

Incident Management
Community Services

Incident Occurs

**Reporting
Phase**

Incident reported to Regional UIR Coordinator:

1. By fax from agencies
2. By email from internal sources (including On Call)
3. By telephone by others

UIR Clerical Staff and UIR Coordinators Process Incoming Incidents and assure completeness, notifications and coding.

**Assignment
Phase**

UIRMS Automatically alerts designated DHS and DDD staff to incidents.

Assignment Grid and Master Program ID List determine jurisdiction based on incident codes and program identification number.

When follow up to an incident is required, the UIR Coordinators advise provider agencies where to send the follow up or investigation report.

Closure Phase

SRU

Directly Investigates Serious Abuse Neglect Exploitation

CIMU

- Reviews Agency Investigations Rpts. for Abuse Neglect Exploit.
- Addresses Failure to Comply
- Analyzes Trends

DDL

Follow-up For Operational Incidents

DDD

- Responsible for all Incidents not covered by SRU, CIMU, DDL
- CM f/up for CCR, OH SNF, SR
- Reviews Agency f/up reports

SRU sends findings to Agency, DDD, DDL, ORM, DDS/TBI.

Agency sends plan to ORM

ORM reviews agency corrective actions and enters "actions" into UIRMS. If additional info needed, agency, OOL, or Regional contact is made.

ORM raises issues of pending incident counts, insufficient corrective actions as needed.

OPIA Risk Mgmt. Report Posted on Website
Threshold Trippers Notified

Risk Council Quarterly Meeting

For TBI Program:
ORM Sends Plan to DDS.

UIR Coordinators periodically remind agencies and Regional staff of pending UIRS.

Follow up Phase