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 wdh-ohls@wyo.gov or call 307-777-7123. Never send PHI via email unless you use a secure email service

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

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.
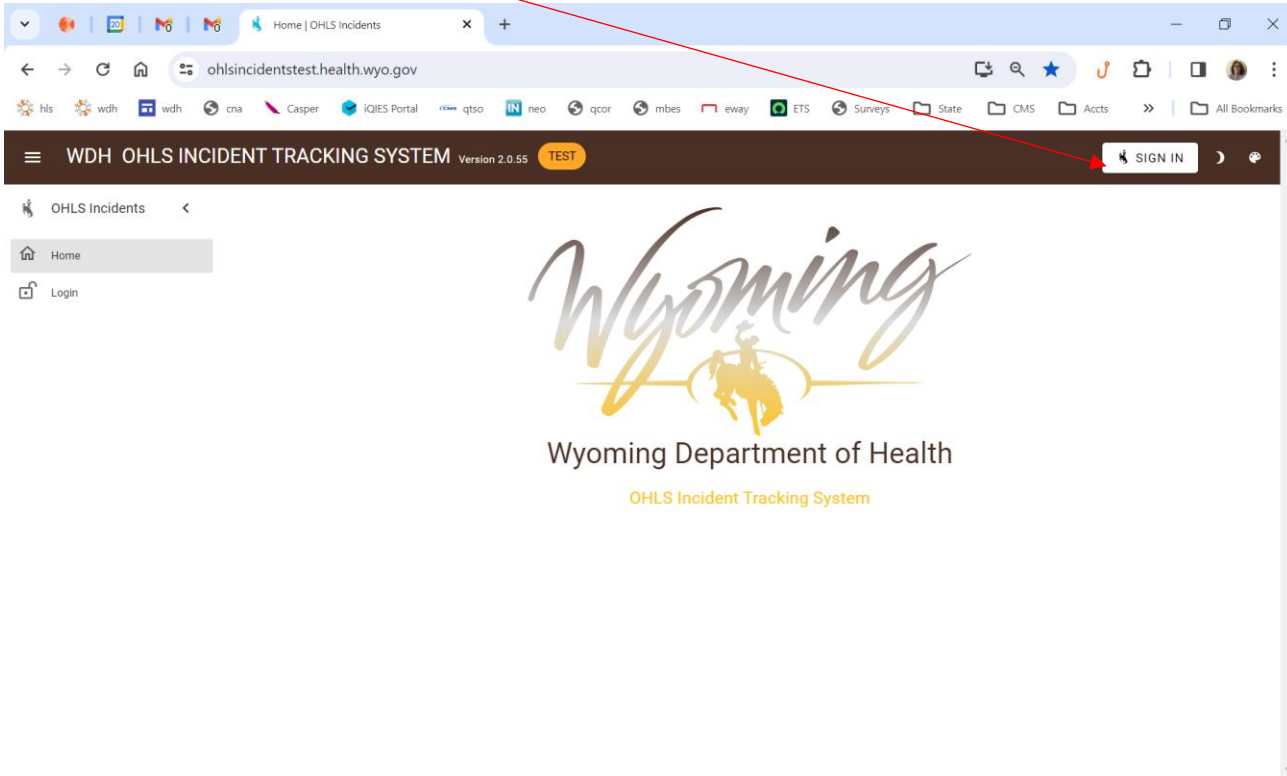
Once you click Sign In this login screen appears. Enter you Username and Password and click Sign In, or you can sign in with Google if you registered with your Google account.
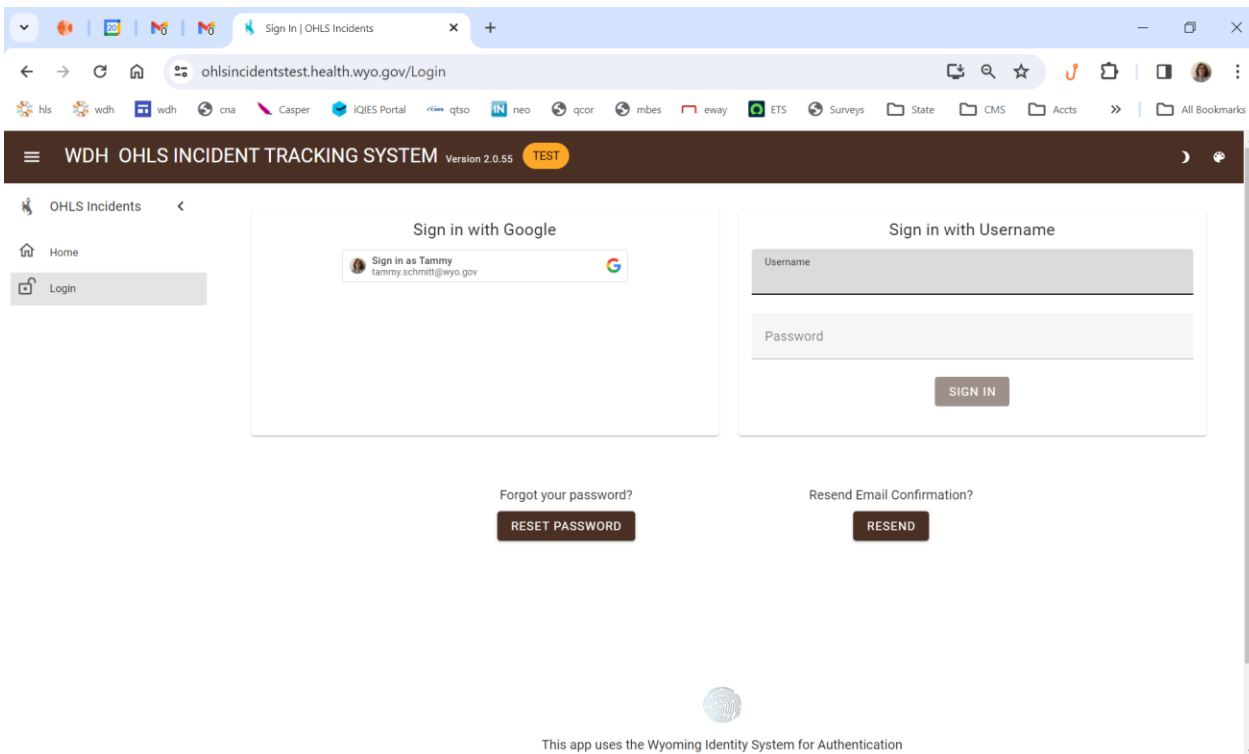
By default, it takes you to your Inbox. You can go to any link on the left. Let's go to New Incident.

