Incident Management (NON-APS): Attorney General

Louisiana DHH Training Guide

Software and services for realizing care's potential

Incident Management (Non-APS): Attorney General

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Incident Management (Non-APS)

Statewide Incident Management System (SIMS) maintains incident records for participants/victims/patients who are served by Louisiana DHH.

Introduction	This training introduces you to the basic functions of accessing and reviewing Incident records.	
Importance	Your confidence in using SIMS for reviewing records will increase as you develop proficiency in the software.	
Overview	To help Louisiana Law Enforcement develop the necessary skills and understanding to effectively use SIMS to perform the reporting workflows in a Critical Incident Reporting context.	
Objectives	• Log into and out of SIMS • Successfully navigate the program •	
Topics	**Topic**	**Page**
	Review Incident Record	15

Icons Used in this Manual

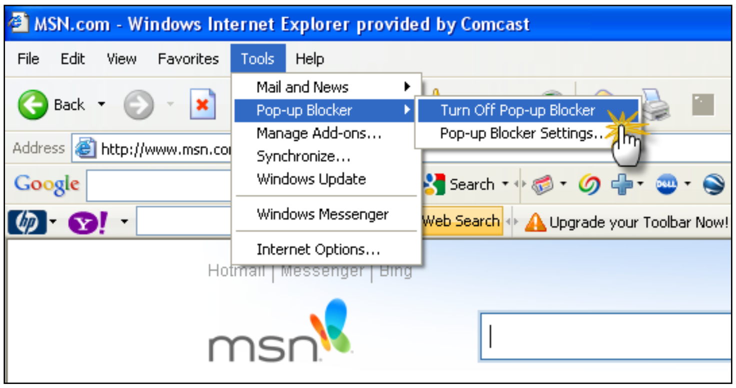
Icon	Description
	**Tip** Tips provide general recommendations on how to make it easier or more productive to use SIMS.
	**Caution** The Caution icon highlights areas of note or concern, where failure to use the system properly may cause or exacerbate problems.
	**Note** Notes provide additional information of general interest about a specific function or process of SIMS.
	**Example** Examples are provided to help you develop a better understanding of the subject area and how SIMS may be used in a specific scenario of relevance.

SIMS Basics

SIMS is a web-based system that is accessed from a Web browser, specifically Internet Explorer® (IE). Your workstation will be configured before you “go live” to allow the system and all its functionality to operate properly. If you experience any problems during training or after “go live”, please coordinate with your System Administrator to evaluate the issue.

Enabling Pop-Up Windows

SIMS uses pop-up windows to display information to users. It is important to allow these pop-ups to be displayed on your screen. To enable pop-up windows, go to **Internet Explorer>Tools> Pop-Up Blocker>Turn Off Pop-up Blocker**.



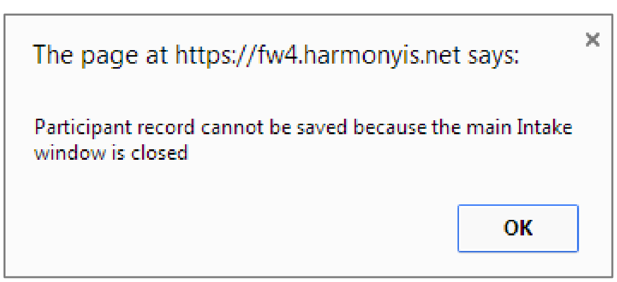
In the future when you try to access SIMS from a workstation that is not your own, the default set up on the workstation may enable some other type of pop-up blockers (Google™, Yahoo®, MSN®, etc.). Be sure to follow the instructions to allow the use of pop-up windows.

The specific steps you need to take may vary depending on the version of IE you are running. Check with your System Administrator whenever you are unable to resolve this issue on your own.

Screen Stacking

In SIMS, you will do a lot of opening and closing of screens (windows). As you’re working, you can have many screens open and not know because they’re stacked on top of each other. There is no harm in this, but it can make working in SIMS more cumbersome. Open screens can prevent you from getting to another area of the program. On the other hand, closed screens can also prevent you from moving around.

If a screen has been closed, but should have remained open, you’ll see an error message similar to this:

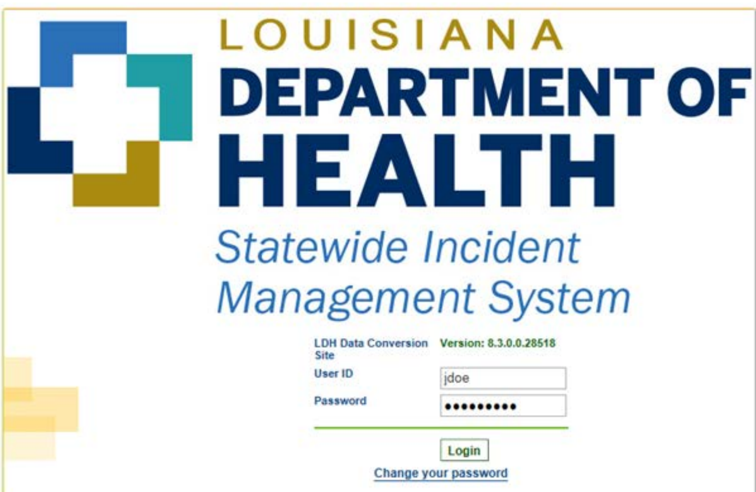


Best Practices recommend that you click **File > Save and Close** when you're saving records. This prevents unnecessary screens from staying open.

