

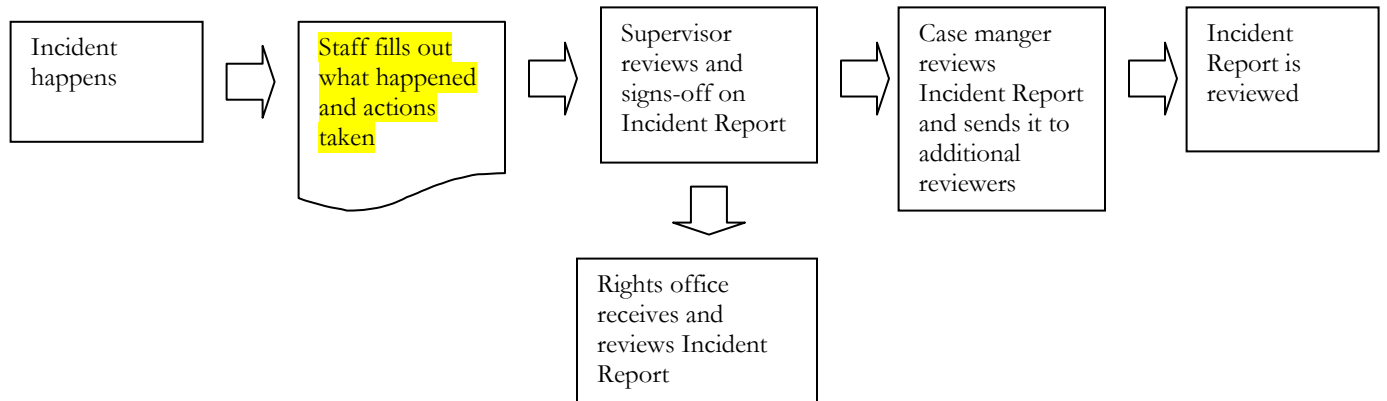
Incident Reports: CMH Staff Manual

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Entering Incident Reports

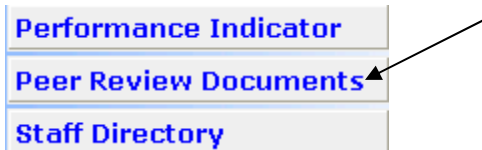
How to View, Add, Scan, Change, Clarify, Print, and Fax Incident Reports

Overall Incident Report Process (Highlighted areas are covered in this section)



To View Pending Incident Reports:

1. Click on the [Peer Review Documents](#) link in the Main Menu.



2. Click on [Add new incident reports or complete a pending report](#) link to the right of the Main Menu.



3. Search for Incident Reports by entering any of the following and click **SEARCH**:
 - a) Provider
 - b) Consumer
 - c) Incident Number
 - d) Incident Date
 - e) Include Unknown Dates

To make the search results easier to navigate, you can sort them. Use the drop-down menus in the “Sort By” field to select the primary criteria you want the Incident Reports to be displayed by and whether you want the results to be in ascending or descending order. Use the “Then By” fields to sort the results further.

Sorting

Sort By: Date/Time Desc

Then By: IR Code Desc

Then By: *Select one Asc

Then By: *Select one Asc

- Click on the [View](#) link to the right of the report you want to view.

1 Incident Reports [View Help](#)

Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR Change View Clarification Print IR Fax IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	

- In the View Incident Report screen, click on the small image of the Incident Report (if one is available) to bring up the document in a separate window. This document will be a scanned Incident Report or details of a report.

Incident Report

When was incident discovered?		When did incident occur?	
Date	Time	Date	Time
10/15/2007	7:00 AM	10/15/2007	9:00 AM
<input type="checkbox"/> Check if Unknown	<input type="checkbox"/> Check if Unknown	<input type="checkbox"/> Check if Unknown	<input type="checkbox"/> Check if Unknown

Where did the incident occur?

Provider	Incident Location	Author
Abdallah Zamaria MD	test	Kaylyn Krzyske

Involved Consumer(s)


John Doe
 CASE MANAGER: Laura R. Fucek LMSW
 Role:

Involved Staff

Kaylyn Krzyske

Incident Reporting Code(s)

06 - Injury/Accident: 0607 - Fall



To Add Incident Reports:



Incident Reports can be added by one of two ways: you can scan a print version of the Incident Report into Encompass and enter a few basic details from the report, or you can fill out the entire report in Encompass. This section outlines how to do both.

1. Follow steps 1-3 under “To View Pending Incident Reports” on **page 2**.
2. To fill out the whole report in Encompass click on the [Add Full IR](#) link and then follow step 3. To scan a print version of a report, click on the [Add Scanned IR](#) link and skip steps 3 and follow step 4.




1 Incident Reports [View Help](#)



Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	Change View Clarification Print IR Fax IR

3. If you are filling out a full Incident Report fill in the following information:




Field/Section:	Instructions:
When was the incident discovered?	Enter the date and time the incident was noticed. Use the  icon to select the date or click the Use Current Date link to enter today’s date. If the date and time are unknown, click on the “Check if Unknown” box under the unknown field(s).
When did incident occur?	Enter the date and time the incident happened. Use the  icon to select the date or click the Use Current Date link to enter today’s date. If the date and time are unknown, click on the “Check if Unknown” box under the unknown field(s).
Provider	Use the lookup button to select the provider that is reporting the incident. This field will pre-fill if the logged-in user is associated as a contact at any provider location. Note: In rare cases, what is entered in the “Provider” field will not be where the incident occurred. In some cases Provider A might write an incident about a situation at Provider B. The “Provider” field should be set to Provider A because they wrote the report.

Incident Location	Enter the location where the incident occurred. If the incident happened in the provider's building, enter where in the building the incident happened. For example, if the consumer slipped in the bathroom enter "Bathroom." If the incident happened outside of the provider's building make sure to mention that in this field. For example, if the incident happened at Ted's Grocery Store enter "Ted's Grocery Store."
Author	The author of the Incident Report will pre-fill. Use the lookup button to change the author, if needed. If the author of the Incident Report cannot be found in the Lookup window, click on the "Temporary IR Staff" checkbox. The author does not have to be involved in the incident.
Involved Consumer(s)	Use the lookup button to select the consumer who was involved in the incident. Then select the consumer's role in the incident. If more than one consumer was involved, click on the Add new Line link to enter another consumer. Up to ten consumers can be added to a single report. If the consumer is not known, check the "Check if Anonymous Consumer" box. When a consumer is selected their case manager's name will pre-fill in the "CASE MANAGER" field.
Involved Staff	Use the lookup button to select all staff members who were involved with the incident. The staff member doesn't have to be part of an incident to be involved in it. Witnessing an incident or treating the consumer counts as being involved. Click the Add new Line link to enter up to five more staff members, if needed. Check the box below the field to indicate temporary staff members.
Explain what Happened/ Describe Injury (if any)	Explain what happened during the incident. If the consumer was injured, make sure to describe the injury.