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.

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.

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.
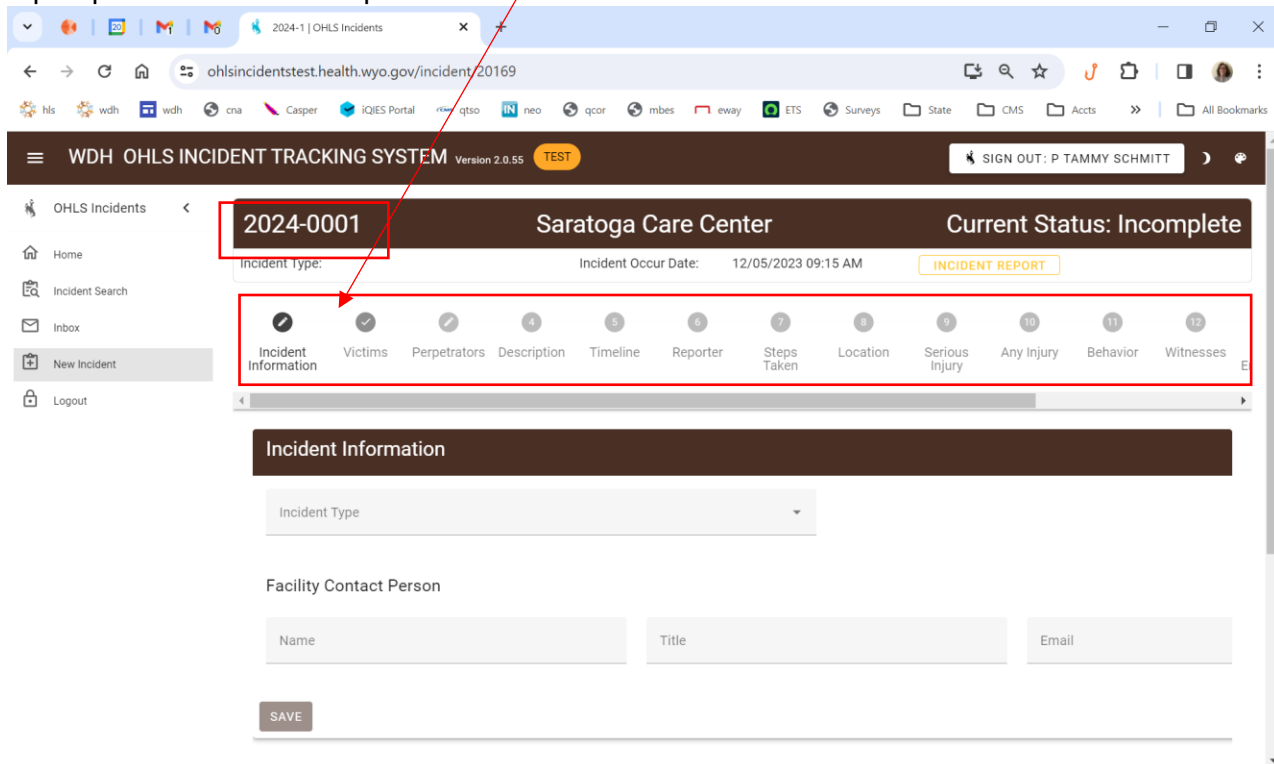
Incident Information – The first thing is to select the incident type. The drop down gives you a selection of the types of incidents required to be reported based on your facility type.
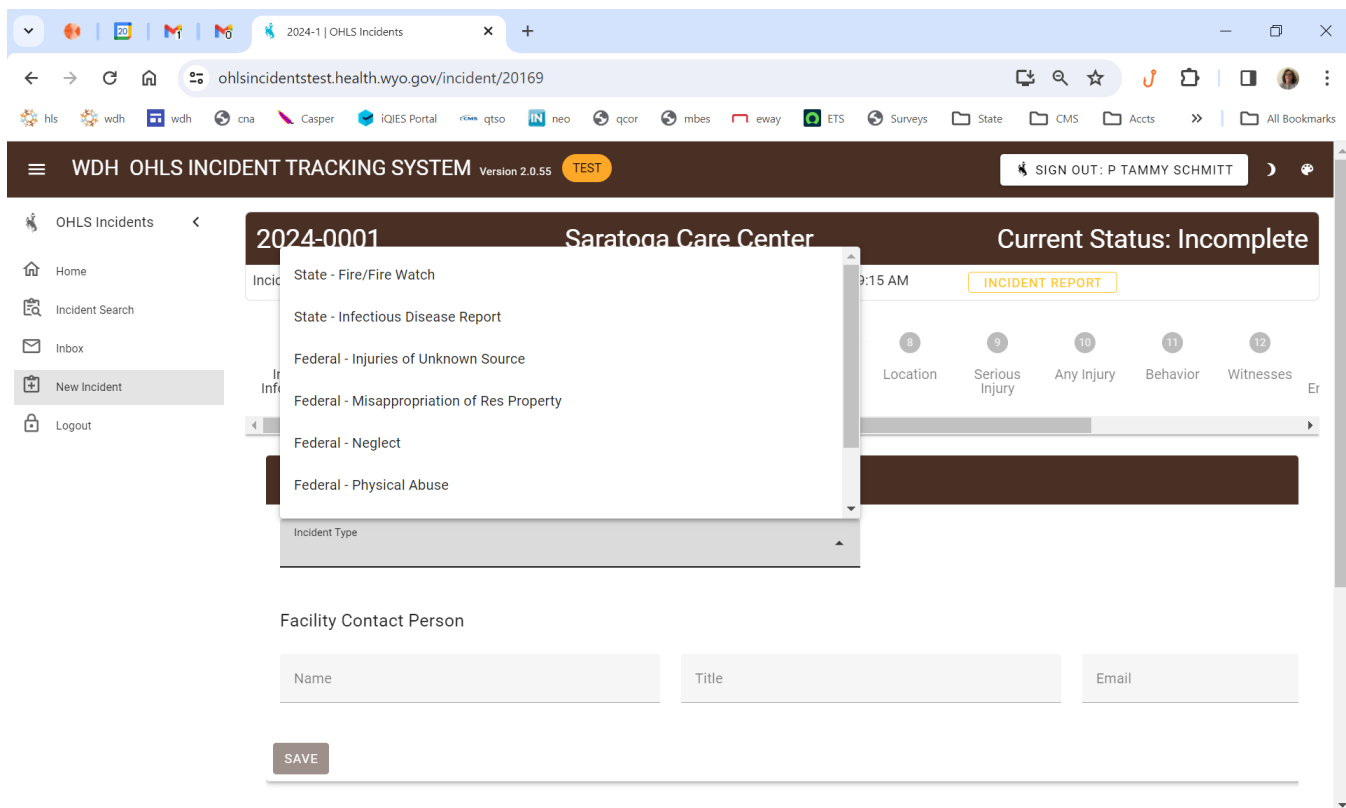
After you select incident type, then you fill in who will be the facility contact person that our office would reach out to if we had additional questions. You can click SAVE and it will take you to the next step OR just click the next item in the stepper.

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.)

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.

Timeline – Enter the information as required.

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

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.

Serious Injury – Indicate the information as appropriate or select No or NA as appropriate.

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

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

Witnesses - Indicate the information as appropriate or select No Witness.

Law Enforcement – Please enter information as needed.

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.

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.

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.