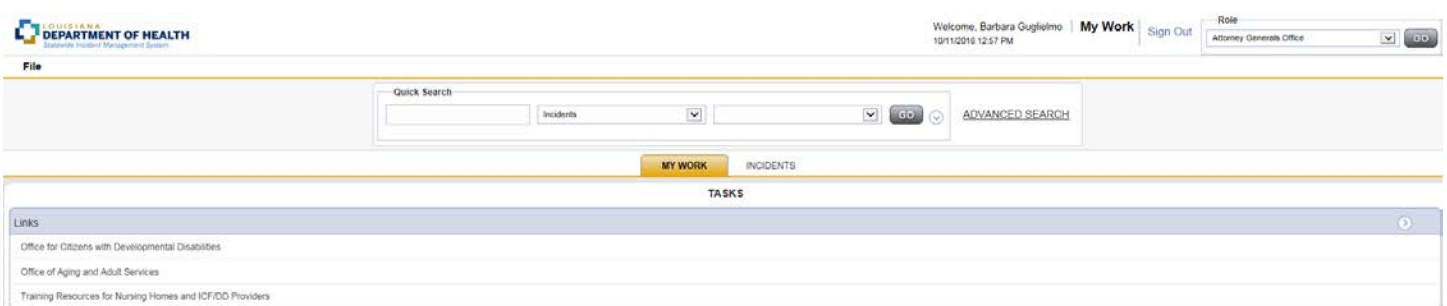
Log into SIMS

Your SIMS Application Administrator will provide you with the URL (Internet Address) of the WellSky Customer Portal and your login credentials for both the Live system when appropriate.

1. Open Internet Explorer and then enter the URL for SIMS
2. At the login, type your **User ID** and **Password**
3. Click **Login**



   a. The **Dashboard** is displayed



Exit SIMS

To exit SIMS:

1. In the upper right portion of the screen, click **Sign Out**

My Work

My Work is your home page and tasks might be managed. When you first log in, you will begin from here. Keep in mind that your **My Work** page may differ from that of your co-worker. Roles determine which features you may have.

My Work Screen Elements

There are several parts of the **My Work** screen, as shown in the screenshot below:

1	The File menu is located throughout the program. Items on the File menu vary, depending on what you are doing. One of the more common functions you'll use is the **File > Add Notes** and **File > Save and Close Notes**.
2	The tabs along the top of the screen are called **Chapters**. A chapter is like a section of the program. To move to another chapter, just click it. If you have the "UTILITIES" Chapter, let your supervisor know immediately. This chapter is reserved for IT.
3	**My Work** is divided into areas for consumers, providers, resources and tasks. You may see all or just some of these areas.
4	Within each area are boxes that contain information. These are referred to as **Panes**.
5	Each pane includes a down arrow. When you click the down arrow, items in the pane are collapsed. This is helpful if you need more space on your screen. To expand the items in the pane, click the now right-facing arrow.

Many areas of the program allow you to collapse sections (panels). Click the down arrow in the circle . When you click it, it becomes a right-facing arrow

Activities

Within each Pane on the My Work homepage, numbers will be visible next to different items. These numbers represent the number of activities that are due. For example, in the screenshot below, one can see that there are links to LDH websites.

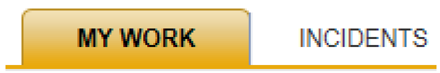
1. To access one of these websites, click on the name of the link. A new window will open.

Navigating the Application

This section provides a brief overview and some tips for working in the application.

Chapters

Chapters are links to different areas of SIMS. Authorized users can access chapters at any time by simply clicking the desired Chapter button (or tab) across the top of the screen. Note that not all workers can see all the listed chapters. Your view may differ from the example below. (Remember, every Role will have different Chapters. If you have the "UTILITIES" Chapter, let your supervisor know immediately. This chapter is reserved for IT.)

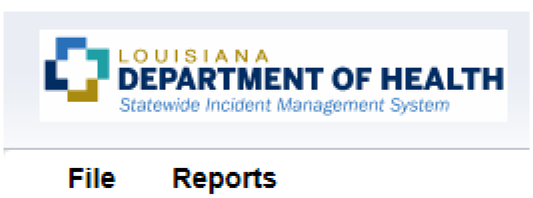


Chapter	Definition
Incidents	Contains information about every incident. This includes the patient and provider involved, the incident reporting form and notes.

File Menu Bar

The File menu bar is displayed throughout the application and is located in the upper left corner of the screen. Depending on the screen that's open, other menus may be displayed. This is the location where you'll go to create or add files, close and save files and print files, among other functions.

Additional functions remain available under each option. Hovering above each **File Menu** bar category will expand additional menus. Access to these are granted based on the permissions which are driven by roles.

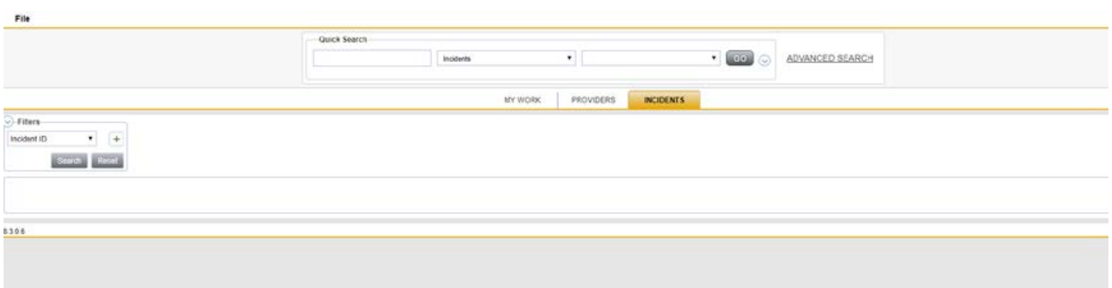


When users scroll through a page in SIMS, the **File Menu** header is frozen so that users will always be able to access these **File Menu** functions no matter where the cursor is located on the page.