Actions taken By Staff/ Treatment Given	Explain any actions taken by staff to help the consumer and describe the treatment the staff gave the consumer. For example, “Staff helped the consumer off the floor and cleaned his cut.”
Name of Treating Physician/Health Care/Medical Facility/Hospital	If the consumer received treatment, enter the name of the physician and the place the consumer was treated at.
Care Given	If the consumer received care, enter the date and time the consumer received treatment for his or her injury. Use the  icon to select the date.
Phone Number	Enter the phone number of the place that treated the consumer, if applicable.
Extent of Injury	Select whether the injury was “Serious” or “Non-Serious.” Select “Serious” for injuries that required medical follow up or resulted in hospitalization.
Physician’s Diagnosis of Injury, Illness or Cause of Death, if known	Enter the physician’s diagnosis of the consumer’s injury, if applicable.
Author Supervisor	Use the  button to select the author’s supervisor. This person will receive the form, sign-off on it, and send it to the consumer’s case manager. If the author is in a position to sign-off on his or her own incident reports, the author must send the form to his or her self.
Scan Documents	Click the Scan link to scan other supplemental documentation, such as an ER discharge form. For directions on scanning see “To Scan Incident Reports” on page 9 .
Notes	Enter any information about the incident that has not already been entered in the form. This field should only include details about how the Incident Report was entered into the system. All relevant details about the incident itself should be included in the “What Happened” and “Actions Taken” fields.
 Spell Check	Click this button to check your spelling.

	<p>Click SAVE to save the Incident Report with a “Pending” status and finish it later.</p> <p>Note: If you click SAVE, the Incident Report is not completed. You must return to the report later to complete it. To do this, follow the instructions under “To Change Incident Reports” on page 11.</p>
	<p>Click SAVE & SEND FOR SIGN-OFF to save the Incident Report and send it to be signed. Upon clicking this button, a notification will be sent to the user specified in the “Author Supervisor” field.</p>

4. If you are filling out a scanned version of an Incident Report fill in the following information:

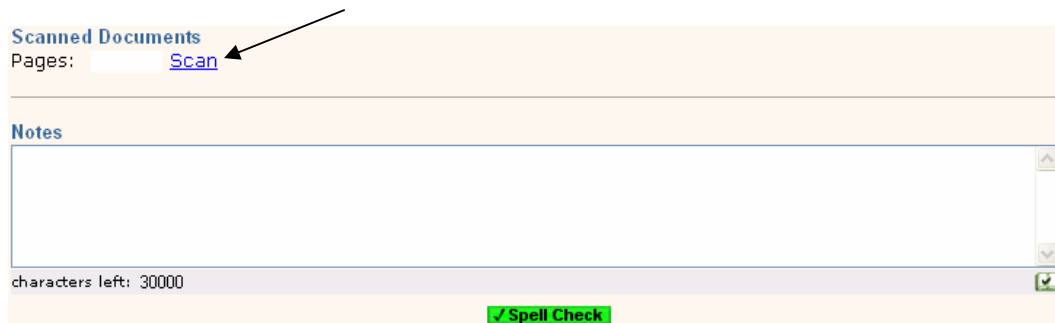
Field/Section:	Instructions:
<p>When was the incident discovered?</p>	<p>Enter the date and time the incident was noticed. Use the  icon to select the date or click the Use Current Date link to enter today’s date. If the date and time are unknown, click on the “Check if Unknown” box under the unknown field(s).</p>
<p>When did incident occur?</p>	<p>Enter the date and time the incident happened. Use the  icon to select the date or click the Use Current Date link to enter today’s date. If the date and time are unknown, click on the “Check if Unknown” box under the unknown field(s).</p>
<p>Provider</p>	<p>Use the  button to select the provider that is reporting the incident. This field will pre-fill if the logged-in user is associated as a contact at any provider location.</p> <p>Note: In rare cases, what is entered in the “Provider” field will not be where the incident occurred. In some cases Provider A might write an incident about a situation at Provider B. The “Provider” field should be set to Provider A because they wrote the report.</p>

Incident Location	Enter the location where the incident occurred. If the incident happened in the provider’s building, enter where in the building the incident happened. For example, if the consumer slipped in the bathroom enter “Bathroom.” If the incident happened outside of the provider’s building make sure to mention that in this field. For example, if the incident happened at Ted’s Grocery Store enter “Ted’s Grocery Store.”
Author	The author of the Incident Report will pre-fill. Use the lookup button to change the author if needed. If the author of the Incident Report cannot be found in the Lookup window, click on the “Temporary IR Staff” checkbox. The author does not have to be involved in the incident.
Involved Consumer(s)	Use the lookup button to select the consumer who was involved in the incident. Then select the consumer’s role in the incident. If more than one consumer was involved, click on the Add new Line link to enter another consumer. Up to ten consumers can be added to a single report. If the consumer is not known check the “Check if Anonymous Consumer” box. When a consumer is selected their case manager’s name will pre-fill in the “CASE MANAGER” field.
Involved Staff	Use the lookup button to select all staff members who were involved with the incident. The staff member doesn’t have to be part of an incident to be involved in it. Witnessing an incident or treating the consumer counts as being involved. Click the Add new Line link to enter up to five more staff members, if needed. Check the box below the field to indicate temporary staff members.
Incident Reporting Code(s)	Use the lookup button to select the code(s) that best describes the incident. A description of each code can be displayed by clicking on the More Info link. Select all codes that apply.

