Bureau of Quality Improvement Services (BQIS)

INCIDENT REPORTS
FREQUENTLY ASKED QUESTIONS (FAQs)

Q. I have a new caseload. How can I get a list of open incident reports so I can submit follow up reports?
A. A report of all outstanding incident reports is generated on a monthly basis. This report is sent to IPMG (for waiver consumers). In addition, the residential provider receives a copy of all outstanding incident reports for people supported by their agency. Please ask your supervisor who receives this report within your agency. If you have a question about 1 or 2 consumers, you can contact one of the Incident Reviewers and they will send you the requested information.

Q. I am a waiver case manager and I received an e-mail requesting follow-up for a consumer that is not on my caseload. Why did that happen?
A. When incident reports are submitted, the reporting person selects the name of the consumer's waiver case manager (if applicable) from a drop-down menu. When the incident report is processed, the system automatically generates an e-mail and addresses it based on the names selected by the reporting person. If you receive a notification in error and do not know who to forward it to, please notify the incident reviewer and they will attempt to find out who should have received the notification.

Q. I am a service coordinator and I received an e-mail regarding a consumer that is not on my caseload. Why did that happen?
A. When incident reports are submitted, the reporting person selects the name of the consumer's service coordinator from a drop-down menu. When the incident report is processed, the system automatically generates an e-mail and addresses it based on the names selected by the reporting person. If you receive a notification in error and do not know who to forward it to, please notify the incident reviewer and they will attempt to find out who should have received the notification.

Q. I just submitted an incident report, and realized that I made an error on it. Do I need to resubmit the report?
A. Probably not. Just contact one of the incident reviewers and we will let you know if we can correct the error on this end. Some errors will not allow us to export the report into the consumer's DART record. If we can get the report to export into DART, we can fix most errors.

Q. What happens after I submit an incident report?
A. When initial incident reports or follow-up reports are submitted on the web site, they go into a web-based holding tank called DART Web. Every business day, the incident review/risk management specialists process the reports in the order they were submitted. Initial incident reports are typically processed during the next business day. When the initial report is processed, it is exported to its permanent home in DART. The system matches reports to a consumer by the social security number, so if this is submitted incorrectly, the report may export to the wrong consumer's record.

Follow-up reports are exported based on the incident number the submitting person enters on the follow-up report. If the wrong incident number is used, the follow-up report may export to the wrong record.

Once the export is complete (for both initial and follow-up reports), the system automatically generates an e-mail letting the waiver case manager (for waiver recipients) and residential provider know whether a follow-up report is required.

Q. How can I get a copy of an incident report if I didn't save it after submitting it, or if the reporting person failed to send me a copy?
A. Contact Peggy or one of the incident reviewers and we will be happy to send you a report after we verify that you are authorized to have the information. Katie and Renee are the reviewers for Districts 1, 2, and 3. Pam and Mark have Districts 5 and 6. Julie and Avis have Districts 4, 7, and 8. We will also be happy to send you incident numbers if you are submitting a follow-up report but don't know the IR number.

Q. How do I report without violating HIPAA regulations when the incident involves two or more consumers?
A. There are a couple of options. You can select the "Add additional consumer" tab when submitting the report. However, if you save this document, it will contain the information for all consumers involved. You will need to fax just the appropriate pages (or scan just the appropriate pages and e-mail) to parties that should only receive one consumer's information. The other option is to submit separate incident reports for each consumer involved. This can be a little easier if you first type the narrative in a word document and paste it into the electronic incident report. Please remember to use only initials (e.g., J.J.) or first name and last initial (e.g., John J.) in the narrative for consumers other than the individual whose name is at the top of the report.

-END-