

Incident Management for Private Intermediate Care Facilities

*Office of Developmental Programs
Virtual Office Hours
June 23, 2021*





Virtual Office Hours (VOH) provide attendees an opportunity to interact and ask questions related to a specific topic.

They occur one time and are not recorded or posted online.

A few slides have been developed to provide an update on Incident Management; the rest of the time will be held for questions.

Enhancements and changes to the Enterprise Incident Management (EIM) system have been made to align the EIM system with ODP Incident Management policies.

Changes to EIM will be effective July 1, 2021.

ODP will be releasing a bulletin that provides updated guidance on the Incident Management procedures for private Intermediate Care Facilities (ICFs) as well as SCOs and County ID Programs serving individuals residing in a private ICF.

The bulletin will align with the Incident Management bulletin for Home and Community Based Services to the fullest possible extent. That bulletin can be found here:

[Bulletin 00-21-02.](#)

In EIM, incidents are categorized with primary and secondary categories.

The new Primary and Secondary categories focus on what happened as part of the incident and no longer emphasize the response to the incident.

The bulletin will provide full detail and descriptions for all categories that will align with the definitions in the Incident Management bulletin for Home and Community Based Services.

The bulletin will also include an updated hierarchy of reporting when a singular event represents more than one incident category.

In the interim, the **Reference Guide for Private Intermediate Care Facilities** has been developed. The Reference Guide includes primary and secondary categories, definitions, and sequence of reporting guidance.

Changes to Categories (3)



Illnesses are only reported if the illness became serious enough to require a hospitalization. By definition, this is a Serious Illness.

Sexual abuse is now a separate primary category.

Two new categories:

- Public Health Emergency
- Declared Emergency

These incidents will be reported when directed by ODP. ODP will provide specific guidance and direction on what to report, as well as the timelines to report, related to these emergencies.

Changes are being made to clarify which incidents are required to have an investigation completed by a Department-certified investigator based on the new primary and secondary incident categories.

Align incidents that must have an investigation completed by a Department-certified investigator with the requirements of Home and Community Based Service providers, as much as possible.



Incident Management Update Regarding Individual -to- Individual Abuse and Serious Injury

ODP Announcement 21-039

AUDIENCE:

All stakeholders and incident reporters

PURPOSE:

To inform providers that on July 1, 2021, an investigation will not be mandatory and need to be completed by a Department-certified Investigator for the following incidents when reported in the Enterprise Incident Management (EIM) system:

- Serious Injury-Injury Accidental
- Abuse-Physical (when the target is another individual recipient of service)
- Abuse-Psychological (when the target is another individual recipient of service)

The EIM system will not require a Department-certified Investigator to be assigned. Providers will have the ability to proceed with an optional investigation and assign a Department-certified Investigator if desired.

DISCUSSION:

On March 1, 2021, ODP issued Incident Management (IM) Bulletin 00-21-02 which contained an effective date of July 1, 2021. Outlined in IM Bulletin are the operating procedures and directions for the incident management process, including the uniform practices for reporting of incidents and investigation of incidents.

IM Process and Workflow

No major changes to timeline or deadlines; management reviews; and most roles.

Private ICF providers are encouraged to utilize web-based trainings that highlight EIM system enhancements that will be implemented on July 1, 2021.

Staff persons that perform functions in EIM are encouraged to view these self-paced trainings. Topics include:

- [Updates made to the My Dashboard screen and completing and submitting the Incident First Section](#)
- [Completing and submitting the Incident Final Section](#)
- [Completing and Submitting the Certified Investigator Report and the Provider Administrative Review documents](#)

The rest of our time until 3:00pm will be used for questions. Ask questions two ways:

- Type your question into the questions pane on your control panel; or
- “Raise your hand” and the facilitator will open your microphone to ask a question verbally.



For questions after today's VOH, contact your ODP Regional Office.