TA Tidbit

MWMA Incident Management

In addition to reporting and conducting investigations of individual incidents, it is important to look at incident information in various ways in order to determine and rectify patterns, as well as to see where there has been improvement.

MWMA has functionality to aid in analysis. Incidents can be exported and there are eight incident management reports available.

Export Incidents:

To export incidents, click on "Other Links" In the left-hand column of the MWMA home page, then click on "Export Incidents". The Export Incidents screen allows you to enter various parameters. The incident date, type, and a date range are required. The rest of the fields are to allow for the export to be as specific as you would like, including types of incidents, incidents for a specific person, incidents for a type of location, etc.

Providers are encouraged to utilize the export functionality regularly as part of their full incident management activities.

Incident Management Reports:
Incident management reports are <u>available to all providers</u> (not just case management providers). To view the reports, click on "Case Management" in the left-hand column of the MWMA home page and then click on "View Reports".

The available reports are:
- Incidents Reported in MWMA
- Individuals for whom an Incident was reported in MWMA
- Incident 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

Providers are encouraged to review each report to determine how its use can be incorporated into their full incident management activities. Two reports, specifically Risk Mitigation and Investigation Report Metrics, and, Critical Incident Reports Submitted Within Required Timeframes, are particularly useful for monitoring Incident Reports.

Resources:

- **Link to Incident Management Trainings, including a demonstration of each report, can be found here: https://dbhdid.ky.gov/ddid/im**

- **There are 12 Incident Management Documents in the Adobe Learning Manager, found here: https://learningmanager.adobe.com/kentuckymedicaid**

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