an updated incident tracking system for the submission of required provider self-reported incidents. Existing active users will receive an email from the system asking them to register/authenticate themselves as a user and to create a new password. For any new user to be added, an access form must be submitted and the user **must have an individual valid email** to create an account. This new system will not work unless the user has their own email address. Also remember to delete users after they leave your employment so that they cannot still access the system. The form can be found at:

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

If you have questions regarding federal or state reporting requirements, technical issues, etc. please contact our office at <u>wdh-ohls@wyo.gov</u> or call 307-777-7123. Never send PHI via email unless you use a secure email service.

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

New User Registration Process

AFTER we received your access request form, there is a two-step process to complete your registration.

1) You will receive a registration email (sample below). Please check your spam. You must complete your registration. Password must be 13 characters long, contact an upper case, lower case, number and symbol.

SAMPLE REGISTRATION EMAIL

*From: <<u>noreply@wyo.gov</u>>* Date: Wed, May 1, 2024 at 12:39 PM Subject: New Account Creation To: <YOUR EMAIL IS LISTED HERE>

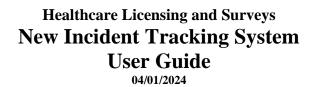
You have been authorized to complete your registration using the email address 'YOUR EMAIL IS LISTED HERE' and begin use of the Wyoming Department of Health Healthcare Facility Incident Reporting System. If you already have an account with the Wyoming Identity System you can log in now. Otherwise, click HERE to complete your registration!

2) After you register you will get a confirmation email (sample below). Again, check your spam. You must complete the confirmation. Please read the message carefully and click the proper link, otherwise you disable your account.

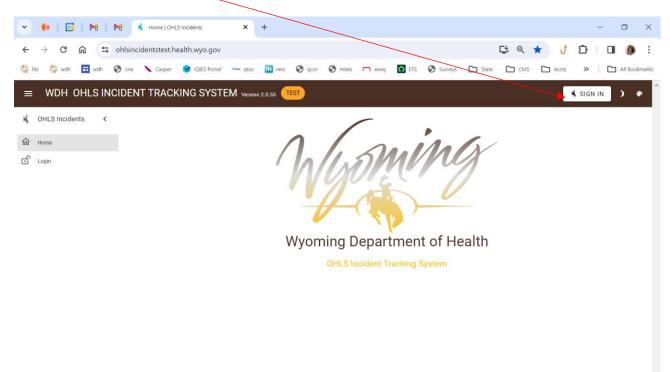
SAMPLE CONFIRMATION EMAIL

From: WDH OHLS Incidents <<u>ets-shell-project@wyo.gov</u>> Date: Wed, May 15, 2024 at 9:18 AM Subject: Confirm Your Email To: <YOUR EMAIL IS LISTED HERE>

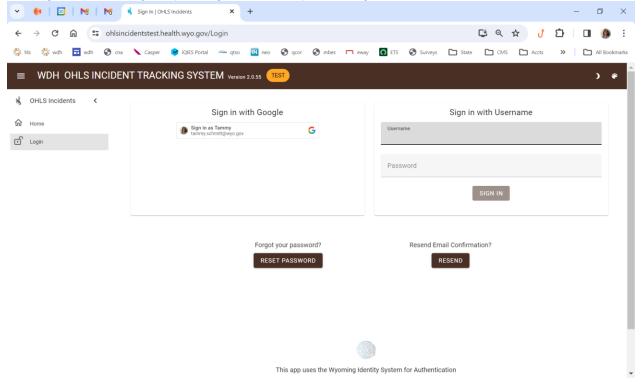
A user account in WDH OHLS Incidents has been created with this email, **confirm your email by clicking this: link** If you have received this message in error, please click here Please be aware this link will not remain active for a long period of time.



This is what the new incident reporting home page for login will look like. (Except it won't say TEST at the top.) Click Sign In in the top right.



Once you click Sign In this login screen appears. Enter you Username and Password and click Sign In, or you can sign in with Google if you registered with your Google account.



By default, it takes you to your Inbox. You can go to any link on the left. Let's go to New Incident.

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	$\sim$	2021-0273	11/11/2020 12:00 AM	11/11/2020 02:00 PM	Saratoga Care Center	Physical Abuse	Investigation Submitted
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Once you click new incident, the basic info screen populates. If you have access for only one facility it will appear in the facility line automatically. If you have more than one, you select your specific provider from the dropdown button. You then must populate the remaining fields at the top.

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	Saratoga Care Center	Physical Abuse	2023-0775	01/16/2023 12:00 AM	01/16/2023 12:00 PM	Completed
	Saratoga Care Center	Physical Abuse	2023-0762	01/13/2023 12:00 AM	01/13/2023 02:00 PM	Completed
	Saratoga Care Center	Physical Abuse	2023-0754	01/12/2023 12:00 AM	01/12/2023 12:00 AM	Completed
	Saratoga Care Center	Other	2023-0742	01/12/2023 12:00 AM	01/11/2023 01:01 PM	Completed
	Saratoga Care Center	Verbal Abuse	2023-0635	12/28/2022 12:00 AM	12/23/2022 07:30 AM	Completed
	Center Saratoga Care	Injuries of Unknown Source	2022-2646	08/18/2022 12:00 AM	08/16/2022 10:07 AM	Completed

Fill in all the information at the top. The system will automatically look to see if there is another incident already in the database that is a match to the information you have entered. This is just in case someone else has entered the incident without your knowledge and we don't have duplicate reports. If there was a match it will appear in the list below. You can use the small carrot (>) to the right to get a quick review of any one and determine if you wish to move forward and save the one you created or not.