Review & Submit – Now all steps are checked off as complete. Click Initial Submit at the bottom left.
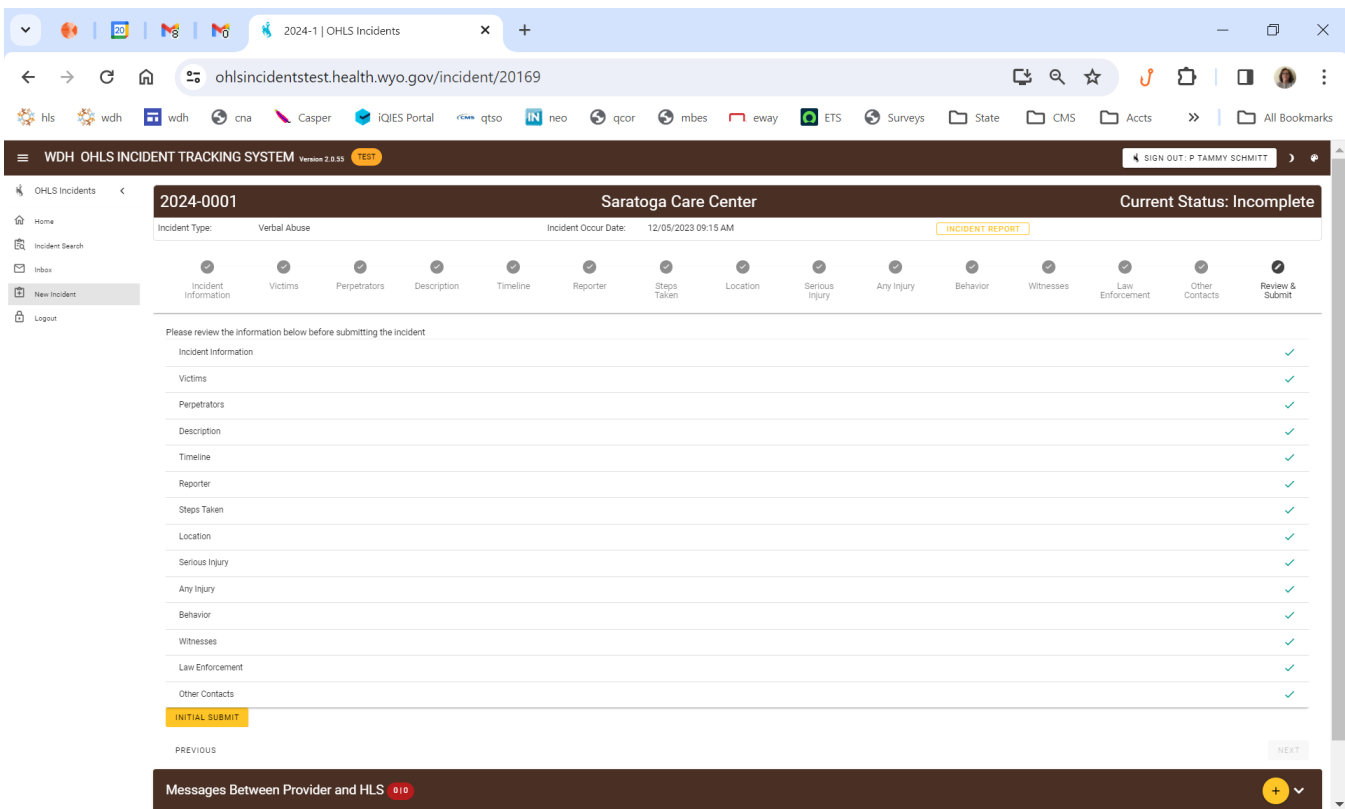
Initial Submit – Once you have click Initial Submit you will get a prompt with two options. If you are only wanting to report the initial report at this time, select TO INBOX. If you want to continue on with the investigation portion, select CONTINUE TO INVESTIGATION FORM.
