Quick Reference Guide
to Incident Management Resources

INCIDENT MANAGEMENT BULLETIN 00-21-02 AND ATTACHMENTS

The Incident Management Bulletin contains all the regulation and policy requirements for reporting of incidents in the Enterprise Incident Management system including operating procedures, quality management, incident categories, certified investigations. The links below take you to the attachments referenced in the IM Bulletin.

Victim's Assistance Programs

Incident Management Crosswalk

Incident Report DP 1081

INCIDENT MANAGEMENT BULLETIN FAQS

This is a compilation of Incident Management Bulletin related questions received from stakeholders. If you have a specific question, check the FAQ documents to see if your question is already answered.

FAQ Version 3

INCIDENT MANAGEMENT BULLETIN RECORDED WEBINARS

Introduction Webinar:
This webinar introduces the Incident Management Bulletin, setting the stage for a series of trainings that will take place over the next several years. The goal of the training series is to ensure the standardization of knowledge, concepts, and operational practices to protect and promote the health, safety, and rights of the individual.

Overview Webinar:
This second webinar in the series provides an overview of the Incident Management Bulletin building on information provided in the IM Bulletin Introduction Webinar. The overview goes deeper in understanding why incident management is so important and highlights the processes identified in the Bulletin to support your delivery of a consistently high-quality incident management system.

INCIDENT MANAGEMENT BULLETIN WEBCASTS

"Recognizing Incidents" Webcasts Series:
This is a nine-part series of webcasts that are to be viewed in order after watching the Introduction and Overview Webinar recordings. Topics include review of the incident management process, responsibilities of the initial reporter to recognize and elevate incidents, and review of primary incident categories.

"Responding to Incidents" Webcasts Series:
This four-part webcast series will focus on your responsibility to provide effective and supportive responses to the individual and their family after an incident or concern is recognized and elevated. Topics include creating a culture of safety, immediate and emergency response, supporting victims and keeping the individual and family informed and documentation.

"Agency-Focused Incident Management" Training
The two courses included in this section are Target Reporting, Separation, and Management and Medication Errors Failing to Provide Medication Management, Missing/Theft of Medications.

pennsylvania
DEPARTMENT OF HUMAN SERVICES

ADULT PROTECTIVE SERVICES (APS)

Adult Protective Services (pa.gov) is the Department of Human Services (DHS) APS landing page. The page contains links to various resources including APS contact information for making a report, mandated reporter training, FAQs, APS annual reports, etc.

LEARNING MANAGEMENT SYSTEM (LMS)

The following resources and job aids are posted on the HCSIS Learning Management System (LMS). Log in the LMS and click "My Curriculum". These resources are specific to the Enterprise Incident Management (EIM) system and will provide the user with "how to" navigate and utilize EIM.

BSASP Reference Documentation Post 6100 Regulation Updates:
This section is a collection of reference guides and PowerPoint resources on the documents (sections) within the incident report.

JA BSASP Reference Documentation Post 6100 Regulation Updates
Download - Dashboard Overview-PowerPoint - 07-01-2021
Download - Submitting the First Section Overview PPT 7-1-2021
Download - Submitting the FINAL Section Overview PPT 7-1-2021
Download - EIM Reference Guide - Prov Cert Invest Report (CIR) 7-1-2021
Download - EIM Reference Guide - Conducting Admin Reviews 07-01-2021
Download - EIM Reference Guide - Working with Alerts 07-01-2021
Download - Managment Rev Provider Resp to NOT approved Review 7-1-2021
Download - BSASP Incident Subject Areas 7-01-2021
Download - Management Review Invest Required 7-1-2021
Download - EIM Incident Management Review Report Tip Sheet 7-1-21
Download - Management Rev Process Initial and Apprvd 07-01-2021

ODP-ID/A & ODP- BSASP Analytic Dashboard Resources:
This section contains the recording trainings on how to use the EIM analytic dashboard, training guides, tip sheets, and Excel training.

JA ODP-ID/A & BSASP Analytic Dashboard Resources
Download - ODP EIM Analytics Dashboard Recording- Provider
Download - ODP EIM Analytics Dashboard Recording- SC/County
Download - ODP EIM Incident Reporting Overview Analytic Dashboard Tip Sheet
Download - ODP EIM Incident Reporting Overview Analytic Dashboard Training Guide
Download - ODP EIM Management Review Report Tip Sheet 9-11-21
Download - ODP EIM Restraint Analytics Dashboard Guide
Download - ODP EIM Restraint Analytics Dashboard Tip Sheet
Download - ODP EIM User Excel Training
Download - ODP EIM User Excel Training- Recording
Download - ODP Incident Subject Areas Reference Guide

RELATED ANNOUNCEMENTS AND COMMUNICATIONS

Incident Management Update Regarding Individual -to Individual Abuse and Serious Injury Announcement 21-039

A Guide to Victim's Assistance

ODP'S Incident Management Guide for Families

Please submit questions regarding this Info Sheet RA-basprovidersupprt@pa.gov.

This resource was developed by the Department of Human Services, Office of Developmental Programs.

pennsylvania
DEPARTMENT OF HUMAN SERVICES