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	Saratoga Care Center	Verbal Abuse	2024-0001 12	2/20/2023 07:47 AM	12/05/2023 09:15 AM	Initial Report
	Victims: john doe Perpetrators: Fred Flintstone					
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Once the incident is created, the incident number will be in the right of the intake box (2024-0001) you will see a list across the top that, referred to the stepper. The stepper walks you through all the steps in the initial report process. The first step is Incident/Information.

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Incident Information – The first thing is to select the incident type. The drop down gives you a selection of the types of incidents required to be reported based on your facility type.

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After you select incident type, then you fill in who will be the facility contact person that our office would reach out to if we had additional questions. You can click SAVE and it will take you to the next step OR just click the next item in the stepper.

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Victims – Select the "+" on the right side to add any victims. The person initial entered when the incident was created will automatically populate in the system as the victim, but more can be added if need be. (The "+" is a common theme through out the form.)

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Perpetrator - Again select the "+" to add a perpetrator (OR NA). Enter the required information. If the perpetrator is a CNA, you must check the Is CNA box. This will populate two additional sets of information needed and will be required to be entered.

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### Timeline – Enter the information as required.

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Reporter/Reportee – Enter the Reporter (who made the report) and the Reportee (who it was reported to).

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Steps Taken – Enter the information as required. There will be Question Helper buttons on various steps. If you click the ? in on the right, it will open the box with additional information or guidance. We haven't entered any of this information yet.

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	What did the facility do to protect residents.
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Serious Injury – Indicate the information as appropriate or select No or NA as appropriate.

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Any Injury - Indicate the information as appropriate or select No or NA as appropriate.

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Behaviour Changes - Indicate the information as appropriate or select No or NA as appropriate.

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	Question Helper
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	Have their been changes to resident/client/patient behaviour to indicate something different from their normal baseline such as crying, expressions or displays of fear, cowering, anger, withdrawal, difficulty sleeping, vomiting/diarrhea, somnolence, etc.
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Witnesses - Indicate the information as appropriate or select No Witness.

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Law Enforcement – Please enter information as needed.

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Other Contacts – You must click the "+" and enter information as required. If it is none, you must still click the "+" to select the none option.

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Once the last step is entered, Other Contacts, it will take to to Review & Submit. Any required step that was missed or not completed will appear red. You can not proceed until that step is completed. You can directly click on that step in the stepper that is incomplete to get to it.

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Location – So this was a step that was missed in this case. Enter the information and then advance through the stepper (click each step at the top) until you get to the Review & Submit step.

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Review & Submit – Now all steps are checked off as complete. Click Initial Submit at the bottom left.

Initial Submit – Once you have click Initial Submit you will get a prompt with two options. If you are only wanting to report the initial report at this time, select TO INBOX. If you want to continue on with the investigation portion, select CONTINUE TO INVESTIGATION FORM.

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If you select CONTINUE TO INVESTIGATION FORM it will take you to the investigation phase of the stepper. If you go to your InBox and then later are ready to enter the investigation, just find the incident number in your InBox and open it. It will take you to the investigation phase. You can go back and see the initial report info by clicking the button.

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In each section you select the "+" sign to the left to add an entry. Fill out the sections as appropriate. If you have more than one person in each interview section, select the "+" to keep adding individuals.

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Select an appropriate conclusion and enter your summary regarding the conclusion.

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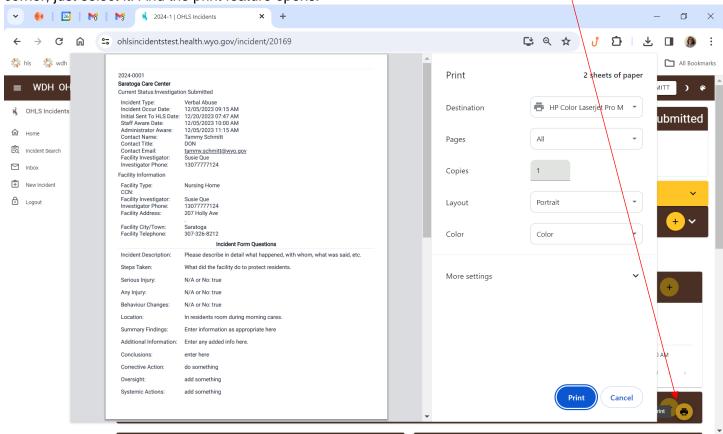
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If you are in the middle of the investigation report and need to see something that was submitted on the initial report there is a little button just above the stepper on the right that reads "incident report", if you click that buttom the print feature opens and a display box opens so you can view the info. If you scroll down there is a print reort button if you want a print out.

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At any point you can see messages from HLS to you in the Messages box at the bottom of the pages. We no longer "reject" an incident, but we will come back and ask for additional information, so you need to check messages. Your inbox will tell you if there are unread messages.

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Incident Search – you can search by any of the 4 column headings. You will only see incident reports for the facilities you as a user have access to see. Also, once your search criteria have populated results you can sort by any of the heading fields by clicking the up or down arrow next to the column heading. You can click the full arrow to open the incident or the carrot (>) just to preview the basic info about the incident. \

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	$\sim$	Saratoga Care Center	Neglect	2024-0004	02/25/2024 04:29 PM	02/22/2024 09:00 AM	Initial Report
	$ \rightarrow $	Saratoga Care Center	Misappropriation of Res Property	2020-0210	10/30/2019 12:00 AM	10/10/2019 12:00 AM	Completed
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