- **File** – Contains the functions to add a new record or to view history changes to the data in view.
- **Edit** – Provides the ability to make changes to the data included in the record.
- **Tools** - Provides the user with additional functionality based on the page currently in view.
- **Reports** – Lists standard reports built into the WellSky software. Additional reports may be available to certain roles or groups. If a user has access to the Reports Menu, click the menu and select the report and it will open in a new window.
- **Word Merge** - Lists documents that have been uploaded to the application using the **Word Merge** Utility and are available to certain roles and groups. If a user has access to the **Word Merge** File menu, to access the document, click the file menu and select the document and it will open a new window.

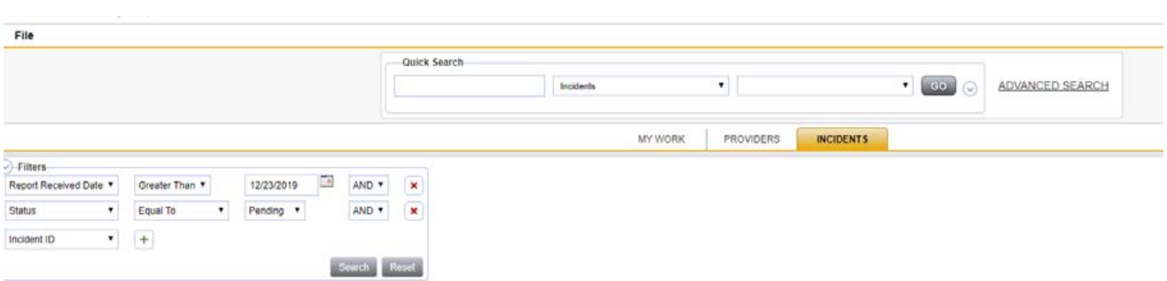
INCIDENTS Tab

When you chose the Incidents Tab, your page will look very similar to the screen below. It will not automatically display a list of incidents.

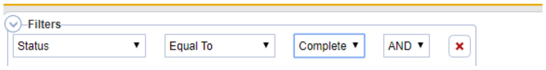


You will need to select filters to retrieve your incidents. (*For example, below, the user wants to retrieve incidents reported after December 23, 2019 and the status equals Pending*)

Enter your search criteria in the Filters section and choose the **Search** button. You will retrieve only the incidents matching your search criteria. You will only be able to see items that are permitted by security settings for your User ID.

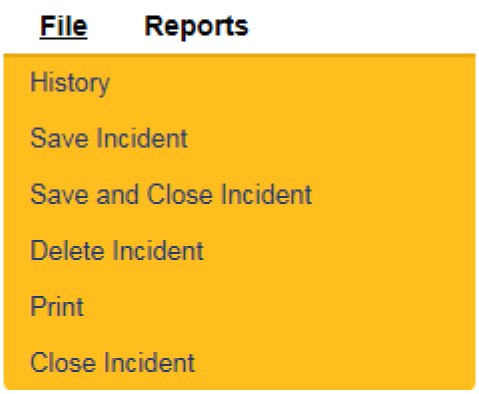


WARNING: (I strongly **suggest** you **do not** filter Status = Completed **only.**



Incident Records: File Menu

As you are working with incident records, you will save and close records. This is done on the **File** menu, located near the top of your screen. The **File** menu options change, depending on what you're doing; the screenshot below displays what the **File** menu might look like. Some examples include and are not limited to: **Save, Save and Close, Print**, and **Add Incidents**.



The table below describes some of the **File** actions you'll work with as you are creating an incident record.

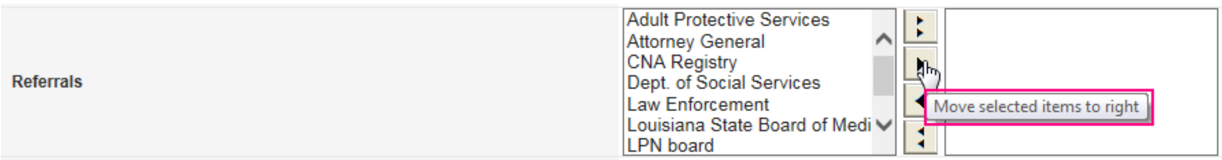
File Menu	Description
History	Allows user view history changes to the data in view.
Save	Saves changes since the last save and keeps the record open. Saving a record can be done at any time.
Save and Close	Saves changes since the last save and closes the record.
Print	Allows user to print the information on the current screen.
Delete	Allows user to delete the record permanently.
Close	Closes the record without saving any recent changes.

When you need to add, remove or save files, the **File** menu is the place to go. An example in the directions could appear as: go to **File > Save and Close Notes**.

Multi Select Boxes

Using the Arrow Buttons

Some areas of the application require you to select items from a list, and move them from one field to another, using arrow buttons. If you hover over one of the arrow buttons, a tooltip is displayed that describes what the button does. In the screenshot below, the mouse was hovering over the button to move selected items to the right.



