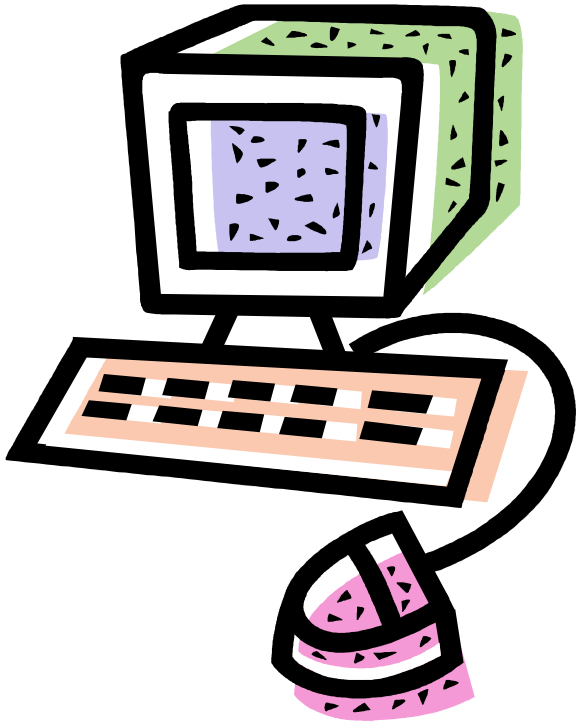
User Manual
New ITS



Debbie McGuire, Regional Manager Supervisor
DODD MUI/Registry Unit
For Questions: 614-752-0092
614-995-3810