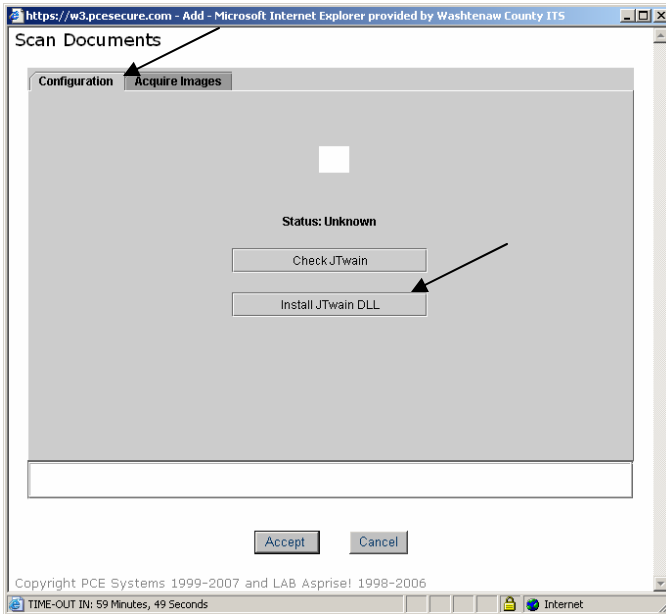
Severity	<p>If the incident has the potential to be a sentinel event, click the “Potential Sentinel Event” checkbox. If the issue doesn’t appear to be sentinel, but is urgent or important, click the “Potential Critical Event” check box.</p> <p>Checking these boxes will send additional e-mails to people who need to be alerted of these types of situations.</p>
Scan Documents	<p>Click the Scan link to scan the paper version of the Incident Report. For directions on scanning see “To Scan Incident Reports” on page 9.</p>
Notes	<p>Use this field to enter any information that you are unsure about on the original form. For example, “Couldn’t read time incident happened at, but I think it said 9 a.m.”</p>
	<p>Click this button to check your spelling.</p>
	<p>Click SAVE to save the Incident Report with a “Pending” status and finish it later.</p> <p>Note: If you click SAVE, the Incident Report is not completed. You must return to the report later to complete it. To do this, follow the instructions under “To Change Incident Reports” on page 11.</p>
	<p>Click the SAVE & SEND TO CSM button to save the Incident Report and send it to CSM. Once you click this button, the Incident Report is sent to the consumer’s case manager for review.</p>

To Scan Incident Reports:

1. Follow steps 1-2 under “To Add Incident Reports” on **page 4**.
2. Click on the [Scan](#) link near the bottom of the Add Incident Report screen.



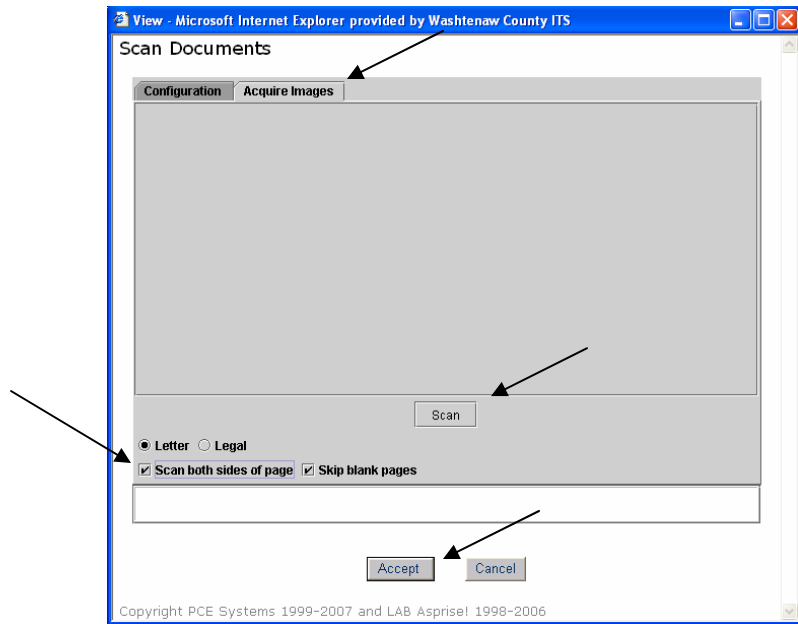
3. If a window pops up asking if you want to trust this applet or run this application, click the appropriate button to accept the application. The message and buttons available will depend on the computer you are using. Buttons labeled **Yes**, **Always**, or **Run**, will commonly appear for most users.
4. Check to see if there is a “Configuration” tab at the top left of the scanning window. If there is, you’ll need someone with administrative rights to open this same window and click the **Install JTwain DLL** button.



5. If you need someone to install the JTwain DLL, close all browser windows and repeat steps 1-3. If you are in the middle of entering an Incident Report, return to it and click the **SAVE** button to save the form and set the status as “Pending.”

Note: If you continue to see the “Configuration” tab, the following steps will not work. Be sure to complete the above steps before moving forward.

6. After installing the JTwain driver, or if there was no configuration tab, click on the “Acquire Images” tab.
7. Turn your scanner on, and put the Incident Report or document in the scanner bed.
8. Select the size of the paper. This option pre-fills on “Letter.” If the form is on a legal size piece of paper, click on the “Legal” circle.
9. If you want to scan both sides of the document, and your scanner is capable of doing this, click on the box labeled “Scan both sides of a page.” When that box is clicked you have the option of clicking on the “Skip blank pages” box so the scanner doesn’t scan blank pages.



10. Click **Scan**. A preview of the scan will be displayed.
11. If you want to accept the scan click **Accept**. To scan the document again, click **ReScan** as many times as necessary until you get an acceptable scan.
12. To stop scanning without saving the document, click **Cancel**.

After you click **Accept**, the scanner window will close. On the Add Incident Report screen, the number of pages you scanned into Encompass should be shown in the “Pages” field.



To **Change Incident Reports**:

Only certain users can change a form. If you have access to this link use it to change Incident Reports before they have been sent out. The [Change](#) link is also used to finish pending Incident Reports.

1. Follow steps 1-3 under “To View Pending Incident Reports” on **page 2**.
2. Click on the [Change](#) link to the right of the report you want to change or send.

1 Incident Reports [View Help](#)

Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR Change View Clarification Print IR Fax IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	

3. Make any necessary changes.

- Click **SAVE** to save the report and not send it. To save and send the report, click **SAVE & SEND to CSM** or **SAVE & SEND FOR SIGN-OFF**. The button that is available depends on whether you filled out a full or scanned version of an Incident Report.

To Clarify Incident Reports:

The [Clarification](#) link is used to enter information that will clarify an incident. Don't use this link for anything else. Any Incident Report follow-ups should be added as a Progress Note—not as a clarification.

- Follow steps 1-3 under “To View Pending Incident Reports” on **page 2**.
- Click on the [Clarification](#) link to the right of the record that needs clarifying.