Button Definitions

- ▶▶ Move all items from the left to the right
- ▶ Move selected items from the left to the right
- ◀ Move selected items from the right to the left
- ◀◀ Move all items from the right to the left

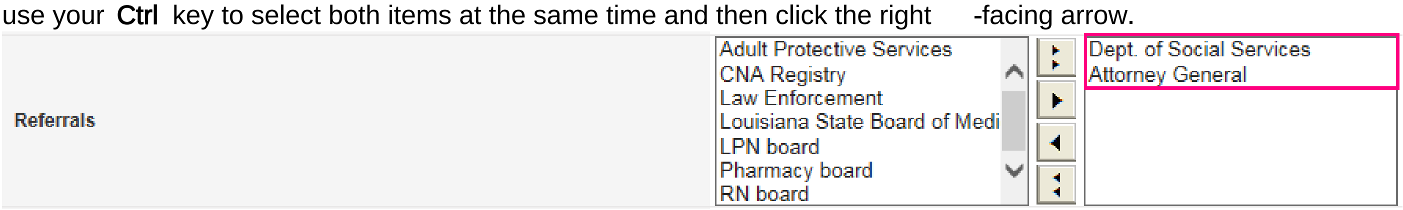
Using the Shift and Ctrl keys

If you want to select more than one item, and the items are *all together*, press and hold the **Shift** key on your keyboard and select the first and last records in the group. Then, click the right-facing button to move all items to either the right or left field.

If you want to select more than one item, and the items are *not together*, press and hold the **Ctrl** key on your keyboard and click the records you want. Click the right-facing button to move the items to either the right or left field.

Example

In the screenshot below, the incident is being referred to the Dept. of Social Services and the Attorney General. You could either select each item from the left side and click the right-facing arrow to move them to the right, or use your **Ctrl** key to select both items at the same time and then click the right-facing arrow.



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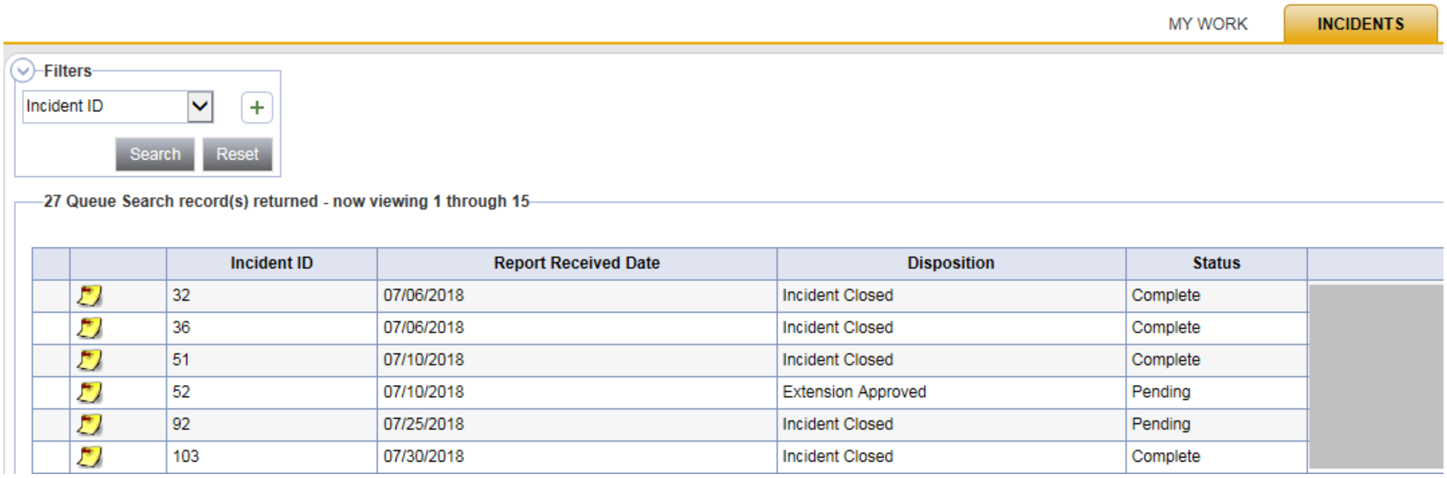
List Views and Search Filters

In various areas of the SIMS, records may appear on a **List View** screen. These screens limit the number of records returned at one time.



List View screens allow you to quickly retrieve a desired record. If the desired record is not displayed on the initial list view, you can click on one of the following buttons to scroll through the returned records:

Button	Description
<< First	Jumps to the first record in the list
< Previous	Jumps button jumps to the previous record in the list
Next >	Jumps to the next record in the list
Last >>	Jumps to the last record in the list

Tip

You can also modify the number of records returned in the list view by entering the desired number in the "Retrieve [15] records at a time" field and then clicking on one of the record search buttons (i.e., First, Previous, Next, Last).

You may sort the records by ascending or descending order by clicking on the column headers in the list view.

Advanced Search

The Advanced Search function allows you to look for existing data. There are multiple options and an expanded range of input variables for detailing your criteria to find the records you need.

To search for an Incident record using the **Advanced Search** function, take the following steps:

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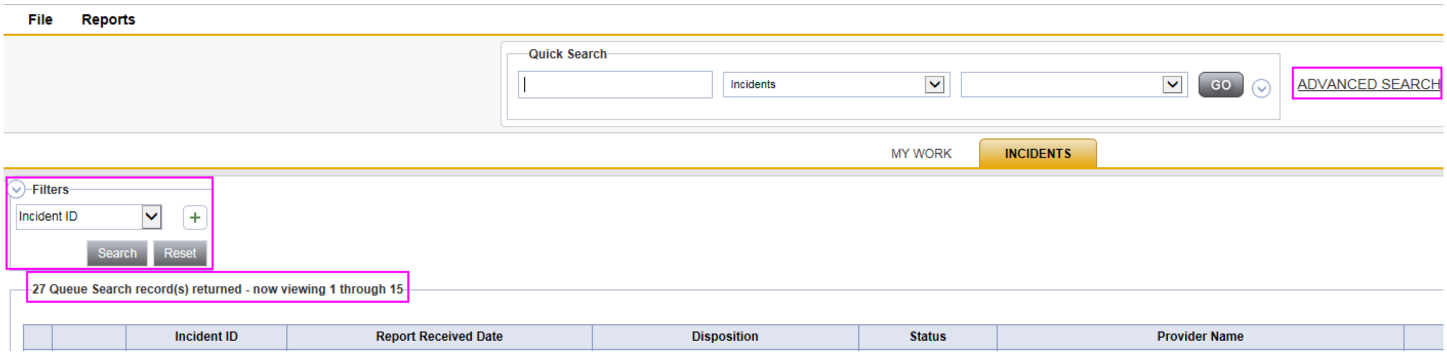

