Incident **Management** Reports

Incident Management Reports

- Eight Management Reports are available by clicking on the "View Reports" link in the left column of the MWMA dashboard.

> Incidents Reported in MWMA
>
> Individuals for whom an Incident was reported in MWMA
>
> Incidents Categories/Subcategories Reported
>
> Individuals having the same Incident reported more than once
>
> Risk Mitigation and Investigation Report Metrics
>
> Seclusions and Restraints Report
>
> Incidents with Death category reviewed by CHFS
>
> Critical Incident Reports submitted within Required Timeframes

- The reports can be run for various date ranges and other parameters.

- Some of the reports were developed for reporting to CMS regarding performance measures of the waivers, but are also available to providers.

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Incident Management Reports

- It is recommended to have the reports generated in Excel to aid in analysis.

- When Excel is chosen, there are 3 tabs to each report.
    - The **Logic** tab has information about when the report was implemented
    - The **Summary Details** tab has a summary breakdown with numbers and percentages
    - The **Report Details** has a listing of the incidents for ease in doing additional analysis. It does not include the narrative of the details of each incident.

Note: Case Management providers can see all the reports submitted for the people for whom they provide case management. Other providers are only able to see the reports that their agency submitted.

Incidents Reported in MWMA

- Clicking on the <u>Incidents Reported in MWMA</u> link brings up a screen to make selections.

Note: The items without * are not required, but can be entered.

Incidents Reported in MWMA

- Choosing **Re-Opened** for the Incident status criteria provides a quick way to know which incidents had been closed but were re-opened and not finalized.

- Choosing **In Progress** for the Incident status criteria provides a quick way to know which incidents have never been closed.

- The details include who submitted the incidents.

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Incidents Reported in MWMA

- **Summary Details** Tab - This is an example of the information shown on the summary details tab.

Incident Classification	Incident Status	Number of Incidents	Percent of Incidents(CMS)
Critical	In Progress	21	0.43%
Critical	Closed	3108	63.83%
Critical	Re-Opened	8	0.16%
Critical	Deleted	1	
Critical	Voided	8	
Total Program Critical (CMS)	Not including(Void/Deleted)	3,137	64.43%
Total Program Critical (non-CMS)	All Statuses	3,146	
Non-Critical	In Progress	5	0.10%
Non-Critical	Closed	1717	35.26%
Non-Critical	Re-Opened	10	0.21%
Non-Critical	Voided	2	
Total Program Non-Critical (CMS)	Not including(Void/Deleted)	1732	35.57%
Total Program Non- Critical (non-CMS)	All Statuses	1734	
Total Program (CMS)	Not including(Void/Deleted)	4869	100.00%
Total Program (non-CMS)	All Statuses	4880	

Incidents Reported in MWMA

- **Report Details** Tab
  - Each incident is listed in a row.
  - There are 15 columns of detail including:

Report Details Column Headings	Report Details Column Headings
Incident ID	Incident Report Submitted Date
Incident Classification	Incident Report Submitted By
Incident Status	CM Agency at the time of Incident Submission
Incident Location	Reporting Provider Name
Date Time Of Discovery	Responsible Provider Name
Incident Report Created Date	Waiver Program
Incident Report Created By	MAID
Closed Date	

Incidents Reported in MWMA

- The "Incidents Reported in MWMA" management report can be used by providers in a number of ways including:
  - Analyzing the frequency of incidents by person and incident location
  - Analyzing by incident submitter for timeliness
  - Comparing incidents by timeframes (such as quarterly)
  - Knowing the frequency of incidents being started, but then deleted or voided
- This report is also used for gathering information that must be reported to CMS about incidents

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Individuals for whom an Incident was submitted

- Clicking on the link for the report brings up a screen to make selections.

Note: The items without * are not required, but can be entered.

Individuals for whom an Incident was submitted

- The **Summary Details** tab contains information about the number of people for whom an incident was submitted for the timeframe chosen.

Incident Classification	Incident Status	Number of Distinct Individuals
Critical	Closed	25
Critical	Voided	1
Total Program Critical (CMS)	Not including(Void/Deleted)	25
Total Program Critical (non-CMS)	All Statuses	26
Non-Critical	Closed	18
Non-Critical	Re-Opened	1
Total Program Non-Critical (CMS)	Not including(Void/Deleted)	19
Total Program Non- Critical (non-CMS)	All Statuses	19
Total Program (CMS)	Not including(Void/Deleted)	36
Total Program (non-CMS)	All Statuses	36

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Individuals for whom an Incident was submitted

- The **Report Details** tab contains information about each incident submitted during the timeframe selected.