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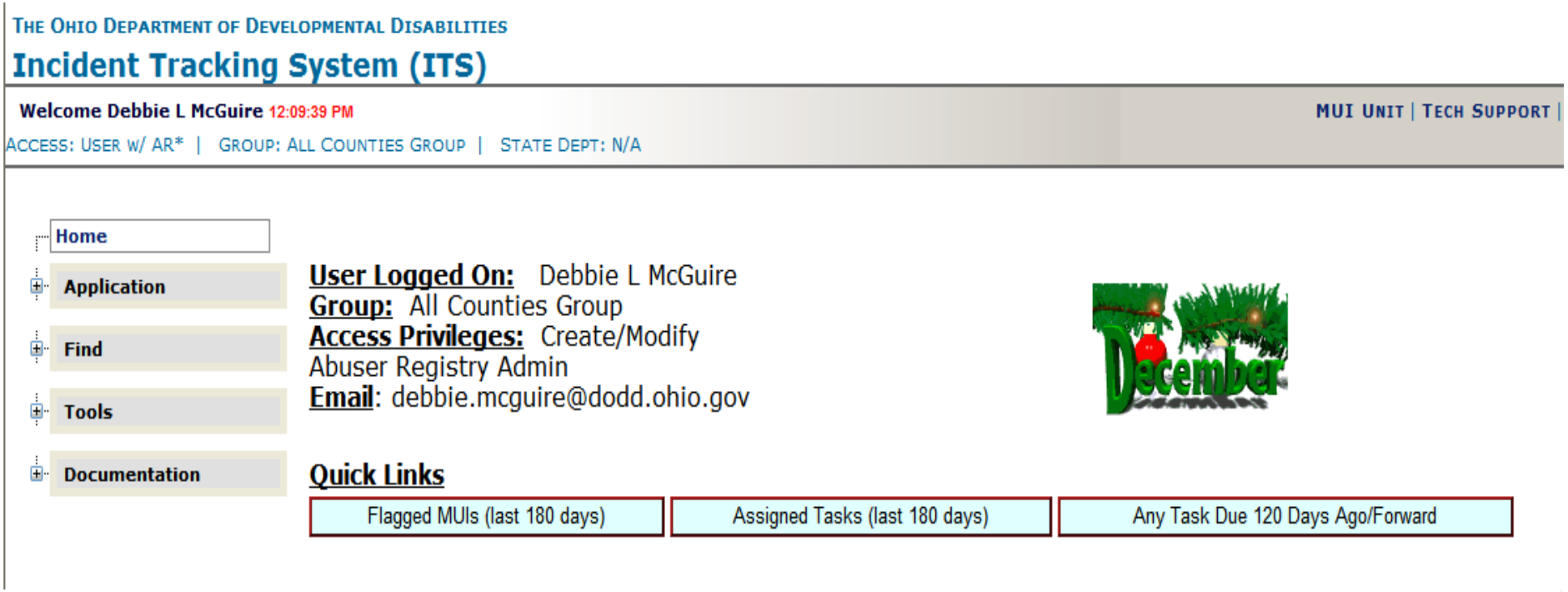
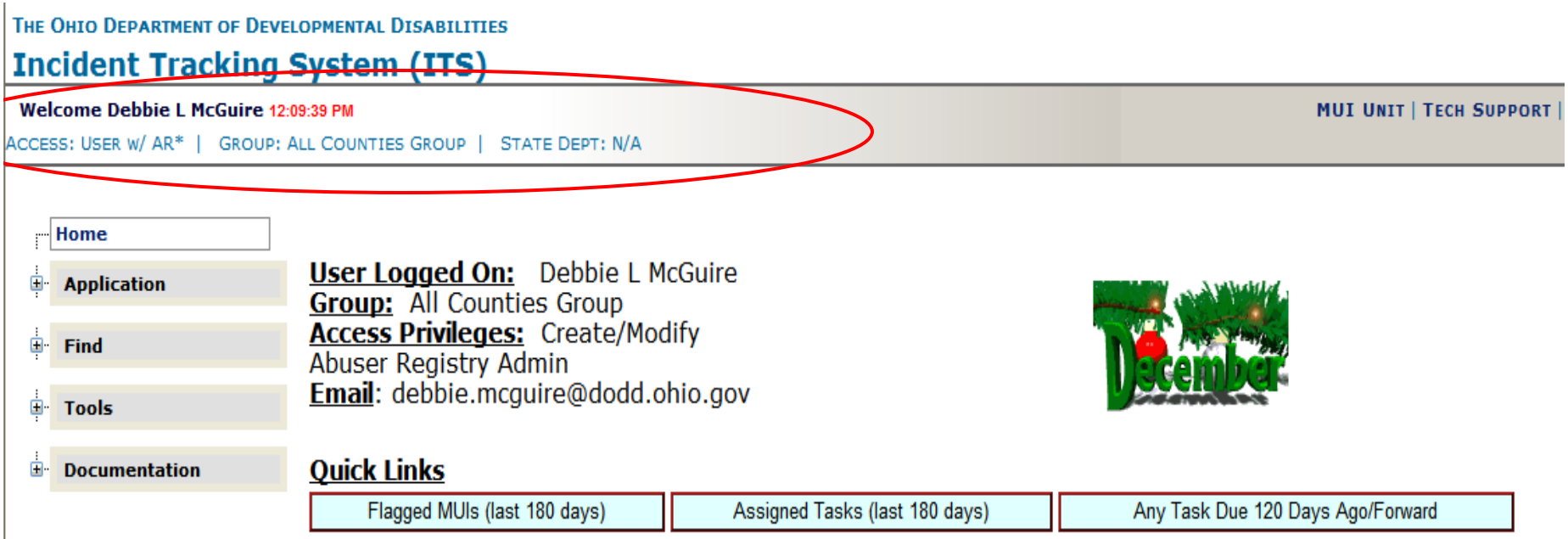
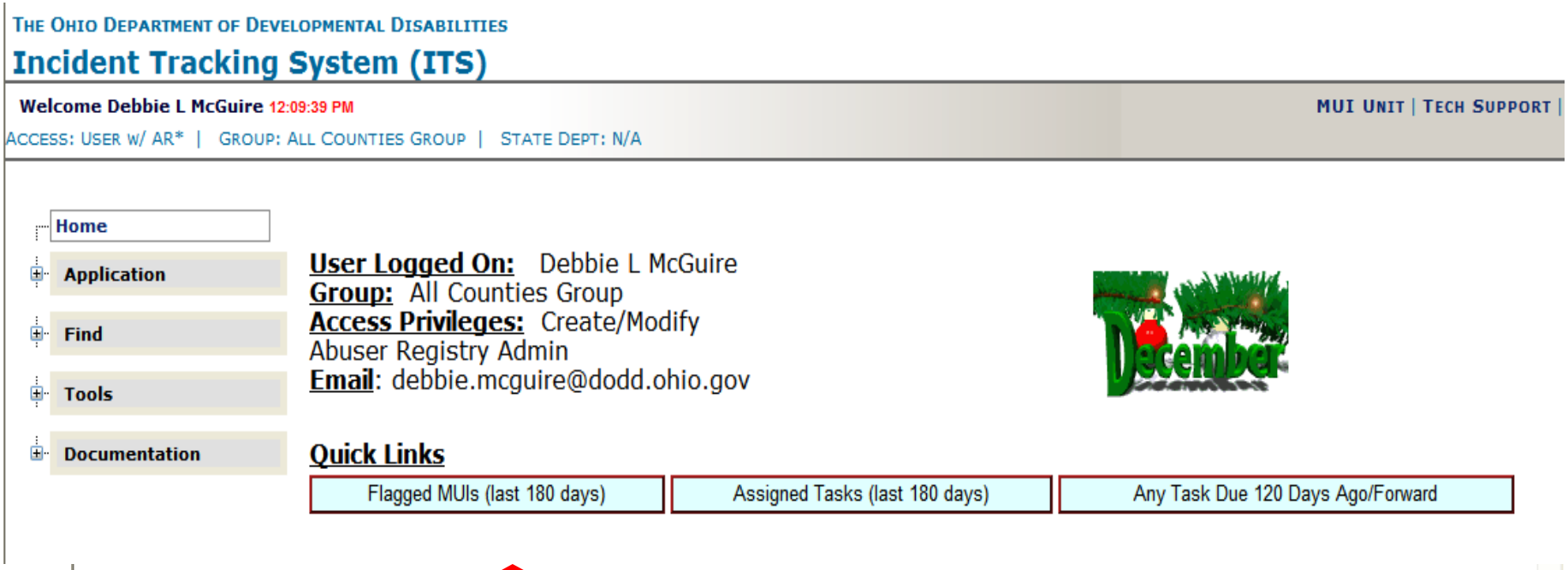