1. Click the **Advanced Search** link.
    a. The Advanced Search window is displayed.
2. Once you have entered your search criteria in the Filters section, click **Search**.
3. The system displays all items matching the search criteria you defined.

Note
You will only be able to see items that are permitted by security settings for your User ID

Advanced Search Window

Each filter allows you to select from the following comparison search criteria:

Term	Definition
Equal To	Returns records that match the entered criteria. For example, if **<Last Name>** is entered as "equal to" a specific person's name, the Consumer records assigned to that Worker will be returned.
Begins With	Returns records that begin with the entered criteria. For example, if **<Last Name>** is entered as "begins with" 'T' the system will return records assigned to the Worker having last names that start with 'T', such as Tester and Thomas.
Ends With	Returns records that end with the entered criteria. For example, if you search on **<Last Name>** "ends with" 'r', you can retrieve records where a Consumer's name ends in 'r', such as Tester.
Not Equal To	Returns records that do not match the entered criteria. For example, if a particular name is entered for **<Last Name>**, the system will return a list of records except those records for the name provided in the search criteria.

Greater Than	Returns records that are dated later than the entered criteria. For example, if **<DOB>** is entered as “greater than” ‘03/01/2015’, the system will return all records with a records whose date of births are after March 1, 2015.
Less Than	Returns records that are dated earlier than the entered criteria. For example, if **<DOB>** is entered as “less than” ‘03/31/2015’, the system will return data for all records with a birth date before March 31, 2015.
Contains	Returns records that contain the entered criteria. For example, if **<Last Name>** is entered as “contains” specific values in the person’s name, the Consumer Record(s) assigned to that worker with those values would be returned.
Blank	A record is returned where the selected field does not have a value in the field.
Non-Blank	Returns records where the selected field does have a value in the field.

Boolean Logic

In addition, you can search on these filters using Boolean (**and/or**) logic:

- **AND** - Tightens your search: records returned only if meeting ALL criteria.

Example
Find Consumers where <**DOB**> is greater than (>) March 1, 2000 and <DOB> is less than (<) June 30, 2015. This returns all reports dated between the two dates entered.

- **OR** - Broadens your search; records returned if meeting EITHER criteria:

Example
Find records where <**Last Name**> equals <Jones> or <DOB> = “**June 22, 1998**.” The system returns records for Jones regardless of date of birth, **and** also returns any consumer records whose birth date is 06/22/2015.

Once you have entered your search criteria, click the **Search** button or you can tab to the **Search** button using your **Tab** key and press **Enter**.

The system displays all items matching the search criteria you defined.

Note
You will only be able to see items that are permitted by security settings for your User ID

Did your search return the expected results? If not, click the ***Reset*** button to clear your criteria. Reconsider your filters and try again.

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Incident Management: Attorney General Overview

Law enforcement needs to be informed of incidents involving neglect, abuse and misappropriations of funds. The Attorney General's office will have access to the application.

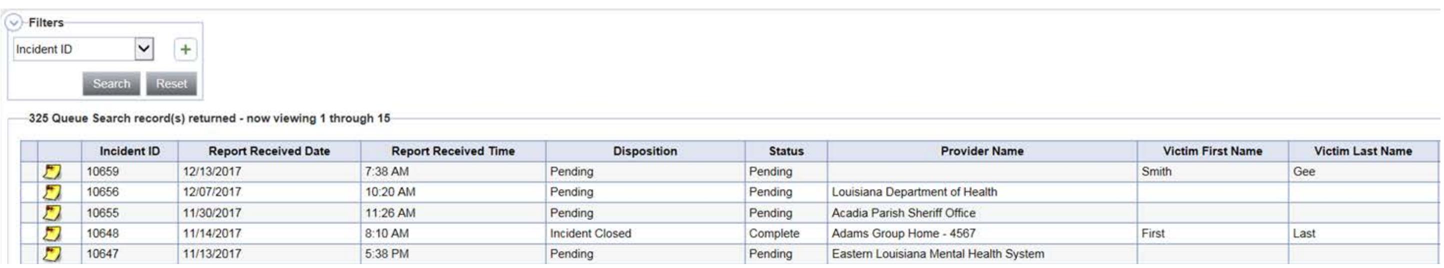
Incident Record Review

The Incident record review begin with contacting the Attorney General's office and alerting them of a reported incident.

Switch Role to **Attorney General s Office**

1. Click the **Incidents** chapter .

2. A list of Incident records will display .



	Incident ID	Report Received Date	Report Received Time	Disposition	Status	Provider Name	Victim First Name	Victim Last Name
	10659	12/13/2017	7:38 AM	Pending	Pending		Smith	Gee
	10656	12/07/2017	10:20 AM	Pending	Pending	Louisiana Department of Health		
	10655	11/30/2017	11:26 AM	Pending	Pending	Acadia Parish Sheriff Office		
	10648	11/14/2017	8:10 AM	Incident Closed	Complete	Adams Group Home - 4567	First	Last
	10647	11/13/2017	5:38 PM	Pending	Pending	Eastern Louisiana Mental Health System		

3. Open the record by hovering your mouse over the record .
4. The Incident Details page will open in a read only format.