1 Incident Reports [View Help](#)



Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	Change View Clarification Print IR Fax IR

- Click on the [Add Clarification](#) link on the top of chart in the Incident Report Clarification List.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

- Fill in the following information:

Field/Section:	Instructions:
Date	Enter the date the clarification was added. Use the  icon to select the date or click the Use Current Date link to enter today's date.
Staff	Your name will pre-fill. Use the lookup button to change the name, if needed.
Comment	Enter any comments needed to clarify the Incident Report. For example, “Incident Report did not mention the type of missed medication. Called home manager, and she said the missed medication was Haldol.”
 Spell Check	Click this button to check your spelling.

5. Click **SAVE** to save the clarification. Click **CANCEL** to cancel it.

To View a Clarification:

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 12**.
2. Click on the [View](#) link to the right of the clarification you want to view.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

To Change a Clarification:

Only administrators will have the ability to change a clarification, so not everyone will have access to this link.

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 12**.
2. Click on the [Change](#) link to the right of the clarification that needs changing.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

3. Make any necessary changes.
4. Click **SAVE**.

To Print Incident Reports:

1. Follow steps 1-3 under “To View Pending Incident Reports” on **page 2**.
2. Click on the [Print IR](#) link to the right of the record you want to print.

1 Incident Reports [View Help](#)

Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	Change View Clarification Print IR Fax IR

3. A new Adobe Acrobat window will pop up. Click on the print icon in the upper-left corner of the screen.



To Fax Incident Reports:

Incident Reports can be faxed to people who do not have access to Encompass. This feature allows the reports to be faxed without having to print them.

1. Follow steps 1-3 under “To View Pending Incident Reports” on **page 2**.
2. Click on the [Fax IR](#) link to the right of the report that needs to be faxed.

1 Incident Reports [View Help](#)

Incident Details	Consumer(s)	Provider	Add Full IR Add Scanned IR
NUMBER 1087 DATE 10/26/2007 TIME 9:00 AM STATUS Pending	John Doe	AAOG Ypsilanti	Change View Clarification Print IR Fax IR

3. Fill in the following information:

Field/Section:	Instructions:
Date	Today’s date will pre-fill. Change the date if it is incorrect.
To	Enter the name of the person you are sending the fax to.
Company	Enter the name of the company you are sending the fax to.
Fax#	Enter the number you are faxing the Incident Report to.
Phone#	Enter your phone number.
From	The current user’s name will pre-fill. Change if incorrect.
Notes	Enter any notes the receiver of the fax might need.

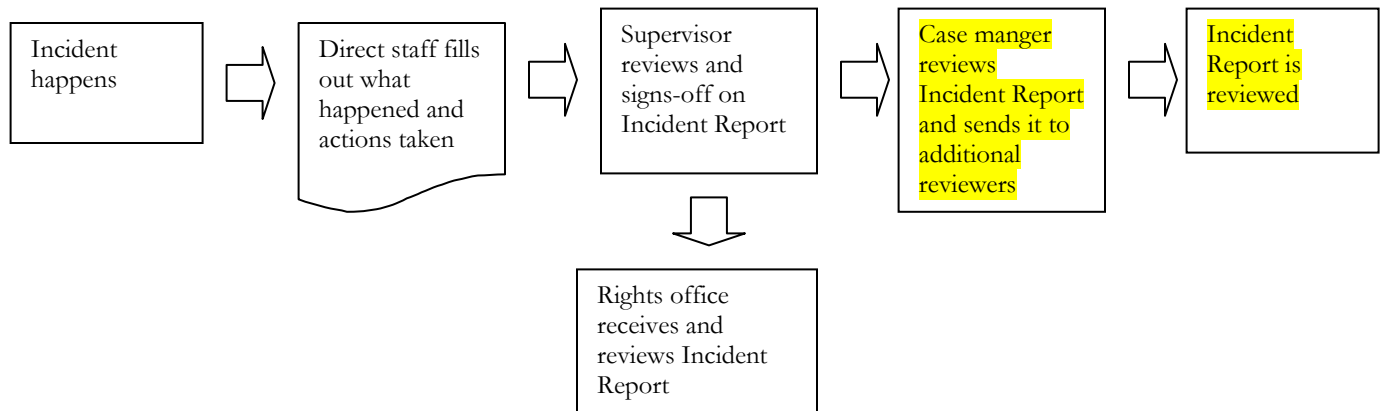
4. Click **Send Fax**.

Reviewing Incident Reports

How to Review, Sign-Off on, Scan, Add Depositions to, Clarify, Print, and Fax Incident Reports

If someone sent you an Incident Report to review, use this part of Encompass to review it. You will be notified by e-mail that an Incident Report has been sent to you for review.

Overall IR Process (Highlighted areas are covered in this document)



To Review Incident Reports:

1. Click on the [Peer Review Documents](#) link in the Main Menu.



2. Click on the [Review and Sign-off on Incident Reports](#) link to the right of the Main Menu.



3. Search for Incident Reports by entering any of the following and clicking **SEARCH**:
 - a) Provider
 - b) Consumer
 - c) Incident Number

- d) Incident Date
- e) Incident Code
- f) Potential Severity
- g) Staff
- h) Only show unreviewed IRs

To make the search results easier to navigate you can sort them. Use the drop-down menus in the “Sort By” field to select the primary criteria you want the Incident Reports to be displayed by and whether you want the results to be in ascending or descending order. Use the “Then By” fields to sort the results further.

4. Click on the [Review](#) link to the right of the record that needs to be reviewed.

Incident Details	Consumer(s)	Provider	Misc Info	
NUMBER 959 DATE 08/06/2007 TIME 10:00 AM STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer) JESSE C. CLIENT (Done unto)	AMAG Superior Home Care Inc	INCLUDE IN REPORTING No RIGHTS REVIEWED No	Review Disposition Clarification Print IR Fax IR
IR CODE(S) 02 - Behavioral Incidents: 0201 - Verbal aggression to other				

On the review screen, all Incident Report details should be visible. Most fields are locked except for the ones described below.

5. If necessary, use the **lookup** button to make changes to the “Incident Reporting Code(s)” on the Incident Report.
6. If necessary, the Incident Report’s severity can be changed under the “Severity” field.
7. If you would like another person to review the incident, click the [Add new Line](#) link under the “Additional Reviewers” field. Then use the **lookup** button to select the reviewer you need to add. You can add up to fifteen reviewers.
8. If you set preferences for “Common Reviewers” you can click the **Add Common Reviewers** button to add the reviewers you selected in your preferences.

9. Click **SAVE** to save the form. Note that clicking this button does the following:

- a. Records your signature, which says you have reviewed this incident and you are taking any necessary steps to follow-up.
 - b. Saves any changes you made to the “Incident Reporting Code(s)” field.
 - c. Sends an e-mail to any reviewers that were added to the form, asking them to review the Incident Details in Encompass.
10. To cancel the changes, click **CANCEL**.

