

**AGED AND DISABLED WAIVER
INCIDENT MANAGEMENT SYSTEM (IMS)**

REQUEST FOR AN INVESTIGATION REPORT

IMS Investigation Report Request: Check the IMS system Home Page regularly for investigation requests from the state. It is the agency's responsibility to see if a report is requested in order to maintain member health and safety. Please fax the report to the following:

Cecilia Brown, QA/QI Program Manager
Bureau of Senior Services
Fax: (304) 558-6647
Phone: (304) 558-3317

When: Submit the report to the Bureau of Senior Services within 14 days of the IMS request for the report.

Reason for Request: An incident may require further investigation or follow-up beyond the 14 days the IMS system allows. When needed, the agency may conduct an internal investigation. Not every incident requires this level of investigation and this typically occurs infrequently. A report is requested for incidents of a critical or severe nature such as a member's health and safety is jeopardized, member continues to be in a safety risk, extreme abuse/neglect by staff or informal support, criminal activity against a member, extreme exploitation of member by agency staff (theft of belongings, money, credit cards, or debit cards), or other unusual circumstance.

Home Page: See below



WV IMS - Home

Welcome to the West Virginia Incident Management System

Screen: See below

Agency Investigation Reports Requested

<u>Date Rpt</u> <u>Reg</u>	<u>Recipients</u> <u>Name</u>	<u>Soc Sec</u> <u>No</u>	<u>Med</u> <u>No</u>	<u>Agency</u> <u>Name</u>	<u>Incid</u> <u>Date/Time</u>	<u>Rpt</u> <u>Stat</u>
7/5/08	Washington, George	111-22-3333	999999	Best Agency	7/4/08 9:00am	pend

**AGED AND DISABLED WAIVER
INCIDENT MANAGEMENT SYSTEM (IMS)**

INVESTIGATION REPORT FORMAT

Member Name: Last name, first name

Washington, George

Provider Name: Provider agency name, staff contact for the report, and phone number

Best Agency, Judy Case, Case Manager, 555-5555

Date of Incident: Month, Day, Year

July 4, 2008

Description of Incident: Briefly describe the incident

Susie Good, homemaker, went to the home July 4, 2008, and found Mr. Washington on the floor. No visible injuries were noted. Mr. Washington reported that his informal support, Martha Washington, pushed him over as she ran through the door during an argument. Martha had left the home shortly after the incident but was to return that afternoon. George lives with the informal support. Member refused to go to the hospital for evaluation.

Investigation: Describe activities conducted during the investigation or follow-up and the outcome.

Carla Care, R.N., went to the home to assess the member and encouraged evaluation at the hospital. Member reported no pain or discomfort and refused. Case manager reported the incident of potential abuse to APS. The homemaker provided a written statement to APS regarding the incident. APS worker, John Works, investigated the incident.

Best Agency conducted an internal investigation and determined that George Washington has had no other allegations of abuse in the past by his informal support. Member expresses a desire to remain in the home with the informal support. APS did not substantiate.

Mrs. Washington reported that she is extremely stressed and needs additional assistance for George in the home. George requested that his daughter, George Ann, moves into the home to offer Martha assistance when agency staff is not in the home. The daughter is scheduled to move into the home next week.

Case manager will conduct a home visit to ensure that the member has not experienced any further incidents. The emergency backup plan was updated to reflect the new informal support.