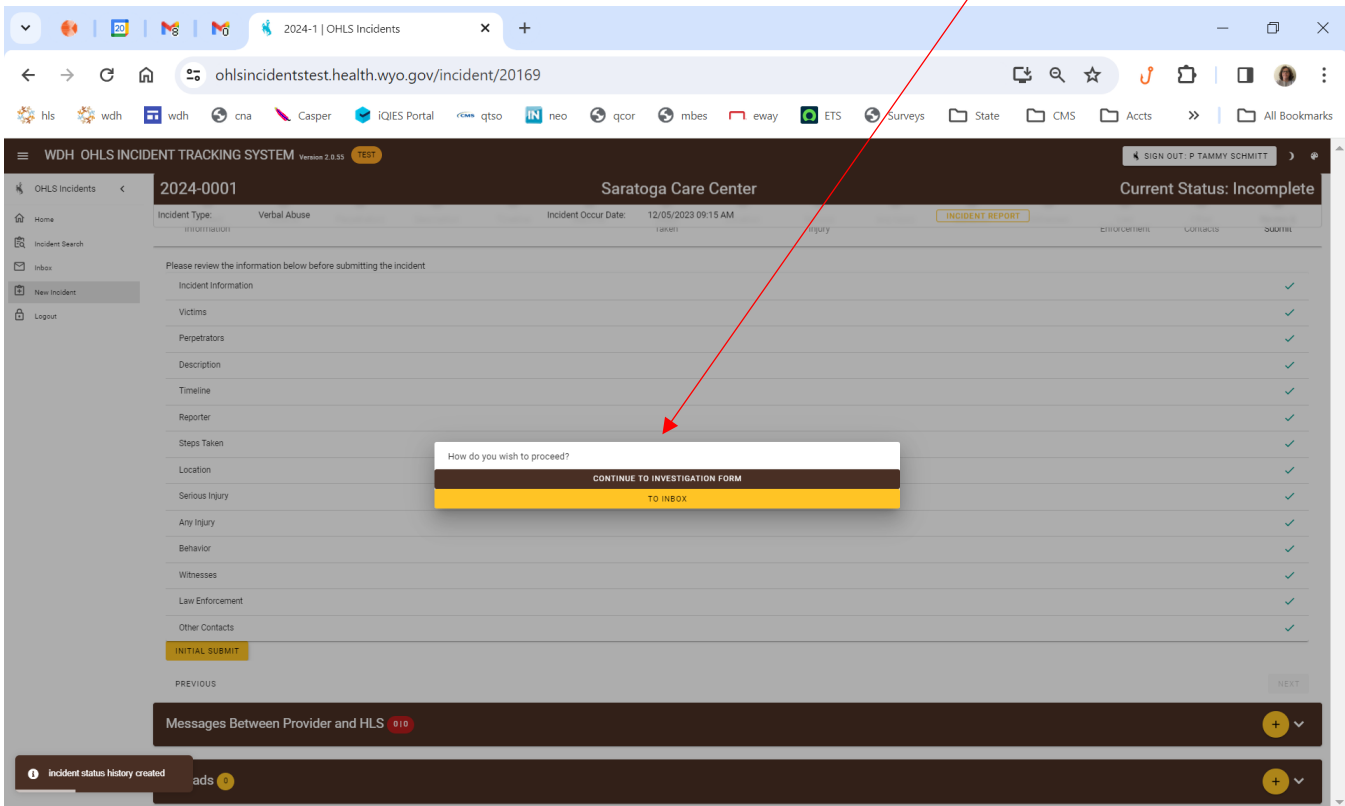
If you select CONTINUE TO INVESTIGATION FORM it will take you to the investigation phase of the stepper. If you go to your InBox and then later are ready to enter the investigation, just find the incident number in your InBox and open it. It will take you to the investigation phase.   You can go back and see the initial report info by clicking the button.