To Sign-Off on Incident Reports:

Provider supervisors have access to the [Sign-Off](#) link. After you sign-off on a report, it will be sent to the involved consumer’s case manager.

1. Follow steps 1-3 under “To Review Incident Reports” on **page 15**.
2. Click on the [Sign-Off](#) link to the right of the record you need to sign-off on.

NUMBER 964 DATE 08/06/2007 TIME 9:00 AM STATUS Waiting for Approval IR CODE(S)	John Doe	Dawn Inc. - Stoney Creek	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	Sign-Off Clarification Print IR Fax IR
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3. Fill in the following information:

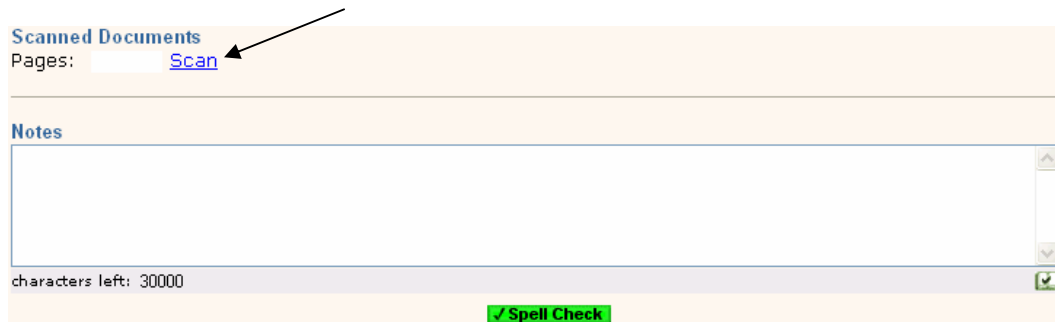
Field/Section:	Instructions:
Corrective Measures Taken to Remedy and/or Prevent Recurrence	Explain any actions that have been made to prevent a similar occurrence from happening.
Employee Assigned to Resident	If an employee was assigned to watch over the consumer involved in the incident, use the lookup button to select the employee.
Incident Reporting Code(s)	Use the lookup button to select the code(s) that best describe the incident. A description of each code can be displayed by clicking on the More Info link. Make sure to select all codes that apply.
Severity	<p>If the incident has the potential to be a sentinel event, click the “Potential Sentinel Event” checkbox. If the issue doesn’t appear to be sentinel, but is urgent or important, click the “Potential Critical Event” check box.</p> <p>Checking these boxes will send additional e-mails to people who need to be alerted of these types of situations.</p>
Type	Select the person or agency that was notified about the incident from the drop-down menu.

Name	Enter the name of the person that was notified about the incident.
Notification	Enter the date and time the person was notified. Use the 📅 icon to select the date.
Written Notice	If a written notice was given, select the date and time the letter was sent to the person. Use the 📅 icon to select the date.
Scanned Documents	Click the Scan link to scan the paper version of the Incident Report. For directions on scanning see “To Scan Incident Reports” below.
Notes	Enter any additional information that isn’t explained in the form.
✓ Spell Check	Click this button to check your spelling.

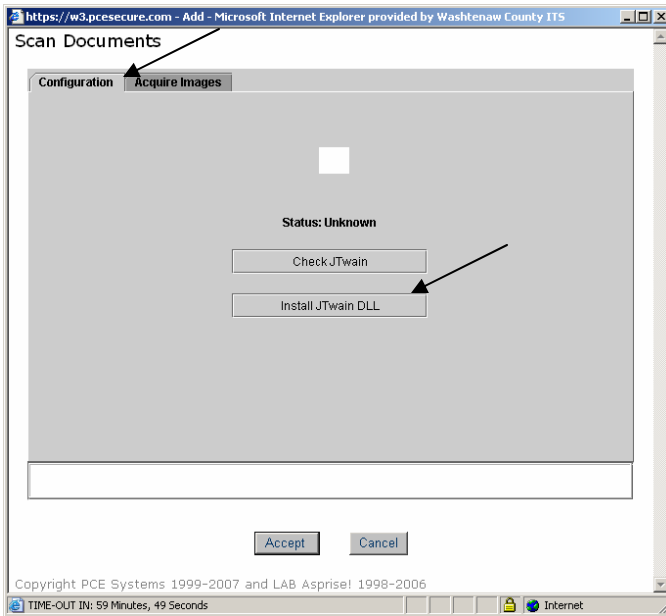
4. Click **SAVE** to save the record without signing it. To sign-off on the record, click **SAVE & SEND TO CSM**.

To Scan Incident Reports:

1. Follow steps 1-3 under “To Sign-Off on Incident Reports” on **page 17**.
2. Click on the [Scan](#) link near the bottom of the Change Incident Report screen.



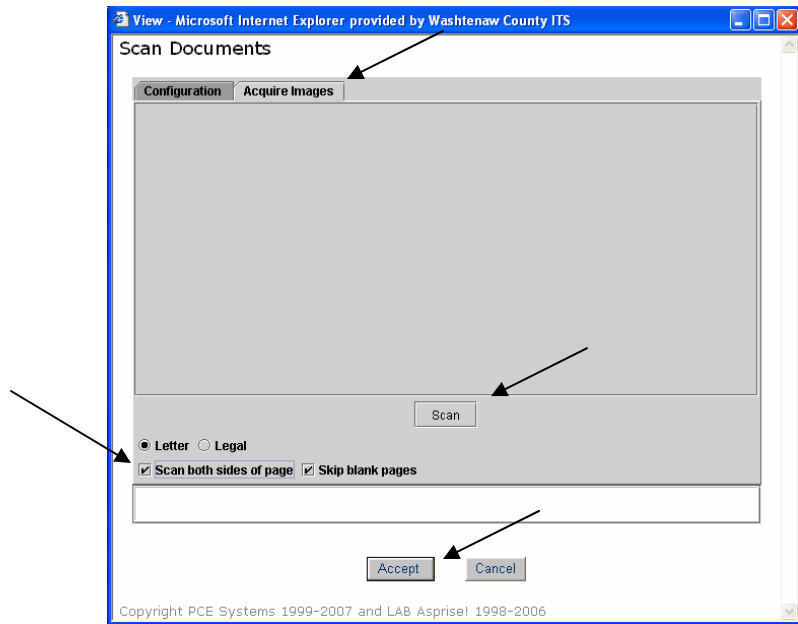
3. If a window pops up asking if you want to trust this applet or run this application, click the appropriate button to accept the application. The message and buttons available will depend on the computer you are using. Buttons labeled **Yes**, **Always**, or **Run**, will commonly appear for most users.
4. Check to see if there is a “Configuration” tab at the top left of the scanning window. If there is, you’ll need someone with administrative rights to open this same window and click the **Install JTwain DLL** button.