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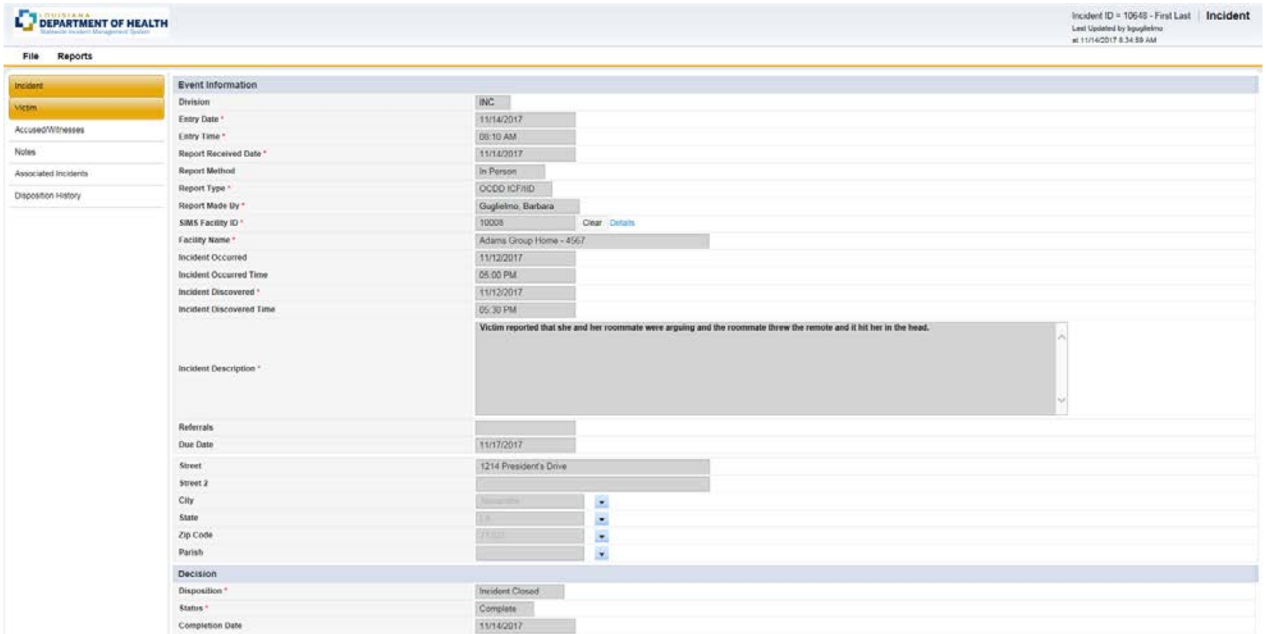
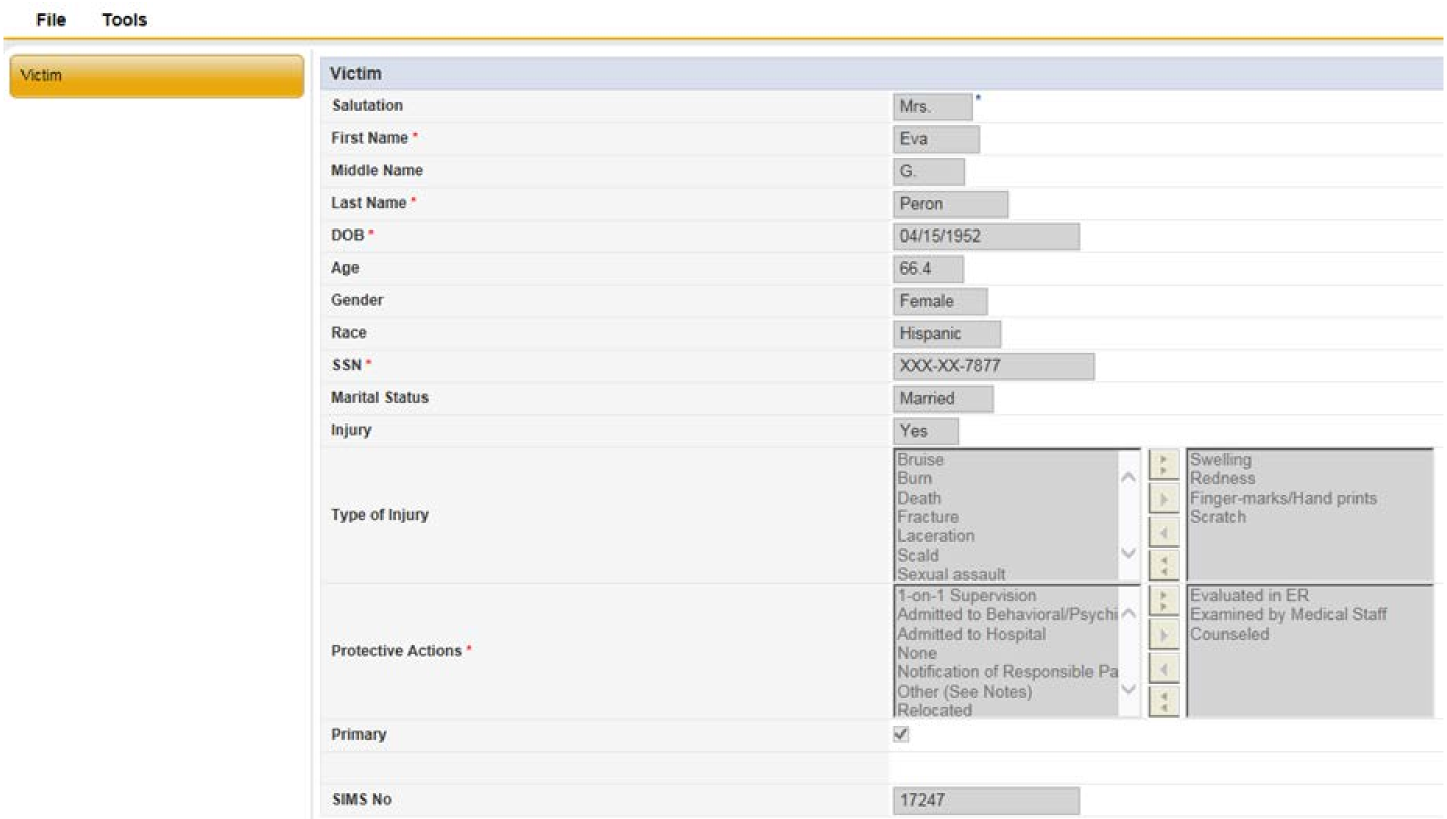