Enter informaton in as appropriate and tab to each stepper across the top.

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.
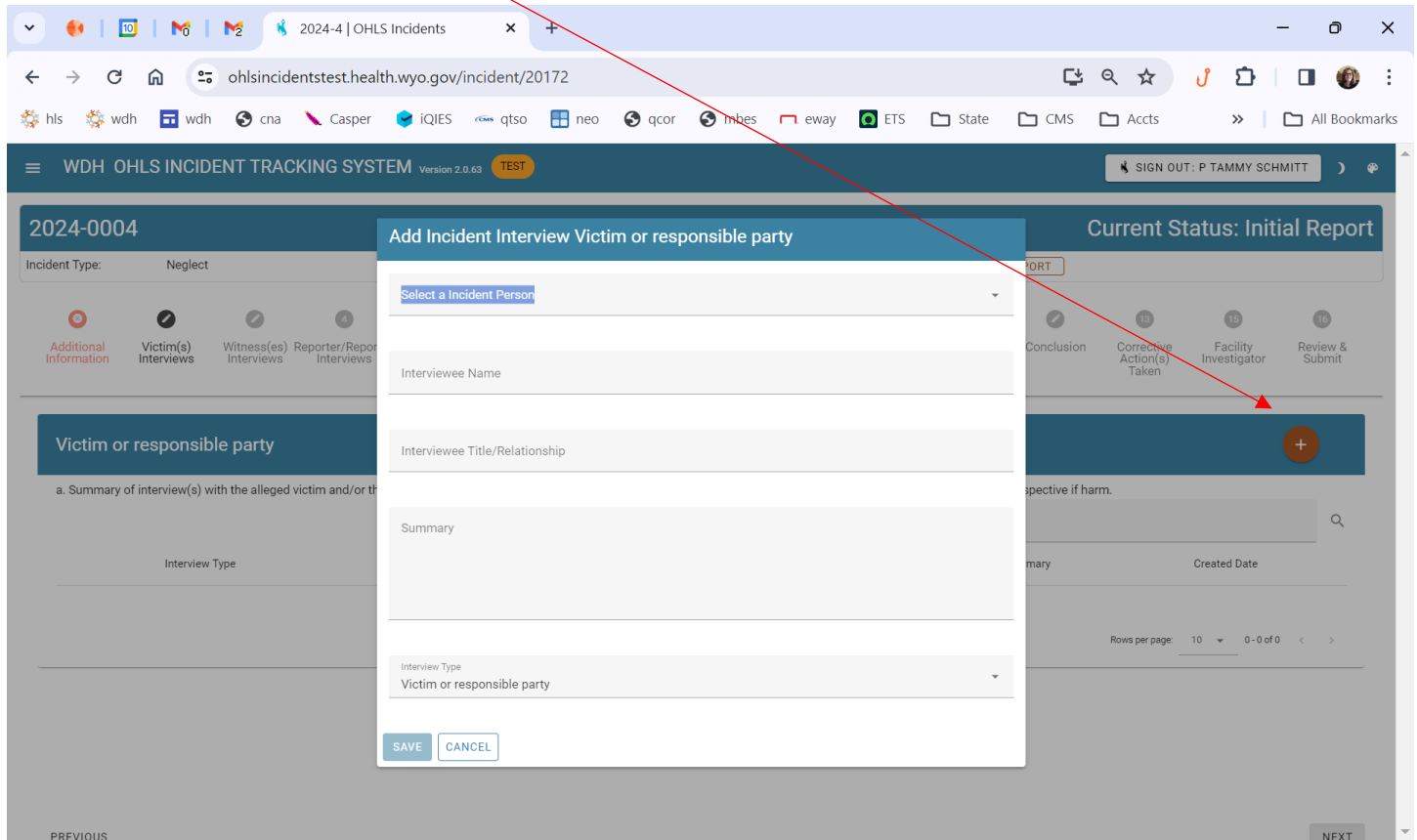