5. If you need someone to install the JTwain DLL, close all browser windows and repeat steps 1-3. If you are in the middle of entering an Incident Report, return to it and click the **SAVE** button to save the form and set the status as “Pending.”

Note: If you continue to see the “Configuration” tab, the following steps will not work. Be sure to complete the above steps before moving forward.

6. After installing the JTwain driver, or if there was no configuration tab, click on the “Acquire Images” tab.
7. Turn your scanner on, and put the Incident Report or document in the scanner bed.
8. Select the size of the paper. This option pre-fills on “Letter.” If the form is on a legal size piece of paper, click on the “Legal” circle.
9. If you want to scan both sides of the document, and your scanner is capable of doing this, click on the box labeled “Scan both sides of a page.” When that box is clicked you have the option of clicking on the “Skip blank pages” box so the scanner doesn’t scan blank pages.



10. Click **Scan**. A preview of the scan will be displayed.
11. If you want to accept the scan click **Accept**. To scan the document again, click **ReScan** as many times as necessary until you get an acceptable scan.
12. To stop scanning without saving the document, click **Cancel**.

After you click **Accept**, the scanner window will close. On the Change Incident Report screen, the number of pages you scanned into Encompass should be shown in the “Pages” field.



To Add Dispositions to Incident Reports:

Dispositions can only be added once an Incident Report has been sent to CMHSP staff. Before it is sent to CMHSP the Incident Report isn't finished so a disposition can't be added.

1. Follow steps 1-3 under “To Review Incident Reports” on **page 15**.
2. Click on the [Disposition](#) link to the right of the record that needs a disposition.

Incident Details	Consumer(s)	Provider	Misc Info	
NUMBER 959 DATE 08/06/2007 TIME 10:00 AM STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer) JESSE C. CLIENT (Done unto)	AMAG Superior Home Care Inc	INCLUDE IN REPORTING No RIGHTS REVIEWED No	Review Disposition Clarification Print IR Fax IR
IR CODE(S) 02 - Behavioral Incidents: 0201 - Verbal aggression to other				

3. Fill in the following information:

Field/Section:	Instructions:
Exclude from Reporting	Click on this box if you want to exclude this form from reporting in Encompass . Select this if there are duplicate forms of the same incident. Note: Checking this box doesn't excluded the Incident Report from any state or licensing reporting.
Notes	Write any notes to explain why this incident should be excluded or included in reporting.
Sentinel Event	This field will most likely be locked. If it isn't, click this box if this incident has been determined to be a sentinel event.
Critical Event	This field will most likely be locked. If it isn't, click this box if this disposition is a critical event. Critical events are essentially the same as what JCAHO calls an "adverse event."
Report to State in Quarter	This field will most likely be locked. If it isn't, select the quarter you want this disposition to be reported to the state in.
Notes	This field will most likely be locked. If it isn't, explain the why this event was or wasn't determined to be a sentinel or critical event.
Rights Issue	This field will be locked. Only rights can use this field.
Notes	This field will be locked. Only rights can use this field.
✓ Spell Check	Click this button to check your spelling.

4. Click **SAVE** to save the form. To cancel the changes, click **CANCEL**.

To Clarify Incident Reports:

The [Clarification](#) link is used to enter information that will clarify an incident. Don't use this link for anything else. Any Incident Report follow-ups should be added as a Progress Note—not as a clarification.

1. Follow steps 1-3 under "To Review Incident Reports" on **page 15**.
2. Click on the [Clarification](#) link to the right of the record that needs clarifying.


Incident Details	Consumer(s)	Provider	Misc Info	
NUMBER 959 DATE 08/06/2007 TIME 10:00 AM STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer) JESSE C. CLIENT (Done unto)	AMAG Superior Home Care Inc	INCLUDE IN REPORTING No RIGHTS REVIEWED No	Review Disposition Clarification Print IR Fax IR
IR CODE(S) 02 - Behavioral Incidents: 0201 - Verbal aggression to other				

- Click on the [Add Clarification](#) link on the top of chart in the Incident Report Clarification List.

1 Clarification(s)

Clarification Details	Comment	
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Add Clarification Change Delete View

- Fill in the following information:

Field/Section:	Instructions:
Date	Enter the date the clarification was added. Use the  icon to select the date or click the Use Current Date link to enter today's date.
Staff	Your name will pre-fill. Use the lookup button to change the name, if needed.
Comment	Enter any comments needed to clarify the Incident Report. For example, "Incident Report did not mention the type of missed medication. Called home manager, and she said the missed medication was Haldol."
✓ Spell Check	Click this button to check your spelling.

- Click **SAVE** to save the clarification. Click **CANCEL** to cancel it.

To View a Clarification:

- Follow steps 1-2 under "To Clarify Incident Reports" on **page 21**.
- Click on the [View](#) link to the right of the clarification you want to view.

1 Clarification(s)

Clarification Details	Comment	
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Add Clarification Change Delete View

To Change a Clarification:

Only administrators can change clarifications, so not everyone will have access to this link.

- Follow steps 1-2 under "To Clarify Incident Reports" on **page 21**.

2. Click on the [Change](#) link to the right of the clarification that needs changing.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

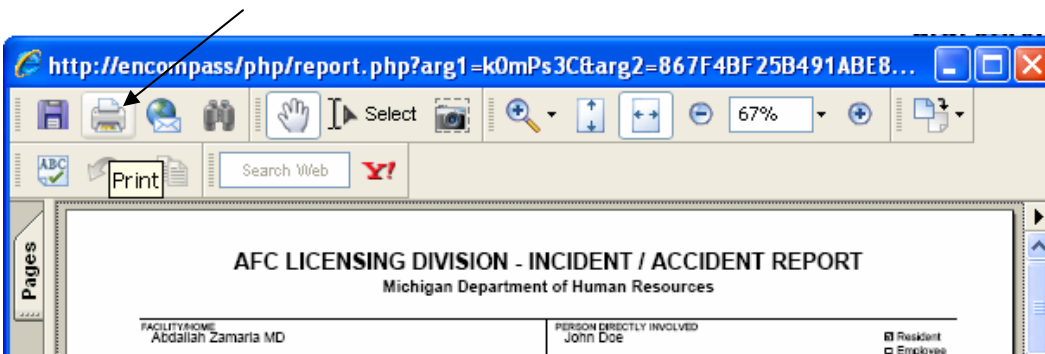
3. Make any necessary changes.
4. Click **SAVE**.