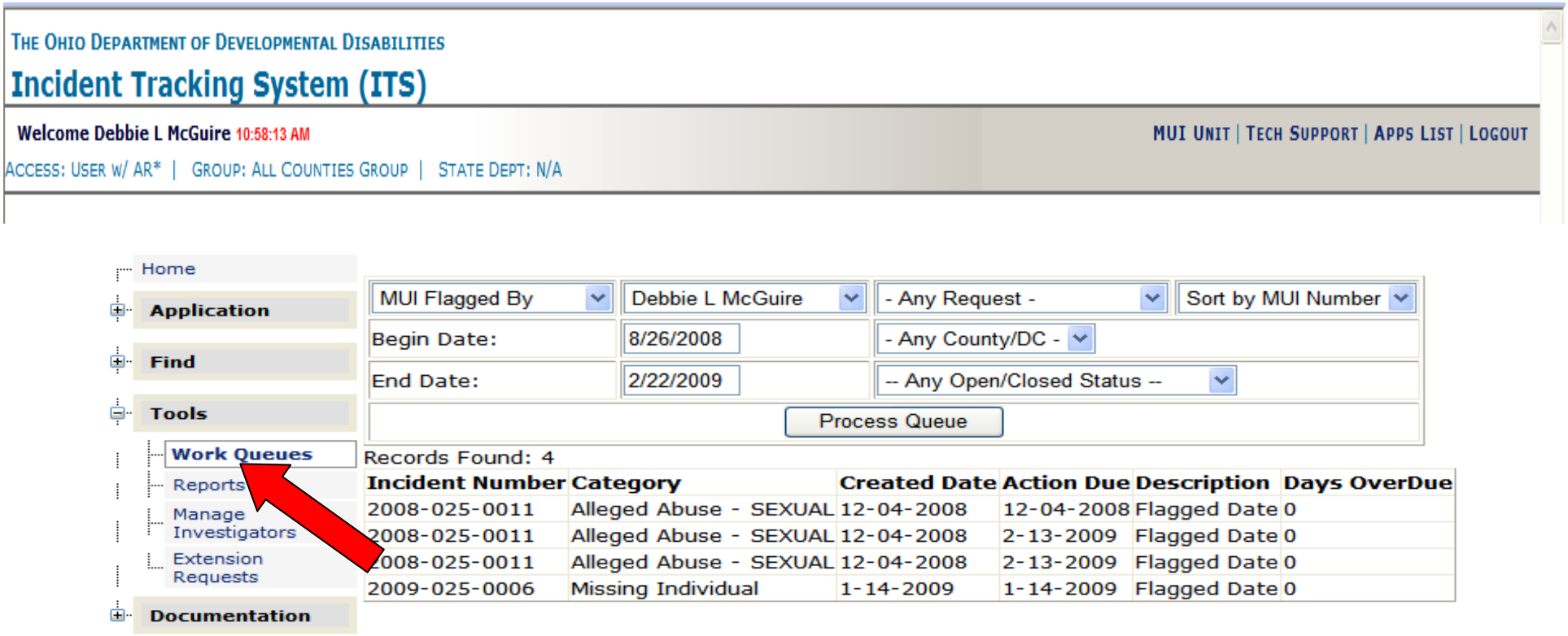
- This is the home page for ITS. It contains menu options to email the MUI Unit, email Tech Support, exit to the Apps List and to Log Out.
- It also includes the current ITS time, which is the official time used to determine if timelines are met regarding entry of an MUI.



