

WEST VIRGINIA INCIDENT MANAGEMENT SYSTEM

USER MANUAL



WEB ADDRESS & LOG IN



INCIDENT MANAGEMENT SYSTEM

WEB ADDRESS & LOG-IN

1. WEB ADDRESS

www.wvdhr.org/bhhf/waiver/waiver_ims/

2. LOG-IN



- A. Type in user name and password in appropriate boxes then click LOGIN
- Once you are logged in, a menu will appear along with two other lists.

West Virginia Incident Management System
WV IMS User: Angel, Tiffany - Date/Time: 8/6/2007 - 3:04:03 PM
[Print](#) [Refresh](#)

Agency Investigation Reports Requested

Incident ID	Date Report Requested	Recipients Name	Soc Sec No	Agency Name	Incident Type
23	2/10/2007	Schweer2, Jeffrey2 Alexander2	--	First Care Services, Inc.	Simple Incident
24	2/13/2007	Schweer2, Jeffrey2 Alexander2	--	First Care Services, Inc.	Abuse, Neglect, Exploitation
29	7/30/2007 4:04:02 PM	Aldean, Jason	888-88-8888	Coordinating Council for Independent Living (CCIL)	Abuse, Neglect, Exploitation

Additional Follow-Up's Due

Incident ID	Recipients Name	Soc Sec No	Agency Name	Incident Date /Time	Due Date	Days Until Due
26	Schweer, Nevaeh A	999999999	Coordinating Council for Independent Living (CCIL)	2/1/2007	2/15/2007	172 overdue
24	Schweer2, Jeffrey2 Alexander2		First Care Services, Inc.	2/3/2007	2/17/2007	170 overdue
28	Aldean, Jason	888888888	Coordinating Council for Independent Living (CCIL)	3/2/2007	3/16/2007	143 overdue
29	Aldean, Jason	888888888	Coordinating Council for Independent Living (CCIL)	4/26/2007	5/10/2007	88 overdue
30	Mouse, Mickey	999999999	Coordinating Council for Independent Living (CCIL)	4/30/2007	5/14/2007	84 overdue
36	James, Jesse	999999999	Community Access, Inc. (CAI)	7/30/2007	8/13/2007	7
39	Dorcas, Bev		Coordinating Council for Independent Living (CCIL)	8/2/2007 8:34:00 AM	8/16/2007	10

- The first list is Agency Investigation Reports Requested by Waiver Office; these are Investigative Reports performed internally at the agency.

West Virginia Incident Management System

WW TMS Home Annael Tiffany - Date/Time: 8/16/2007 - 9:50:33 AM
[Print](#) [Refresh](#)

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Agency Investigation Reports Requested					
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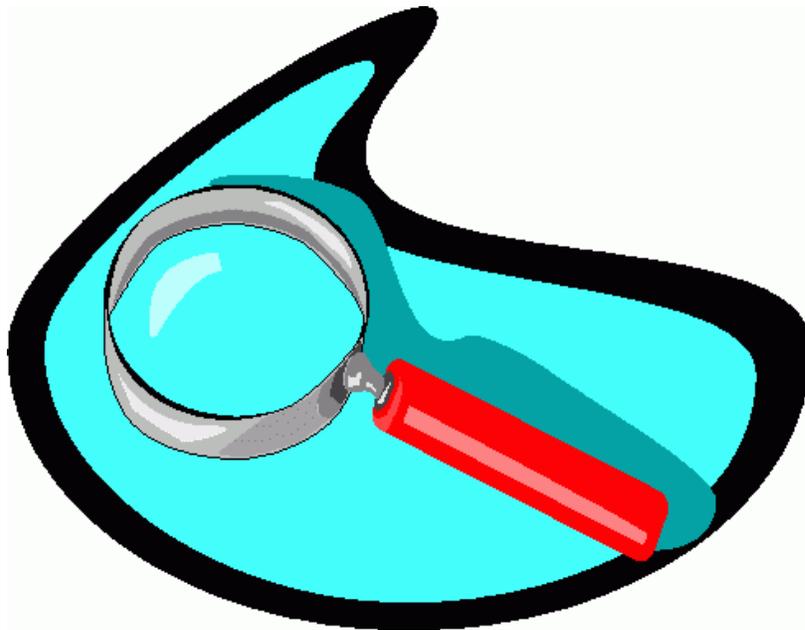
- The second list is Additional Follow-Up's Due; this list reports all incidents that still need a follow-up added in the system.