To Print Incident Reports:

1. Follow steps 1-3 under “To Review Incident Reports” on **page 15**.
2. Click on the [Print IR](#) link to the right of the record you want to print.

Incident Details	Consumer(s)	Provider	Misc Info	
NUMBER 959 DATE 08/06/2007 TIME 10:00 AM STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer) JESSE C. CLIENT (Done unto)	AMAG Superior Home Care Inc	INCLUDE IN REPORTING No RIGHTS REVIEWED No	Review Disposition Clarification Print IR Fax IR
IR CODE(S)				
02 - Behavioral Incidents: 0201 - Verbal aggression to other				

3. A new Adobe Acrobat window will pop up. Click on the print icon in the upper-left corner of the screen.



To Fax Incident Reports:

Incident Reports can be faxed to people who do not have access to Encompass. This feature allows the reports to be faxed without having to print them.

1. Follow steps 1-3 under “To Review Incident Reports” on **page 15**.
2. Click on the [Fax IR](#) link to the right of the report that needs to be faxed.

Incident Details	Consumer(s)	Provider	Misc Info	
NUMBER 959 DATE 08/06/2007 TIME 10:00 AM STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer) JESSE C. CLIENT (Done unto)	AMAG Superior Home Care Inc	INCLUDE IN REPORTING No RIGHTS REVIEWED No	Review Disposition Clarification Print IR Fax IR
IR CODE(S) 02 - Behavioral Incidents: 0201 - Verbal aggression to other				

3. Fill in the following information:

Field/Section:	Instructions:
Date	Today's date will pre-fill. Change the date if it is incorrect.
To	Enter the name of the person you are sending the fax to.
Company	Enter the name of the company you are sending the fax to.
Fax#	Enter the number you are faxing the Incident Report to.
Phone#	Enter your phone number.
From	The current user's name will pre-fill. Change if incorrect.
Notes	Enter any notes the receiver of the fax might need.

4. Click **Send Fax**.

The window will close automatically once the fax is sent.

Historical Incident Reports

How to View, Review, Add Reviewers to, Add Dispositions to, Clarify, Print, Fax, and Re-Open Historical Incident Reports

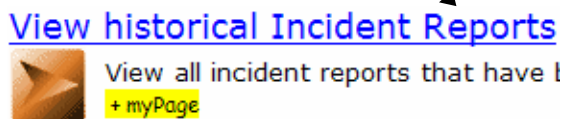
Since the Incident Reports are being passed to different people's queues it can be difficult to find a certain report. This link is used to find any Incident Report in the system. Although you can add Incident Reports from this screen, Incident Reports should be added using the [Add new incident reports or complete a pending report](#) link. If you do add Incident Reports from this screen, follow the directions under "To Add Incident Reports" on **page 4**.

To View Incident Reports:

1. Click on the [Peer Review Documents](#) link in the Main Menu.



2. Click on the [View historical Incident Reports](#) link to the right of the Main Menu.



3. Search for Incident Reports by entering any of the following and clicking ***SEARCH***:
 - a) Provider
 - b) Consumer
 - c) Incident Number
 - d) Incident Date
 - e) Include Unknown Dates
 - f) Incident Code
 - g) Incident Status
 - h) Potential Severity
 - i) Staff

To make the search results easier to navigate, you can sort them. Use the drop-down menus in the "Sort By" field to select the primary criteria you want the Incident Reports to be displayed by and whether you want the results to be in ascending or descending order. Use the "Then By" fields to sort the results further.

Sorting

Sort By: Date/Time Desc

Then By: IR Code Desc

Then By: *Select one Asc

Then By: *Select one Asc

- Click on the [View](#) link to the right of the record you want to view.

NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

To Change Incident Reports:

If the Incident Report hasn't been sent yet, it can be changed from this history link. You can also use this link to send the Incident Report.

- Follow steps 1-3 under "To View Incident Reports" on **page 25**.
- Click on the [Change](#) link to the right of the report you want to change or send.

NUMBER 1099 DATE 11/05/2007 TIME Unknown STATUS Pending	John Doe	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	Change View Clarification Print IR Fax IR
IR CODE(S)				

- Make any necessary changes.
- Click **SAVE** to save the report and not send it. To save and send the report, click **SAVE & SEND to CSM** or **SAVE & SEND FOR SIGN-OFF**. The button that is available depends on whether you filled out a full or scanned version of an Incident Report.

To Review and Add Reviewers to Incident Reports:

This link is used to select people to send the Incident Report to for review. This is similar to passing around a paper version of the Incident Report for review, except it is done electronically.

- Follow steps 1-3 under "To View Incident Reports" on **page 25**.
- Click on the [Add Reviewers](#) link to the right of the record that needs more reviewers.

NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

On this screen, all Incident Report details should be visible. Most fields are locked except for the ones described below.

3. If necessary, use the **lookup** button under the “Incident Reporting Code(s)” field to make changes to the Incident Report codes.
4. If necessary, the Incident Report’s severity can be changed under the “Severity” field.
5. If you would like another person to review the incident, click the [Add new Line](#) link under the “Additional Reviewers” field. Then use the **lookup** button to select the reviewer you need to add. You can add up to fifteen reviewers.
6. If you set preferences for “Common Reviewers” you can click the **Add Common Reviewers** button to add the reviewers you selected in your preferences.

To add more reviewers, repeat steps 5-6 to. You can add up to fifteen reviewers.

Additional Reviewers				Add Common Reviewers
Reviewer	Notified Date	First Review Date	Last Review Date	
Jackie Sproat BS, LLPC	08/06/2007			
Chris Akerley				lookup clear Add new Line

7. Click **SAVE** to save the form. Note that clicking this button does the following:
 - a. Records your signature, which says you have reviewed this incident and are taking any necessary steps to follow-up.
 - b. Saves any changes you made to the “Incident Reporting Code(s)” field.
 - c. Sends an e-mail to the reviewers you added to the form, asking them to review the Incident Details in Encompass.
8. To cancel the changes or exit the record without officially reviewing it, click **CANCEL**.

