

Incident Report Entering: Common Troubleshooting

Incident Report Data Fields

Provider

The **Provider** field refers to the agency, facility, or home where the Incident Report was written. (**Note:** In rare cases, what is entered in the “Provider” field will not be where the incident occurred. In some cases Provider A may write an incident about a situation at Provider B. The “Provider” field should be set to Provider A because they wrote the report.) This field is usually located in the top left corner of the paper report.

- AFC Licensing Division style reports—information is located in box labeled *Name of Facility/Home*.
- Michigan Department of Community Health style reports—information is located in the *Agency Name* box.

Incident Location

The **Incident Location** field refers to where the incident occurred. Some examples include “client’s bedroom,” “on the staircase,” or “apartment 1A.”

- AFC Licensing Division style reports—this information is located in the *Location of Incident* box in the middle right of the page.
- Michigan Department of Community Health style reports—this information is located in the *Where Did Incident Happen* box in the top right of the page.

Author

The **Author** field is the person who completes the paper report. It doesn’t refer to the person scanning the report into the computer (you). If the staff member is not listed in our computer system check the **temporary staff** box.

- AFC Licensing Division style reports—this information is located in the *Signature of Person Completing Report* box in the bottom left of the paper report.
- Michigan Department of Community Health style reports—this information is located in the *Reporting Person’s Signature and Title* box in the middle right of the paper report

Involved Consumer

The **Involved Consumer** is the client or clients. The person directly involved in the incident should be listed first. Additional consumers can be added by clicking the [Add new Line](#) link. Their case manger will be automatically added. You will also have the option to choose a role for the consumer from *N/A, Doer, Done unto, or Bystander*. Unless it is obvious to you after reading the report that a role should be chosen leave *N/A* selected. In many cases a role is not applicable. For example, in a medication Incident Report a role shouldn’t be chosen.

- AFC Licensing Division style reports—this information is located in the *Name of Person Directly Involved* box in the top right of the paper report.
- Michigan Department of Community Health style reports—this information is located in the *Recipient’s Name* box in the top right of the paper report.

- *Note: The case number located directly below the recipient's name is the same as their Encompass ID*

Involved Staff

The **Involved Staff** are the employees involved in the incident. The author is usually included in involved staff. Some exceptions do apply. The most common occurs when a case manager or supervisor completes a report about the actions of their staff. If you ever have a concern, feel free to contact a rights officer for clarification. Again, if you cannot find the staff member in our system check the **temporary staff** box.

- AFC Licensing Division style reports—this information is located in the *Other Persons Involved/Witnesses* boxes located in the top middle of the paper report. If they are staff the *employee* box will be checked.
- Michigan Department of Community Health style reports—this information is located in the *Employee(s) Involved and/or Present* box in the top middle of the page.

Severity

Severity field boxes are automatically check based on the Incident Reporting codes you select. They are linked to reporting codes and you do not need to manually check them.

Scanning the Incident Report

When you **scan** in an Incident Report make sure all pages are included. At the Towner front desk scanner pages are loaded together, face-down and top-down. The computer will ask you to accept the scanned document. You can always rescan if the document looks blurry or off-center.

Saving the Incident Report

If you must stop while entering an Incident Report you can click **SAVE** at the bottom of your screen. Clicking **SAVE** will not send the document to case workers or allow others to view it. To completely finish a report click **Save & Send to CSM**.

For More Help

For questions regarding the content of an incident report, contact the recipient rights officer of the day.

For technical assistance, contact Chris Akerley at ext. 42971 or help desk at ext. 23737