Individual ID	MAID	SSN	First Name	Last Name	Gender	DOB	Waiver Program	Incident Classification	Incident Status	Incident ID

- This is a way to have a listing of the people that have had incidents and the number of incidents they've had.

- It provides a way to determine what percentage of people to whom you provide services have and have not had incidents.

- It also allows you to see the number that are critical and non-critical; both total and by person.

- By running this periodically (such as quarterly), you can compare reports to see trends/patterns.

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Incident Categories/Sub-categories

- Clicking on the link for the report brings up a screen to make selections.

Note: The items without * are not required, but can be entered.

Incident Categories/Sub-categories

- The **Summary Details** tab contains the number and percent of incidents by category.

Incident Category	Number of Incidents	Percent of Incidents
Behavior	198	19.34%
Death	7	0.68%
Elopement	34	3.32%
Environmental	18	1.76%
Illness/injury	464	45.31%
Medication	151	14.75%
Public Health Concerns	93	9.08%
Suicide	14	1.37%
Suspected Abuse	54	5.27%
Suspected Exploitation	8	0.78%
Suspected Neglect	47	4.59%
Total	1024	

Incident Categories/Sub-categories

- The **Report Details** tab contains a listing of the incidents by category and subcategory.

Waiver Program	Incident Classification	Incident Category	Incident Subcategory	Incident ID

- This report can be helpful to analyze both the categories and sub-categories of incidents.

- Note that if an incident had more than one category or subcategory, it will be listed in the details for each (the incident ID will be listed more than once).

Individuals having the same incident reported more than once

- The report actually means incidents of the same category reported for the same person

Note: The items without * are not required, but can be entered.

Individuals having the same incident reported more than once

- The **Summary Details** tab contains information about the number and percent of people for whom the same category and subcategory of incidents have been submitted.

Incident Classification	Incident Category	Incident Sub-Category	Number of Individuals	Percent of Enrolled Individuals(Number of Individuals/Total number of enrolled Individuals)

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Individuals having the same incident reported more than once

- The **Report Details** tab has a listing of each incident. If an incident had more than one category or sub-category, it will be listed once for each of them.

Waiver Program	Incident Classification	Incident Category	Incident Sub-Category	MAID	Individual ID	Incident ID

- This report can be used for analysis regarding people who tend to have frequent incidents.
- Comparing the reports over time can aid in analysis of what is happening.

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Risk Mitigation and Investigation Report Metrics

- Clicking on the link for the report brings up a screen to make selections.

Risk Mitigation and Investigation Report Metrics

- The **Summary Details** tab contains information about the number and percent of items on the RMIR report.

Staff Training Needs Identfied	Number of Critical RMIR Submitted	Percent of Critical RMIR Submitted
Abuse/neglect/exploitation prevention and reporting	7	1.82%
Crisis prevention	7	1.82%
Medication administration	18	4.68%
Not Identified	331	85.97%
Person specific training. For example, dining plan, positioning, etc	22	5.71%
Changes Needed Identified	**Number of Critical RMIR Submitted**	**Percent of Critical RMIR Submitted**
Agency process/procedures improvements	12	3.12%
Improve communication within the agency and between agencies	8	2.08%
Other. Briefly describe	193	50.13%
Team meeting	28	7.27%
Watch more for advance signs of and triggers for the incident	144	37.40%
Root Cause Identified	**Number of Critical RMIR Submitted**	**Percent of Critical RMIR Submitted**
Failure to follow crisis support plan and/or behavior support plan	5	1.30%
Other. Briefly describe	234	60.78%
Unable to determine	146	37.92%

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Risk Mitigation and Investigation Report Metrics

- The **Summary Details** tab continued.

Prevention Measures Identified	Number of Critical RMIR Submitted	Percent of Critical RMIR Submitted
Could not have been Prevented	309	80.26%
Ensure timely implementation of current support plan	4	1.04%
Other. Briefly describe	60	15.58%
Track/monitor medical treatment (er, doctor, hospitals, etc)	6	1.56%
Track/monitor previous critical incidents	6	1.56%
Providers Followed up in Required Timelines	**Number of Critical RMIR Submitted**	**Percent of Critical RMIR Submitted**
Within 7 calendar days	314	81.56%
> 7 calendar days	71	18.44%
Total	385	100.00%

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Risk Mitigation and Investigation Report Metrics

- The **Report Details** tab includes a listing of each incident, including who submitted the report.

