

Enterprise Incident Management (EIM): Office of Long-Term Living (OLTL) EIM Enhancements – December 11, 2021

With the Home and Community Services Information System (HCSIS) December 2021 Maintenance Release 85.00, OLTL will implement several enhancements to EIM that will benefit the end user experience and make reporting easier. These updates are described below.

Report Extension Updates:

The Report Extension screen will allow users to extend the due date of an Incident Document. Report Extension functionality enhancements are as follows:

- The Incident Final Section Document cannot be extended for more than 30 days. If a Service Coordination Entity (SCE), Managed Care Organization (MCO) or Provider attempts to extend it beyond 30 days, the following message will display: **“Error: Expected Completion Date cannot be after XX/XX/XXXX. Contact OLTL for assistance if an extension past this date is needed.”**
- Limitations on extensions will be enforced for the following users: Providers, SCEs and MCOs.
- Limitations will be placed on the number of extensions that can be filed for each Primary Category. Once that limit has been reached, the user should contact OLTL if additional extensions are required. The number of limitations, by Primary Category, is displayed in the tables below.

Fee for Service (FFS) Extension Limitation by Primary Category for Provider/Service Coordination Organization (SCO):

FFS		
Primary Category	Provider/SCO	
	Maximum Number of Extensions - Provider/SCO	Maximum Days per Extension - Provider/SCO
Abuse	3	30
Death	3	30
Emergency Room Visit	1	30
Exploitation (Participant)	3	30
Hospitalization	2	30
Neglect	3	30

Provider and Staff Misconduct	1	30
Reportable Disease	1	30
Serious Injury	1	30
Service Interruption	2	30

Users who wish to view the **Reason for Extension** after the Report Extension is filed will be able to do so by clicking the **View Button** as shown in the screenshot below. The details of the extension will display in a read-only view, allowing the user to view the Reason for Extension.

The screenshot displays a table with the following columns: Document Name, Prior Due Date, Updated Due Date, Requested User, Date Requested, and Action. The first row contains the data: Incident Final Section, 11/14/2021, 11/19/2021, PCG, MCO, 10/15/2021, and a 'VIEW' button with a dropdown arrow. Below the table is a green 'ADD +' button. The detailed view below the table shows the following fields: Document Name (Incident Final Section), Due Date (11/14/2021), Expected Completion Date (11/19/2021), Requesting User (PCG, MCO), and Request Date (10/15/2021). A 'Reason for Extension' field is present with a red asterisk and a text area containing 'reason for extension'. At the bottom left, it indicates '4000 characters remaining'.

Report Extensions on the Print Summary:

The Print Summary will display the number of extensions filed and/or requested for any incident. The current Due Date for that incident will also display for each Incident Final Section.

Primary Category: Exploitation (Participant)

Incident ID: 94758

Individual Name: MCDOWELL-PCG, LISA

Discovery Date: 10/15/2021 11:07 AM

Incident Final Section

Status: In Progress

Created Date: 10/15/2021 11:10:05 AM (PCG, MCO)

Last Edit Date: 10/15/2021 11:10:30 AM (PCG, MCO)

Due Date: 11/19/2021

Report Extensions: 1

Document Upload Updates:

OLTL will expand the Document Upload functionality to allow for *all* OLTL user groups to upload documents to incidents. The documents may be uploaded to the incident at *any* point in the incident life cycle. This includes after the incident has been closed.

The choices for the **Document Type** will also be expanded. Below is the listing of all the options available to select when describing the type of document a user is uploading.

Document Type Selections:

- Autopsy Report
- Coroner's Report
- Corrective Action Documentation
- Death Certificate
- Discharge Summary
- Discharge Information
- Do Not Resuscitate Order (DNR)
- Lifetime Medical History
- Medical Director Review
- Medical/Health Assessments
- Medication List
- Other
- Physical Exam
- Protective Services Plan
- SC/Provider Case Notes
- Service Authorization Form (SAF)
- Training Documentation
- Treatment Summary
- Trend Analysis

Incident and Custom Complaint Report Update:

Modifications will also be made to the Incident and Custom Complaint Report. This will allow trend analysis for participants with more than 3 incidents within the last 12 months, based on the reporting month, regardless of the primary category.

The results of the report, when a minimum incident count is entered, will group incidents by individual regardless of primary category, as shown below.

A	B	C	D	E	F	G	H	I	J
ID	Program Office	Version	Status	Incident/Complaint	Type	Primary Category (Name and Date)	Occurrence Date	Secondary Categories (Name and Date)	Disposition
94653	OLTL		27 Open	Incident	Individual Incident (CHC)	Emergency Room Visit	10/01/2021	Accidental(10/01/2021)	10
94661	OLTL		27 Open	Incident	Individual Incident (CHC)	Abuse	10/01/2021	Physical Abuse(10/01/2021)	10
94684	OLTL		27 Open	Incident	Individual Incident (CHC)	Emergency Room Visit	10/05/2021	Accidental(10/05/2021)	10
94695	OLTL		27 Open	Incident	Individual Incident (CHC)	Emergency Room Visit	10/06/2021	Accidental(10/06/2021)	10
94706	OLTL		27 Open	Incident	Individual Incident (CHC)	Emergency Room Visit	10/07/2021	Accidental(10/07/2021)	10
94718	OLTL		27 Open	Incident	Individual Incident (CHC)	Emergency Room Visit	10/08/2021	Accidental(10/08/2021)	10
94728	OLTL		27 Closed	Incident	Individual Incident (CHC)	Abuse	10/12/2021	Physical Abuse(10/12/2021)	10

The following Reference Guides will be available on the HCSIS Learning Management System (LMS) upon implementation of the changes:

Learning Management System Updates

Program Office	Document Name
Office of Long-Term Living (OLTL)	Entering Incident Report Extensions- Reference Guide
	Print Documents Summaries and Abstracts – Reference Guide
	Using Document Upload – Reference Guide
	Running Reports – Reference Guide



A Newsletter will be distributed upon implementation of the changes, and will also be available on the LMS site.

Any questions regarding the information in this email should be directed to the OLTL EIM Resource Account at RA-OLTL_EIMimplement@pa.gov (Note: there is an underscore between the L and E).

Please share this with other members of your organization as appropriate. Also, it is imperative that you notify the Office of Long-Term Living for changes that would affect your provider file, such as addresses and telephone numbers. Mail to/pay to addresses, email addresses, and phone numbers may be updated electronically through ePEAP, which can be accessed through the PROMISE™

provider portal. For any other provider file changes please notify the Bureau of Fee for Service Programs Enrollment and Certification Section at 1-800-932-0939 Option # 1.