[Documents](#)
[Contacts](#)

Additional Follow-Up's Due						
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- ▶ 1 to 2 days left until the 14 days expires or past the maximum 14 days - RED (Alert)
- ▶ 3 to 4 days left until the 14 days expires - GOLD (warning)
- ▶ 5 to 14 days left until the 14 days expires - GREEN (safe)

SEARCHING & ADDING AN INCIDENT



INCIDENT MANAGEMENT SYSTEM

SEARCHING/ADDING/ENTERING INCIDENTS

1. SEARCHING AN INCIDENT

- A. Click SEARCH. Incidents may be searched by Last Name or Medicaid Number.
- B. Type in either the last name or Medicaid Number.



WV IMS - Recipient Search

Last Name

Medicaid No

- C. Click on the Incident you would like to review/edit or click ADD NEW RECIPIENT if the individual is not listed.

2. ADDING AN INCIDENT - name listed

- A. If the persons name is listed, click on the name and then choose NEW INCIDENT.



Recipient Menu - **Schweer, Nevaeh A**

Submitted Incidents							
Incid ID	Incid Date/Time	Date Reported	Incid Type	Addit. Follow-Up	Date Addit. Follow-Up Due	Days Until Additional Follow-Up Due	Complete Addit. Follow-Up
26	8/14/2007	2/14/2007 8:35:25 AM	Critical	Yes	2/15/2007	172 overdue	<input type="button" value=""/>
Submitted Total: 1							

- B. **RECIPIENT INFO** - Most of this information will be filled in, since the individual was previously entered into the IMS.

The screenshot shows the 'West Virginia Incident Management System' interface. A dropdown menu is open, listing various agencies. The 'Agency Information' section is highlighted. The 'Waiver Program' section has 'MR/DD' selected. The 'Agency Name & Address' section is also visible. A red arrow points to the 'Agency Information - Page 2' option at the bottom of the dropdown menu.

Agency Information - Page 2

- Appalachian Community Health Center (ACHC)
- Association for Retarded Citizens of Harrison County (ARC/HC)
- Association for Retarded Citizens of Three Rivers (ARC/Three Rivers)
- Autism Services Center, Inc. (ASC)
- Behavioral Health Solutions, LLC
- Brale & Thompson, Inc. (B&T)
- Buckhannon-Upshur Work Adjustment Center, Inc. (BUWAC)
- Clay County Services Unlimited, Inc.
- Community Access, Inc. (CAI)
- Community Services, Inc. (CSI)
- Daily Companions, Inc. (DCI)
- DEAF Education and Advocacy Focus, Inc.
- Developmental Center & Workshop, Inc. (DCWI)
- Eastridge Health Services (EHS)
- Evergreen Behavioral Health Center
- Fayette-Monroe-Raleigh, -Summers Mental Health Council Inc. (FMRS)
- Futures Vocational & Rehabilitation
- Gateway Industries, Inc.
- Goodwill Industries of Kanawha Valley, Inc
- Green Acres Regional Center, Inc.
- Hampshire County Special Services Center, Inc.
- Hancock County Sheltered Workshop
- Healthways, Inc.
- Horizons Center for Independent Living, Inc.
- Job Squad, Inc. (JSI)
- Lillian James Learning Center
- Logan-Mingo Area Mental Health Services
- Mainstream Services
- Martinsburg Goodwill Industries

- C. Choose MR/DD or AGED & DISABLED. Then choose Agency from Drop Down Menu.
- D. **AGENCY INFO** - Choose AGENCY ADDRESS from Drop Down Menu, then click AGENCY INFORMATION - PAGE 2.
- E. Choose AGENCY INVOLVED from Drop Down Menu, if other staff is involved, click on ADD STAFF INVOLVED.