- The report can be used as a management tool to see which staff are submitting reports on time, identifying root cause, determining prevention measures, etc.

Incident ID	RMIR Report ID	Incident Report Submitted Date	Incident Report submitted By	RMIR Report Submitted Date	Report Submitted By

MAID	Staff Training Needs Identified	Changes Needed Identified	Root Cause Identified	Prevention Measures Identified	Number of days to Follow up

Seclusions and Restraints

- Clicking on the link for the report brings up a screen to make selections.

Seclusions and Restraints

- The **Summary Details** tab shows any restriction or seclusion incidents that have been submitted and whether or not injury was reported.

Seclusions and Restraints	Number of Critical Incidents Submitted	Number of Critical Incidents Submitted without Inappropriate Use	Percent of Critical Incidents Submitted without Inappropriate Use	Number of Critical Incidents Submitted where Injury was reported	Percent of Critical Incidents Submitted where Injury was reported
Restraint - Physical	1	1	100.00%	0	0.00%
Total Restraints	1	1	100.00%	0	0.00%
Total Restraints and Seclusion	1	1	100.00%		

Seclusions and Restraints

- The **Report Details** tab shows the incident ID and the details of the incident (except for the narrative).

Incident ID	Incident Report Submitted Date	Incident Report Submitted By	Waiver Program	MAID	Based on BSP	Crisis Plan Followed

Doctor Ordered	Scheduled Medical Procedure	Individual Requested	Without Inappropriate Use	Injury Reported	Has Seclusion	Has Restraint-Physical	Has Restraint-Chemical

- Since seclusion and restraint are prohibited, this is a report to run to determine if they are being used.

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Deaths Reviewed by CHFS

- Clicking on the link for the report brings up a screen to make selections.

Death Reviewed by CHFS

- The **Summary Details** tab shows the number and percent of the deaths for which the review by a CHFS staff person has been completed for the deaths that occurred in the timeframe pulled.

Death Category	Number of Deaths Reported in RMIR	Number of Deaths Reported in RMIR reviewed by CHFS users	Percent of Deaths reviewed by CHFS
Death - Unexpected/Unnatural	7	1	14.29%
Death - Expected/Natural	6	3	50.00%
Death - All	13	4	30.77%

Death Reviewed by CHFS

- The **Report Details** tab includes a listing of each death and the status of the CHFS report (awaiting initiation, in progress, or submitted).

Incident ID	Death Subcategory	RMIR Report Submitted Date	RMIR Report Submitted By	CM Agency at the time of Incident Report submission	Reporting Provider Name

Waiver Program	MAID	Suspected Cause of Death	Existing DNR	CPR Performed	911 called	Recent Illness	CHFS Fact Finding Report Status	Reviewed Date

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Critical Incident Reports submitted within Required Timeframe

- Clicking on the link for the report brings up a screen to make selections.

Critical Incident Reports submitted within Required Timeframe

- The **Summary Details** tab shows the number and percent of critical incidents submitted on time. In addition to total incidents, it also has a breakdown of number and percent of suspected abuse, neglect, exploitation, and unexpected death.

Category/ Sub-Category	Number of Critical Incidents Submitted	Number of Critical Incidents Submitted in Required Timeframes	Percent of Critical Incidents Submitted in Required Timeframes
Suspected Abuse	66	55	83.33%
Suspected Neglect	63	46	73.02%
Suspected Exploitation	17	11	64.71%
Unexpected Death	10	7	70.00%
Total (ANED)	151	116	76.82%
Total (Critical)	1288	978	75.93%

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Critical Incident Reports submitted within Required Timeframe

- The **Report Details** tab has a listing of each incident, when it was started, when submitted, who submitted, and whether or not it was submitted on time.

- This can be used as a management report to determine who is submitting incidents on time.

Incident ID	Date Time Of Discovery	Report Created Date	Report Created By	Report Submitted Date	Report Submitted By	Reporting Provider Name	Waiver Program	MAID	Submitted Within Required Time Frame

Export Incidents

- In addition to the Incident Management Reports, there is also a functionality to export listings of incidents.

- The link to export Incidents is toward the bottom in the left column of the MWMA dashboard.

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Export Incidents

- The Export Incident screen allows you to choose various parameters.

Export Incidents

- Exporting incidents is useful in a variety of ways such as to see incidents for a specific person or specific categories of incidents, which incidents were determined to require a corrective action plan, and to get a listing of incidents by type of report.