5. A navigation menu will display subpages of the Incident record located in the upper left hand corner.

Sub-page	Definition
Incident	Incident Details page provides basic information of the report which includes a description of the incident, incident occurred date/time, incident discovered date/time and the facility involved).
Victim	Victim Details page provides demographic information, along with the type of injury sustained by the victim during the incident.
Accused/Witnesses	The HSS Incident Report provides information on the accused, witnesses
Notes	The Notes subpage displays notes added by both the Provider and HSS.

6. You can click on the different subpages to review different components of the Incident record. For example, if you click on the Victim subpage, the Victim list page will display.

7. Click on the Victim's name in the list view grid. This will display the Victim Details page.



8. After reviewing the page, click File > Close Victim.

HSS Incident Report

An incident record can also be reviewed by running the HSS Incident Report. This report pulls data from the following subpages: Incident, Victim, Accused/Witnesses and Notes.

1. Once the incident record is opened, select HSS Incident Report from the Reports menu in the toolbar.

2. A report window will open and display the HSS Incident Report.
3. To return to the Incident record, click on the "x" in the IE tab or select Exit from the IE File menu.

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LOUISIANA DEPARTMENT OF HEALTH

Health Standards Incident Report

Incident ID	10592	Report Status	Pending	Report Due Date	September 11, 2017

Provider	Alternative Home Care	Street Address	1220 Eraste Landry Road
City, State, Zip	Lafayette, LA, 70506	Phone	(337)233-0545
Reporter	Guglielmo, Barbara	Relationship/Title	Implementation Consultant

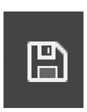
EVENTS	
Entered	September 05, 2017, 10:05 AM
Occurred	September 04, 2017, 08:01 PM
Discovered	September 04, 2017

RESIDENT VICTIM							
First Name	Any			Last Name	test		
DOB	06/01/1996	Race	Hispanic	Gender	Male	SSN	XXX-XX-6789
Injury Y/N	Yes	Type of Injury	Bruise, Finger-marks/Hand prints, Redness, Scratch, Skin tear	Protective Actions	Examined by Medical Staff, Notification of Responsible Party if Applicable, Other (See Notes), Relocated, Supervision Increased		

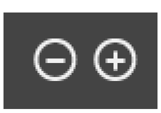
ACCUSED			
First Name	Unknown	Last Name	Unknown
Relationship	Staff		
Accused Allegations	Misappropriation of Funds/Exploitation		
Accused Allegations #2	Neglect	Allegation Findings #2	Unsubstantiated
Accused Allegations #3	Physical Abuse		
Accused Allegations #4	Mental Abuse		
Accused Allegations #5	Substance Abuse		
Accused Allegations #6	Verbal Abuse		

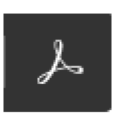
INCIDENT DESCRIPTION
test
INCIDENT INVESTIGATION
On 10/5/2017 at 7:54 AM, Barbara Guglielmo wrote: Further Investigation is requested

Referrals	LPN board

 Save icon

 Print icon

 Zoom in/out

 PDF icon – show adobe acrobat toolbar

APS: Law Enforcement Overview

Law enforcement needs to be informed of incidents involving neglect, abuse and misappropriations of funds. The Attorney General's office will be given access to the application.