Continue with the same process across the other sections.
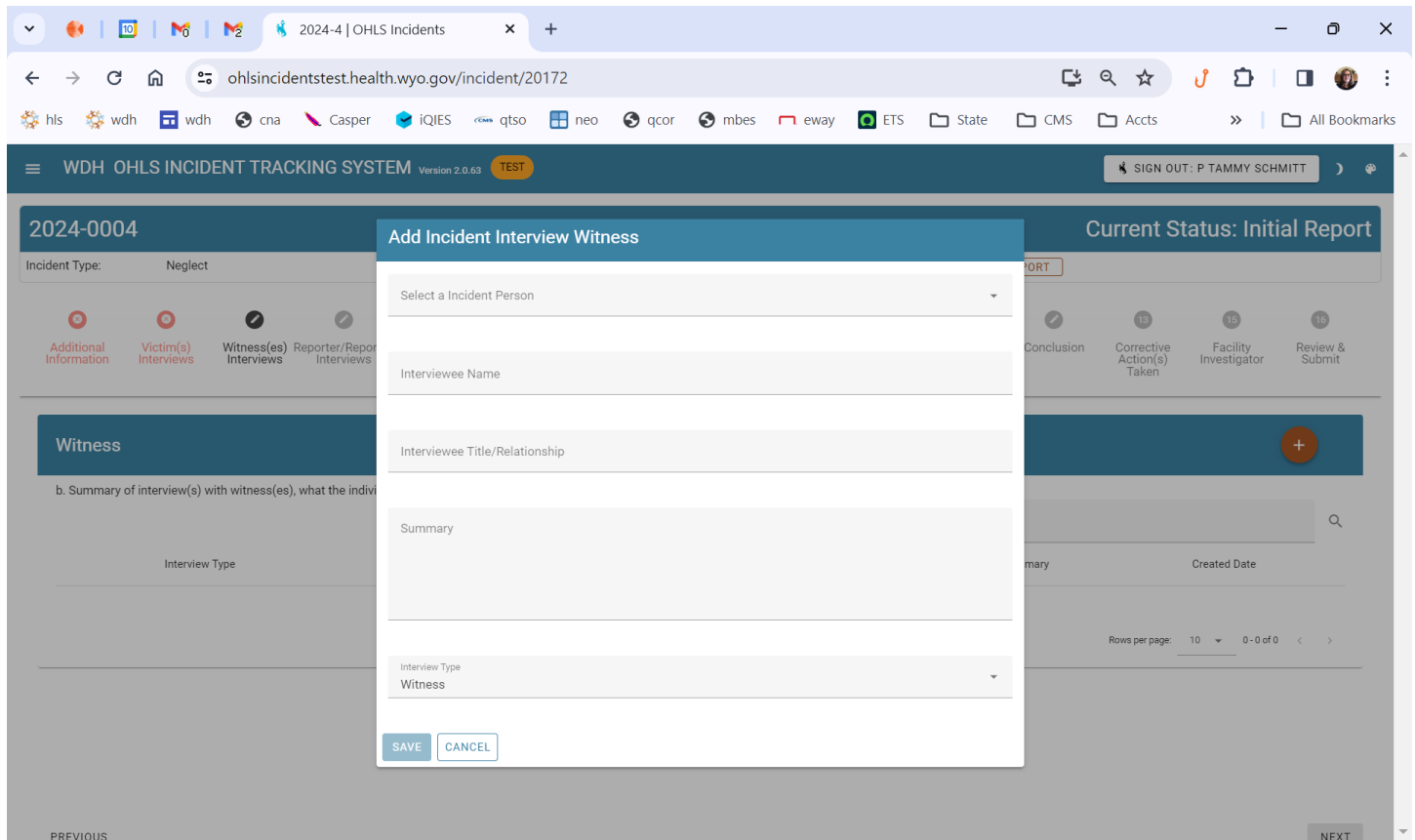
Keep entering data as needed and advancing through stepper.