The screenshot shows the 'West Virginia Incident Management System' interface. The 'Agency Information - Page 2' form is displayed. The 'Agency Involved' section has a dropdown menu for 'Agency Name'. The 'Staff Involved' section contains a table with staff names and phone numbers. A red arrow points to the 'Add Staff Involved' button.

Agency Involved

Agency Name

Staff Involved

Staff Name	Work Phone No	Work Phone Ext
01 Schweer, Jeff A	(304) 999-9999	
02 Schweer, Verna G	(304) 999-9999	

Add Staff Involved

Next

- F. Enter information into all required fields, then click ADD STAFF INVOLVED and click NEXT.

West Virginia Incident Management System
 WV TMS User: Angel, Tiffany - Date/Time: 8/6/2007 - 4:23:00 PM

Staff Involved - Add New

Search
 Incident Menu

Recipients Name
 Schweer, Nevaeh A

Recipient Info
 Agency Info
 Incident Info
 Finish

Staff Name
 Tiffany L Angel
 First Name MI Last Name

Work Phone No
 (304) 558-3742

Work Phone Ext
 Phone Extension

Back Add Staff Involved

- G. **INCIDENT INFO** - If this incident was referred to Adult/Child Protective Services, click YES. If not, click NO.
- H. Choose TYPE OF INCIDENT from the Drop Down menu. **SIMPLE INCIDENT** - choose from information under ALLEGED INCIDENT (Treatment Error, Other, Accident/Injury - Not requiring treatment beyond first aid.) **CRITICAL INCIDENT** - choose from information under ALLEGED INCIDENT (Accident/Injury - Requiring treatment beyond first aid, Death.) **ABUSE, NEGLECT, EXPLOITATION** - choose information under each heading (e.g., clicking Physical under ABUSE will automatically check the ABUSE heading box.) Then click INCIDENT INFORMATION - PAGE 2.

West Virginia Incident Management System
 WV TMS User: Angel, Tiffany - Date/Time: 8/7/2007 - 9:05:46 AM

Incident Information - Page 1

Search
 Incident Menu

Recipients Name
 Schweer, Nevaeh A

Recipient Info
 Agency Info
 Incident Info
 Finish

Referral
 Adult or Children Protective Services Referral Yes No

Type of Incident
 Simple Incident
 Critical Incident
 Abuse, Neglect, Exploitation

Incident Information - Page 2

- J. Enter all required information with the alleged perpetrator in the description area, then click INCIDENT INFORMATION - PAGE 3.

West Virginia Incident Management System

WV TMS User: Angel, Tiffany - Date/Time: 8/7/2007 - 9:22:12 AM

Search

Incident Menu

Recipients Name
Schweer, Nevaeh A

- Recipient Info
- Agency Info
- Incident Info**
- Finish

Incident Information - Page 2

Incident County
Barbour

Incident Date
8 / 7 / 2007
Month / Day / Year

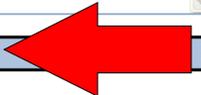
Incident Time
09 : 13 PM
Hour Minute AM/PM

Incident Settings
Group Home

Brief Description of Incident

Nevaeh Schweer was walking through the hall to her bedroom and fell.

Incident Information - Page 3



- K. Enter all required information and click FINISH. If there will be an additional follow-up, you will have 14 days to complete the section.

West Virginia Incident Management System

WV TMS User: Angel, Tiffany - Date/Time: 8/7/2007 - 9:24:29 AM

Search

Incident Menu

Recipients Name
Schweer, Nevaeh A

- Recipient Info
- Agency Info
- Incident Info**
- Finish

Incident Information - Page 3

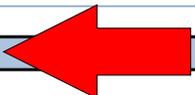
Follow-Up

Staff, Tiffany Angel, assisted client Nevaeh Schweer to their bedroom. No obvious injuries noted. Completed incident report and notified supervisor.

Will there be an additional follow-up on this incident? Yes No

Additional Follow-Up

Finish



- L. If all required information is entered a green diamond will appear to the right of each section, if not a red diamond will appear to the right of each section. Click SUBMIT INCIDENT.