To Add Dispositions to Incident Reports:

Dispositions can only be added once an Incident Report has been sent to CMHSP staff. Before it is sent to CMHSP the Incident Report isn’t finished so a disposition can’t be added. Also, not everyone will be able to add all the part of the disposition field. Some fields will be locked for certain users.

1. Follow steps 1-3 under “To View Incident Reports” on **page 25**.
2. Click on the [Disposition](#) link to the right of the record a disposition needs to be added to.

NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

3. Fill in the following information:

Field/Section:	Instructions:
Exclude from Reporting	Click on this box if you want to exclude this form from reporting in Encompass . Select this if there are duplicate forms of the same incident. Note: Checking this box doesn't excluded the Incident Report from any state or licensing reporting.
Notes	Write any notes to explain why this incident should be excluded or included in reporting.
Sentinel Event	This field will most likely be locked. If it isn't, click this box if this incident has been determined to be a sentinel event.
Critical Event	This field will most likely be locked. If it isn't, click this box it if this disposition is a critical event. Critical events are essentially the same as what JCAHO calls an "adverse event."
Report to State in Quarter	This field will most likely be locked. If it isn't, select the quarter you want this disposition to be reported to the state in.
Notes	This field will most likely be locked. If it isn't, explain the why this event was or wasn't determined to be a sentinel or critical event.
Rights Issue	This field will be locked. Only rights can use this field.
Notes	This field will be locked. Only rights can use this field.
✓ Spell Check	Click this button to check your spelling.

4. Click **SAVE** to save the form. Click **CANCEL** to cancel it.

To Clarify Incident Reports:

The [Clarification](#) link is used to enter information that will clarify an incident. Don't use this link for anything else. Any Incident Report follow-ups should be added as a Progress Note—not as a clarification.

1. Follow steps 1-3 under “To View Incident Reports” on **page 25**.
2. Click on the [Clarification](#) link to the right of the record that needs clarifying.


NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

3. Click on the [Add Clarification](#) link on the top of chart in the Incident Report Clarification List.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

4. Fill in the following information:

Field/Section:	Instructions:
Date	Enter the date the clarification was added. Use the  icon to select the date or click the Use Current Date link to enter today's date.
Staff	Your name will pre-fill. Use the lookup button to change the name, if needed.
Comment	Enter any comments needed to clarify the Incident Report. For example, “Incident Report did not mention the type of missed medication. Called home manager, and she said the missed medication was Haldol.”
✓ Spell Check	Click this button to check your spelling.

5. Click **SAVE** to save the clarification. Click **CANCEL** to cancel it.

To View a Clarification:

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 29**.
2. Click on the [View](#) link to the right of the clarification you want to view.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

To *Change* a Clarification:

Only administrators will have the ability to change a clarification, so not everyone will have access to this link.

1. Follow steps 1-2 under “To Clarify Incident Reports” on **page 29**.
2. Click on the [Change](#) link to the right of the clarification that needs changing.

1 Clarification(s)

Clarification Details	Comment	Add Clarification
DATE 09/28/2007 STAFF Kaylyn Krzyske	test	Change Delete View

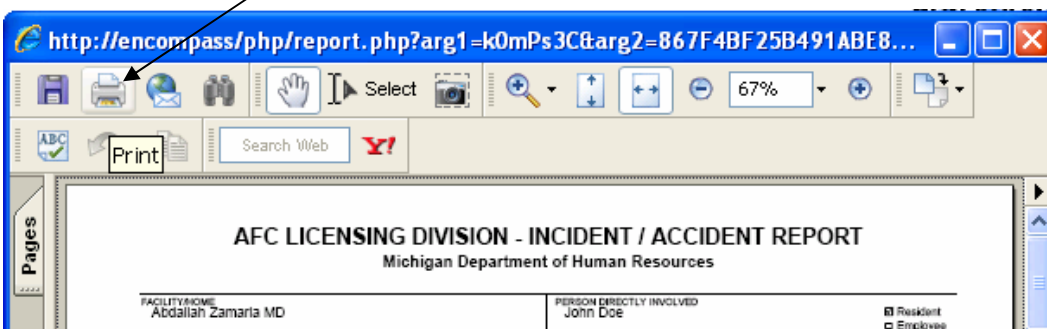
3. Make any necessary changes.
4. Click **SAVE**.

To *Print* Incident Reports:

1. Follow steps 1-3 under “To View Incident Reports” on **page 25**.
2. Click on the [Print IR](#) link to the right of the record you want to print.

NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

3. A new Adobe Acrobat window will pop up. Click on the print icon in the upper-left corner of the screen.



To Fax Incident Reports:

Incident Reports can be faxed to people who do not have access to Encompass. This feature allows the reports to be faxed without having to print them.

1. Follow steps 1-3 under “To View Incident Reports” on **page 25**.
2. Click on the [Fax IR](#) link to the right of the report that needs to be faxed.

NUMBER 1058 DATE Unknown TIME Unknown STATUS Sent to CMHSP - Waiting for Review	John Doe (Doer)	9 S. Monroe Street Lease - Riverside Investment Co, LLC	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Add Reviewers Disposition Clarification Print IR Fax IR
IR CODE(S) 06 - Injury/Accident: 0607 - Fall				

3. Fill in the following information:

Field/Section:	Instructions:
Date	Today’s date will pre-fill. Change the date if it is incorrect.
To	Enter the name of the person you are sending the fax to.
Company	Enter the name of the company you are sending the fax to.
Fax#	Enter the number you are faxing the Incident Report to.
Phone#	Enter your phone number.
From	The current user’s name will pre-fill. Change if incorrect.
Notes	Enter any notes the receiver of the fax might need.

4. Click **Send Fax**.

The window will close automatically once the fax is sent.

To Re-Open Incident Reports:

Closed Incident Reports can be reopened. To search for closed Incident Reports, set the “Incident Status” field in the search criteria as “* All” or “Closed.”

1. Follow steps 1-3 under “To View Incident Reports” on **page 25**.
2. Click on the [Re-Open IR](#) link to the right of the record that needs to be opened.

NUMBER 753 DATE 07/07/2007 TIME 12:00 PM STATUS Closed	John Doe	Synod Residential Services - Crisis Residential Services/Ash	INCLUDE IN REPORTING Yes RIGHTS REVIEWED No	View Print IR Fax IR Re-Open IR
IR CODE(S) 08 - Medical/Health Issues: 0803 - Illness 09 - Medication Incidents (Who): 0902 - Recipient Related 10 - Medication Incidents (What): 1002 - Refused Meds				

3. A pop-up window will be displayed. To open the Incident Report click **OK**. Click **Cancel** to leave it closed.