- The export does not include the narrative details of the incidents, but includes most of the other fields.
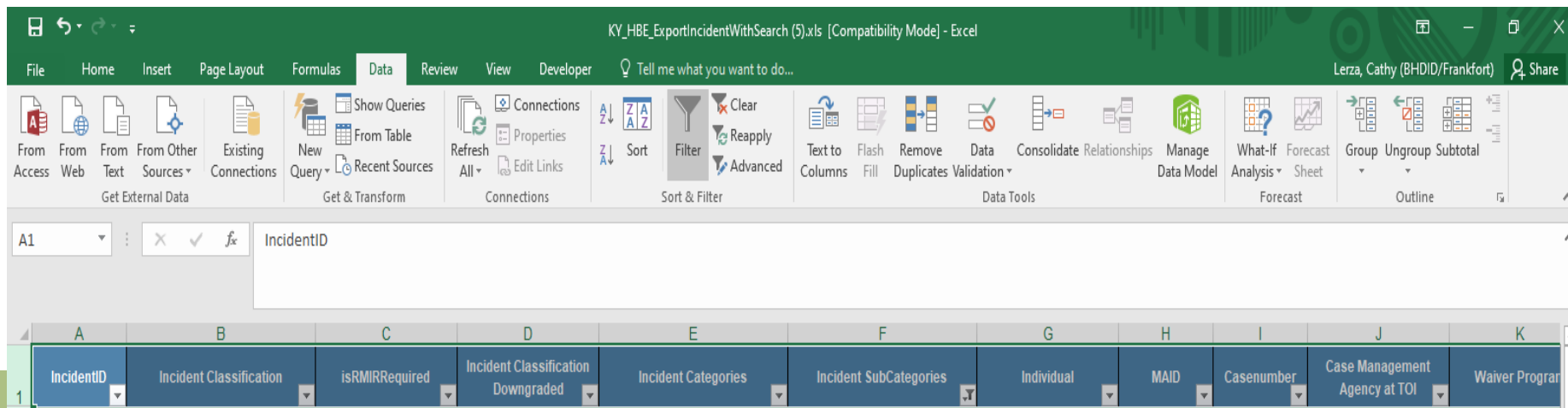
Excel Tip - Filter