Enter the summary of your findings.

Enter information as applicable.

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

Enter the correction action and continue down the page with all the various sections on this page.

Once the last step is entered, Facility Investigator, 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. Upon completion select the Investigation Submit in the bottom right.

At any point you can print the various reports, initial or investigation. There is a printer icon in the bottom right corner, just select it. And the print feature opens.

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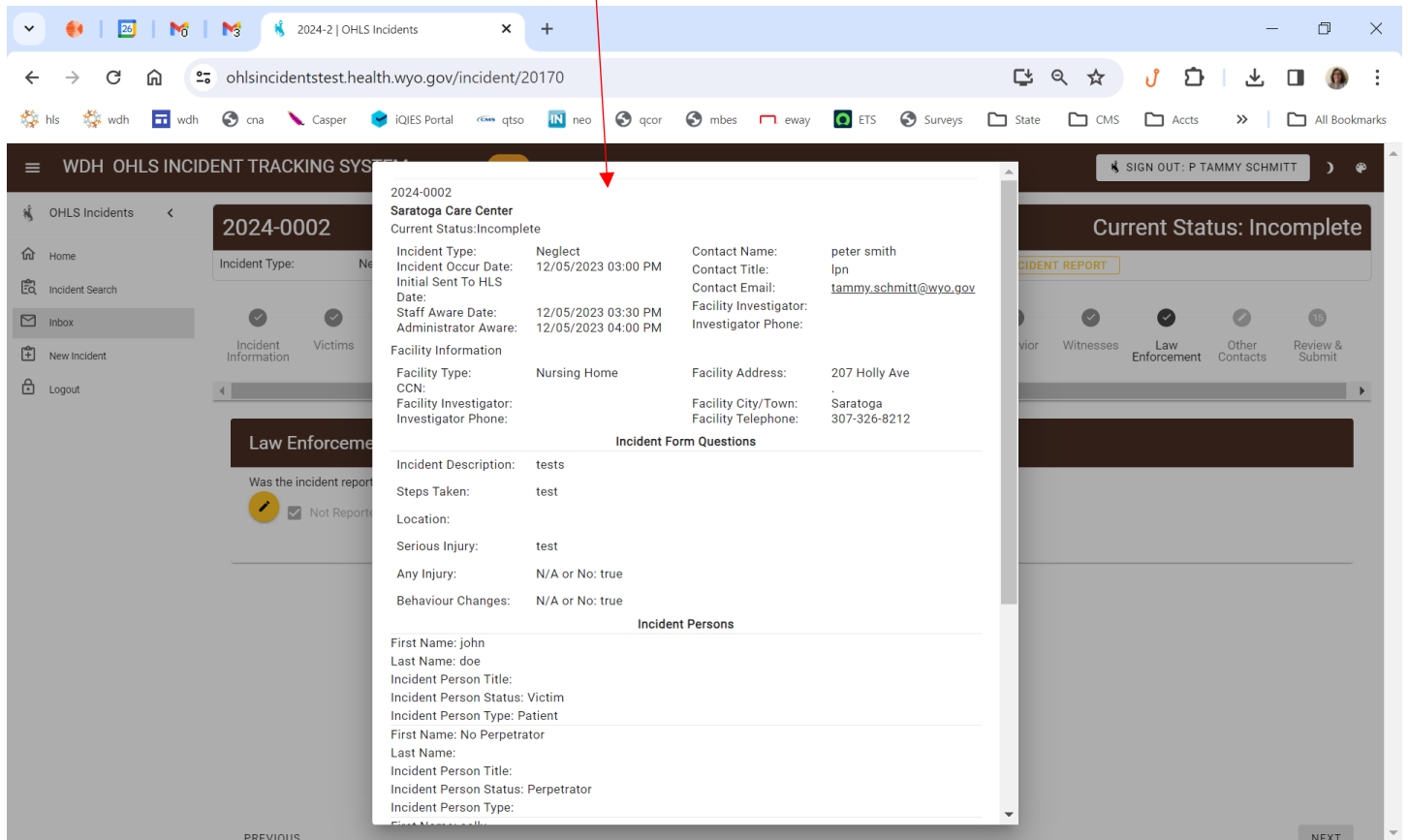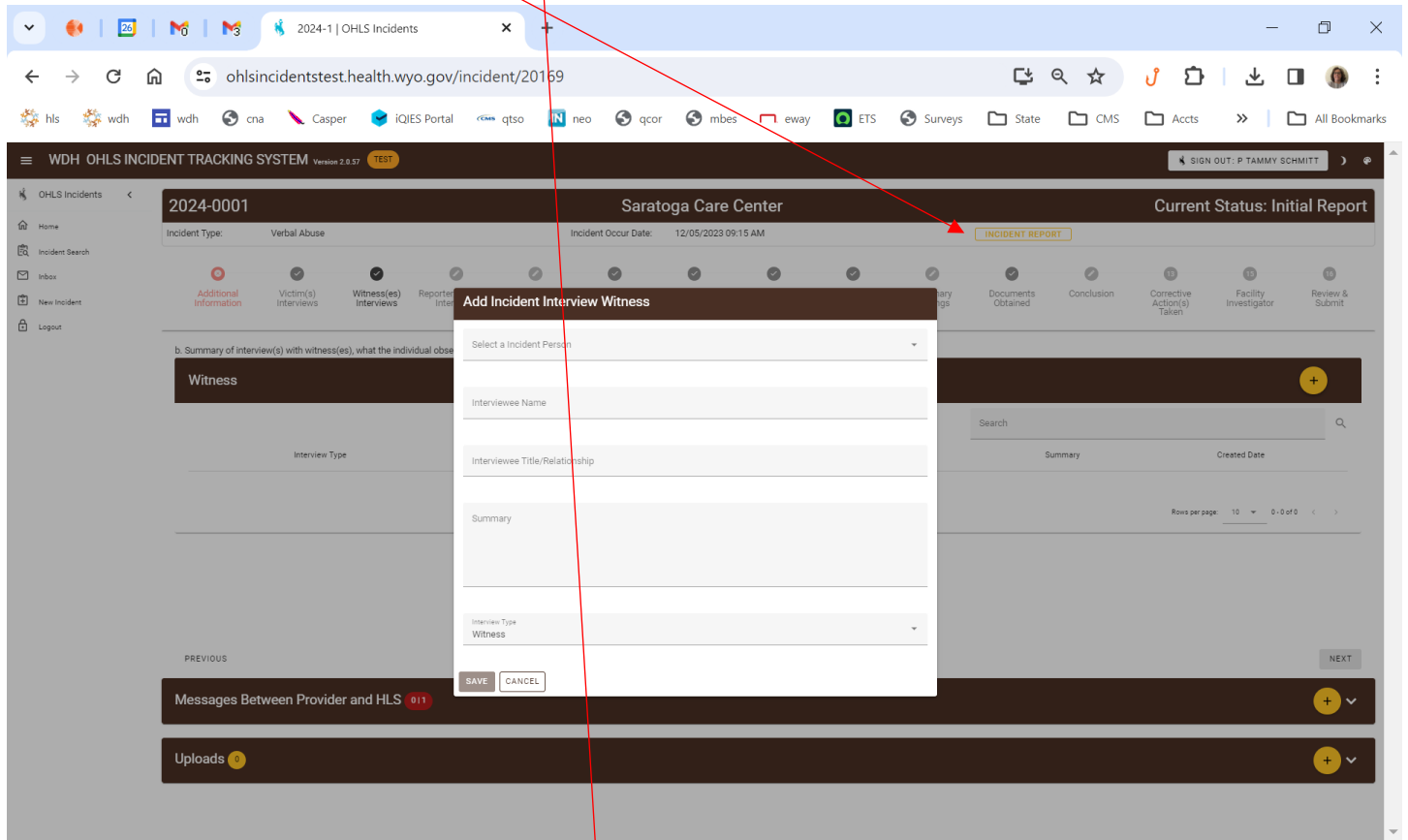
At any point you can see messages from HLS to you in the Messages box at the bottom of the pages. We no longer "reject" an incident, but we will come back and ask for additional information, so you need to check messages. Your inbox will tell you if there are unread messages.

You can also upload documents as well in this same location.

You can get back to the menu options by clicking the three lines in the upper right corner.

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. \