Investigation Record Review

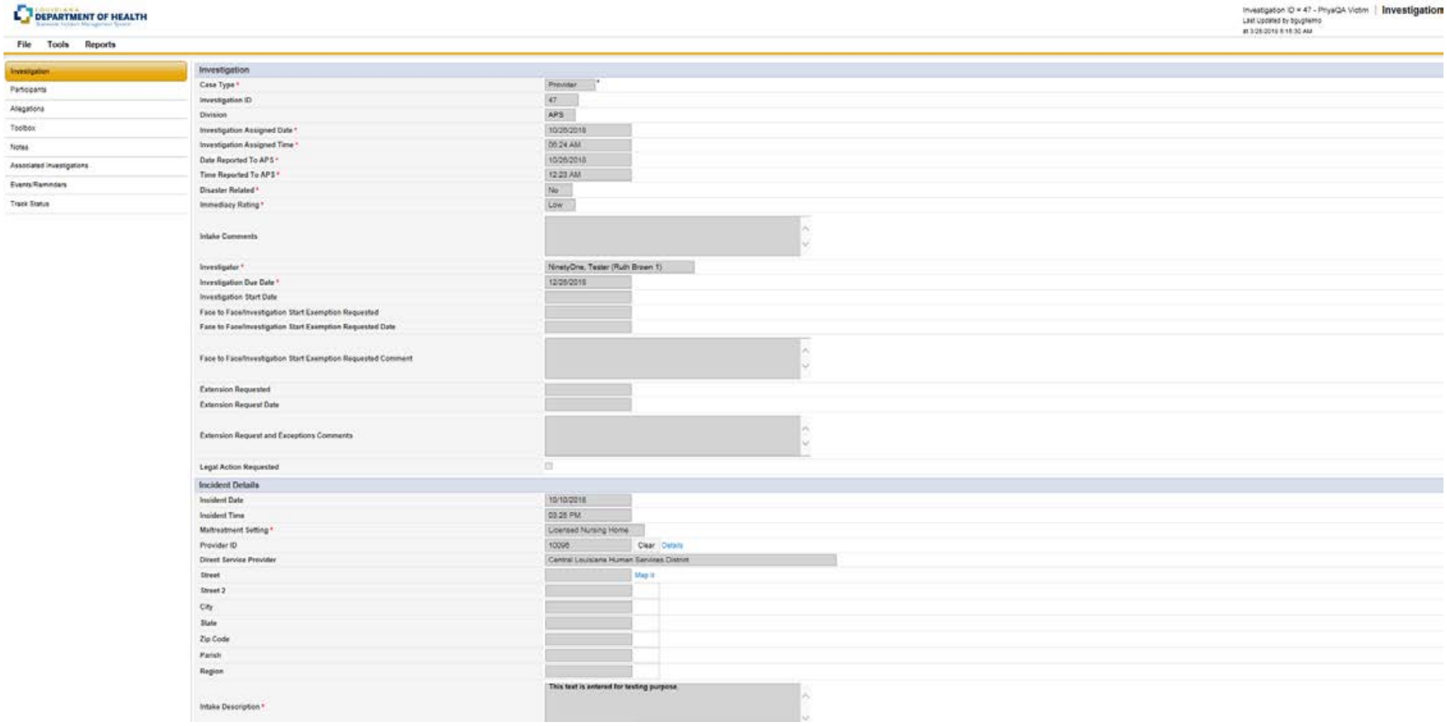
The Incident record review begin with contacting the Sheriff's office and alerting them of a reported incident.

Role = ***Attorney General's* Office**

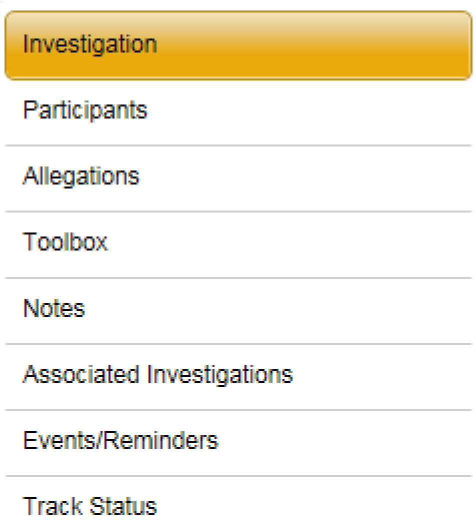
1. Click the **Investigations** chapter.

1. A list of Investigation records will display.

2. Open the record by hovering your mouse over the record.
3. The Investigation Details page will open in a read only format.


DEPARTMENT OF HEALTH
Investigation ID = 47 - PriyaQA Victim
Investigation
Last Updated by bguglielmo
File
Tools
Reports
Investigation
Participants
Allegations
Toolbox
Notes
Associated Investigations
Events/Reminders
Track Status
Investigation
Case Type * Provider
Investigation ID 47
Division APS
Investigation Assigned Date * 10/26/2018
Investigation Assigned Time * 06:24 AM
Date Reported To APS * 10/26/2018
Time Reported To APS * 12:23 AM
Disaster Related * No
Immediacy Rating * Low
Intake Comments
Investigator * NinetyOne, Tester (Ruth Breen 1)
Investigation Due Date * 12/26/2018
Investigation Start Date
Face to Face/Investigation Start Exemption Requested
Face to Face/Investigation Start Exemption Requested Date
Face to Face/Investigation Start Exemption Requested Comment
Extension Requested
Extension Request Date
Extension Request and Exceptions Comments
Legal Action Requested
Incident Details
Incident Date 10/10/2018
Incident Time 03:25 PM
Maltreatment Setting * Licensed Nursing Home
Provider ID 10096 Clear Details
Direct Service Provider Central Louisiana Human Services District
Street Map It
Street 2
City
State
Zip Code
Parish
Region
Intake Description * This text is entered for testing purpose.

4. A navigation menu will display subpages of the Incident record located in the upper left hand corner.



Sub-page	Definition
Investigation	Investigation page provides basic information of the report which includes a description of the incident, incident occurred date/time, incident discovered date/time and the facility involved).
Participants	Participants page provides demographic information on Alleged Victim, Reporter and the Alleged Perpetrator.
Allegations	Allegations page includes information on the Allegation type and determination, along with information on the Allegation Perpetrator.
Toolbox	Toolbox page displays additional information on the Investigation.
Notes	Notes page displays notes relevant to the Investigation.
Associated Investigations	Associated Investigation records can be seen on this page.
Events/Reminders	This page provides a summary list of all events/reminders associated with the Investigation.
Track Status	This page provides a summary of the status changes that occur for the Investigation record.

Training Notes

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