- By clicking on the word "Data" at the top of your screen about ¼ of the way over from the left, you can then click on Filter (near the middle of the top), which puts dropdown arrows on each column. Then you can filter each column as you choose, so you can filter for more than one thing at a time.
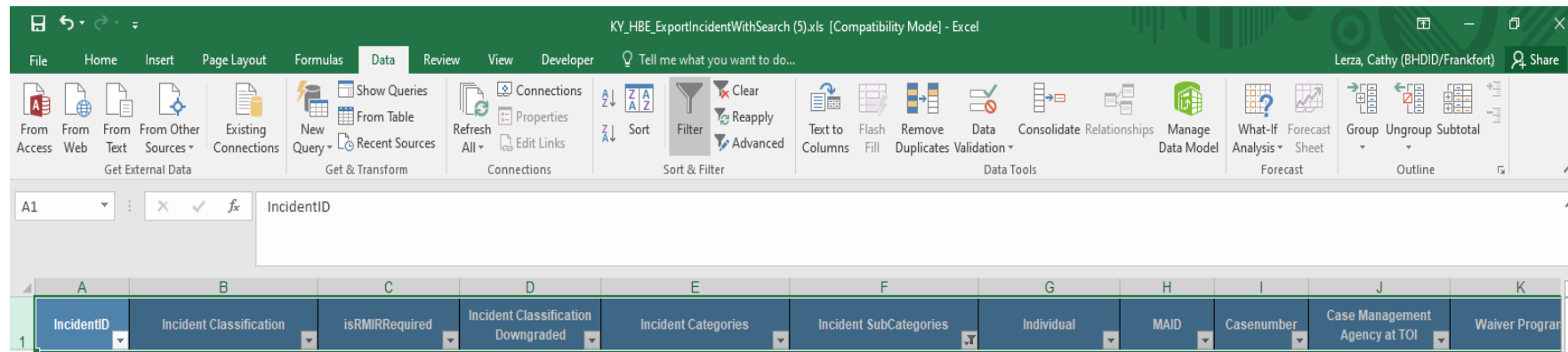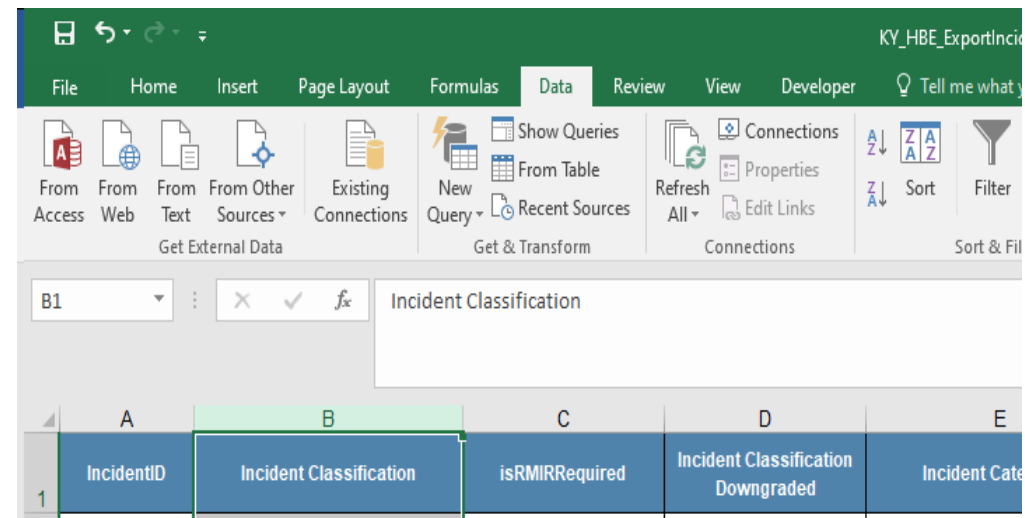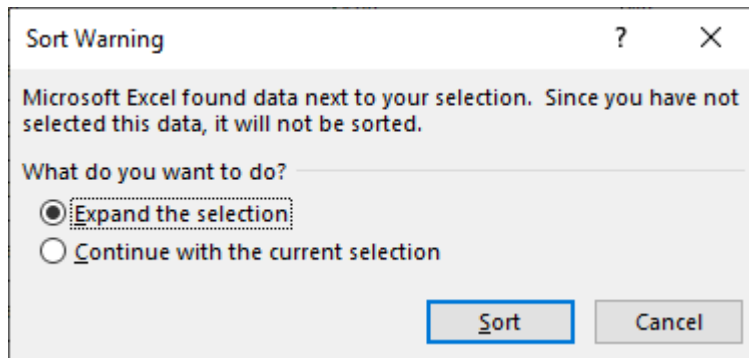
Excel Tip – Filter continued

- On the Report Details tab of the reports, you will need to delete the rows that appear before the column heading so that the column headings are the first row.

- An example of filtering is to choose fall in the sub-category column and then critical from the Incident classification to see all Critical falls.

Excel Tip - Sort

- By clicking on the word "Data" at the top of your screen about ¼ of the way over from the left, you can then sort any of the columns Ascending or Descending.

- For example, clicking at the top of the Incident Classification column and then on the icon with A on top and Z on the bottom and then clicking on "sort" puts all the critical incidents first and then the non-critical.

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Excel Tip – Sort continued

- To sort by more than one thing at a time, first be sure you don't have one column selected, then click on the sort table (just to the left of the filter icon)