West Virginia Incident Management System
 WW TMS User: Appel, Tiffany - Date/Time: 8/7/2007 - 9:26:52 AM

Search
 Incident Menu

Recipients Name
 Schweer, Nevaeh A

◆ Recipient Info
 ◆ Agency Info
 ◆ Incident Info
 ◆ Finish

Finished

◆ - Section Complete ◆ - Section Incomplete

Section	Status	Completed Date/Time	Section Message
Recipient Info	◆	8/7/2007 9:07:36 AM	
Agency Info	◆	8/7/2007 8:58:21 AM	
Incident Info	◆	8/7/2007 9:35:24 AM	
Warning: No changes can be made once this incident is submitted.			

Submit Incident 

2. ADDING AN INCIDENT - name not listed

- A. If the persons name is NOT listed click on ADD NEW RECIPIENT. Fill in all required information. Follow instructions from #1.

MODIFYING INCIDENTS

- 1. The system allows you to save information if you are interrupted and can not complete your incident report. To modify and finish the incident, search by LAST NAME, MEDICAID NUMBER, and if it is an MR/DD Incident by SSN.. Choose the incident by clicking MODIFY.

West Virginia Incident Management System
 WW TMS User: Appel, Tiffany - Date/Time: 8/7/2007 - 9:35:57 AM

Home
 Search
 Reports
 Documents
 Contacts

Recipient Menu - Hammer, MC
 New Search New Incident

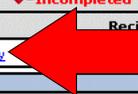
Saved Incidents
 ◆ - Completed ◆ - Incompleted

Incid ID	Date/Time Created	Recip Info	Agency Info	Incid Info
41	8/6/2007 4:06:18 PM	View / Modify	◆	◆

Saved Total: 1

Submitted Incidents

Incid ID	Incid Date/Time	Date Reported	Incid Type	Addit. Follow-Up
Submitted Total:				



- 2. Complete all required information as stated previously in this manual.

ADDITIONAL FOLLOW-UP



INCIDENT MANAGEMENT SYSTEM

FOLLOW-UP ON AN INCIDENT

1. To retrieve an individual to enter follow-up information, search by LAST NAME or MEDICAID NUMBER. Click on the individual. Click on PAPER to enter Follow-up information.

West Virginia Incident Management System
WV TMS User: Angel, Tiffany - Date/Time: 8/7/2007 - 9:48:10 AM

Home
Search
Reports
Documents
Contacts

Recipient Menu - Schweer, Nevaeh A
New Search New Incident

Saved Incidents
◆-Completed ◆-Incompleted

Incid ID	Date/Time Created	Recip Info	Agency Info	Incid Info
42	8/7/2007 8:58:21 AM	View / Modify	◆	◆

Saved Total: 1

Submitted Incidents

Incid ID	Incid Date/Time	Date Reported	Incid Type	Addit. Follow-Up	Date Addit. Follow-Up Due	Days Until Additional Follow-Up Due	Complete Addit. Follow-Up
26	2/3/2007	2/14/2007 8:35:25 AM	Critical	Yes	2/15/2007	173	

Submitted Total: 1

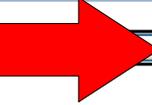
2. Complete and click SUBMIT FOLLOW-UP.

West Virginia Incident Management System
WV TMS User: Angel, Tiffany - Date/Time: 8/7/2007 - 10:03:14 AM

Home
Search
Reports
Documents
Contacts

Complete Follow-Up Results

Additional Follow-Up Results
Investigative team was RN, Dis. Manager, and House Manager. Substantiated that AMAP staff didn't administer medications at 8:00 am nor within a two hour window. Medication administered at 12:00 and regularly scheduled dose given at 2:00 pm. AMAP staff to receive additional training.

Recip  Submit Follow-Up

QUESTIONS



MR/DD Incident Questions -

BEVERLY DORCAS - beverlydorcas@wvdhhr.org
(304) 558-1221

Aged & Disabled Incident Questions -

LINDA WRIGHT - lindawright@wvdhhr.org
(304) 558-3317

WV IMS - Webmaster -

JEFF SCHWEER - jeffschweer@wvdhhr.org
(304) 558-4641