- For example, to sort by who submitted the reports and have their submissions grouped by incident category and then by date they submitted, you would make the choices as shown here.
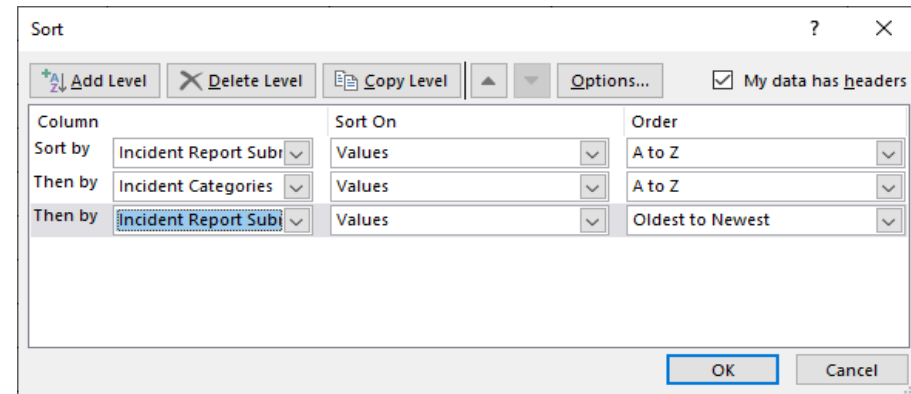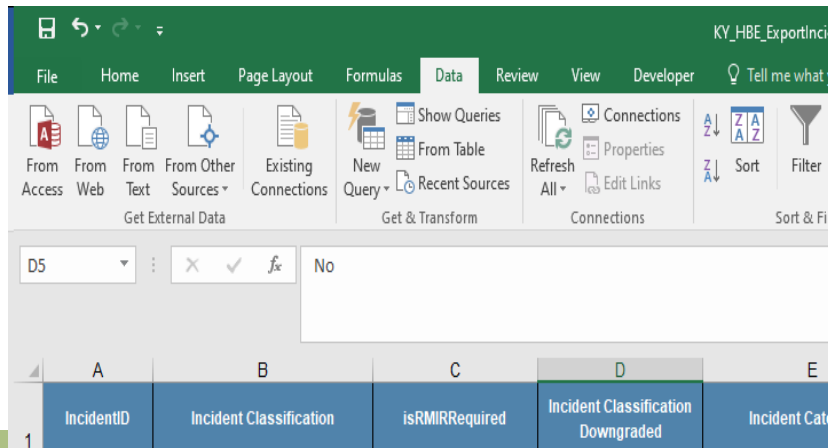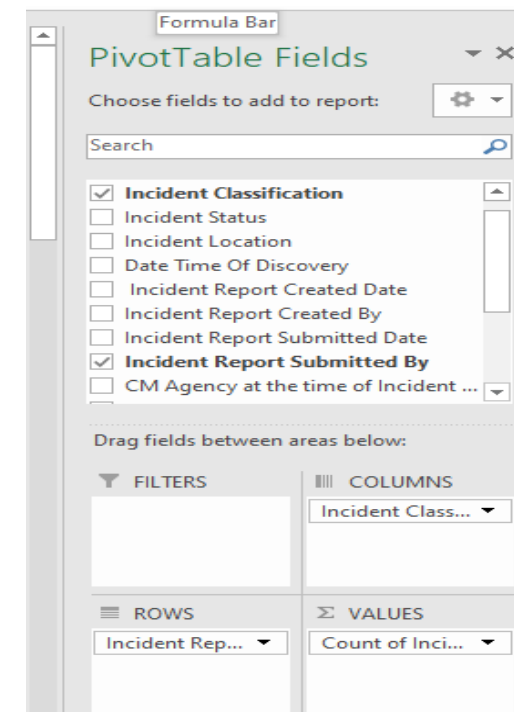
Excel Tip – Pivot Table

- Pivot tables are a quick way for summarizing and analyzing data.

- First select the data you want included (note that if your data starts on row 1 and you want to use all of the data, putting your cursor just above row one and just to the left of column A will select all the data).

- Next Click on "Insert" at the top of your screen and then "pivot table"

- A box pops up showing the range that has been selected and with "New Worksheet" selected. You can press OK, or choose a different location.

- Upon pressing OK, there is a listing of the column headings and four boxes to build the pivot table.

- In this example we'll use the Incidents Reported Management Report and create a pivot table to show the number of both critical and non-critical incidents that have been submitted by each person who submitted incidents.

Excel Tip – Pivot Table continued

- Locate "Incident Report Submitted By" from the listing of column headings and drag it into the box under the word "ROWS"

- Next, locate the "Incident Classification" and drag it into the box under the work "COLUMNS"

- Then go back to the listing of columns and drag either "Incident Classification" "Incident Report Submitted By" into the box under the word "VALUES"

- The results will appear to the left of the listing of column headings and will include the name of each person who submitted an incident, how many critical, how many non-critical, and the total incidents each submitted.

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Excel Tutorials

- **Sort** https://support.microsoft.com/en-us/office/quick-start-sort-data-in-an-excel-worksheet-60153f94-d782-47e2-96a8-15cbb7712539

- **Filter** https://support.microsoft.com/en-us/office/filter-data-in-a-range-or-table-01832226-31b5-4568-8806-38c37dcc180e

- **Pivot Table** https://support.microsoft.com/en-us/office/create-a-pivottable-to-analyze-worksheet-data-a9a84538-bfe9-40a9-a8e9-f99134456576

- **Charts** https://support.microsoft.com/en-us/office/create-a-chart-from-start-to-finish-0baf399e-dd61-4e18-8a73-b3fd5d5680c2

- **19 tips** (scroll to the end) https://blog.hubspot.com/marketing/how-to-use-excel-tips

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