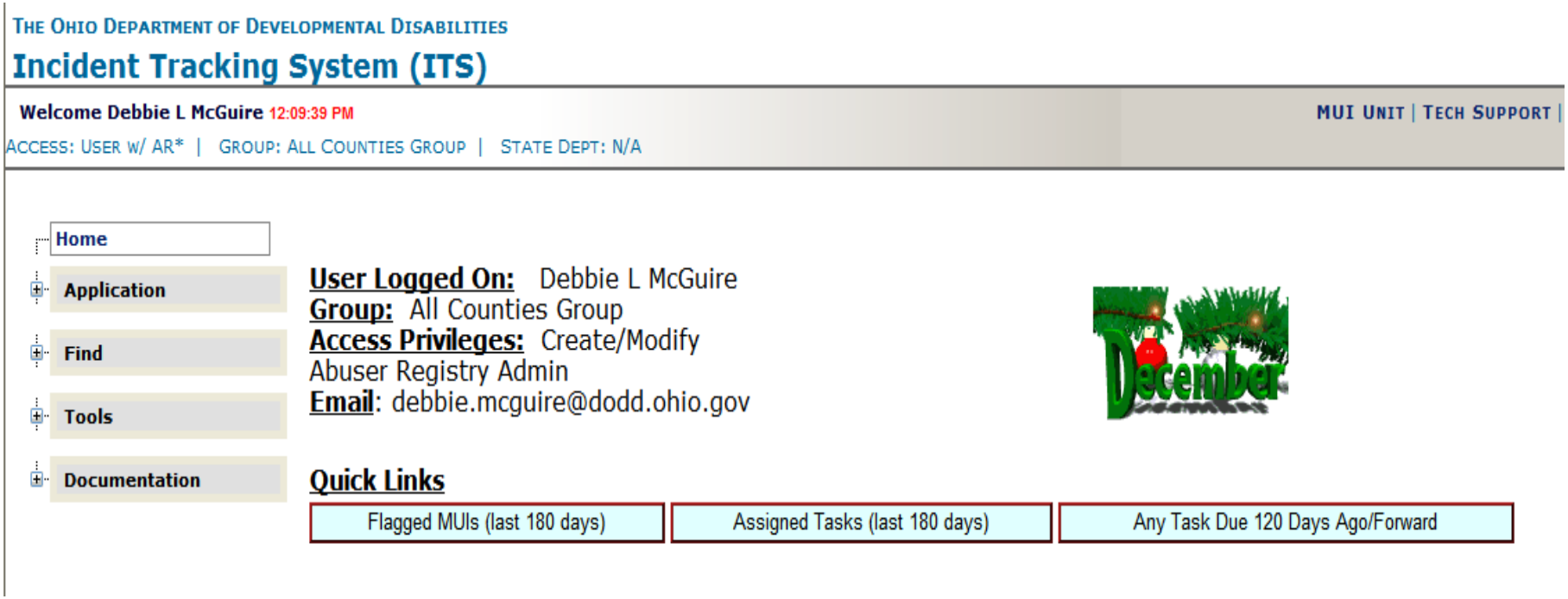
- Listed under the log in name is the access role; group; and state agency with department, if applicable.
- Access roles include:
  - user for county/dc/cog;
  - read only;
  - abuser registry; and
  - leave supervisor for county board users who need to reassign someone to receive automatic emails for MUIs when they are out of the office.



- Under **Quick Links**, you can access a list of incidents have been flagged by the user within the last 180 days. We will discuss how to flag an incident later.



- The list of flagged MUIs will include only those MUIs flagged by the user.
- On the left hand side of the screen, the Work Queues Menu is now being shown. Flagged MUIs can also be accessed through this menu.



- Also under **Quick Links**, Assigned Tasks, is a list of MUIs that are assigned to anyone who is a member of the group listed at the top. In this example, Debbie McGuire is listed as part of the Franklin County Group and can be assigned to Franklin county cases.
- We will discuss how to assign incidents later.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
- Tools
  - Work Queues
  - Reports
  - Manage Investigators
  - Extension Requests
- Documentation

MUI Assigned To	Debbie L McGuire	- Any Request -	Sort by MUI Number
Begin Date:	8/26/2008	- Any County/DC -	
End Date:	2/22/2009	-- Any Open/Closed Status --	

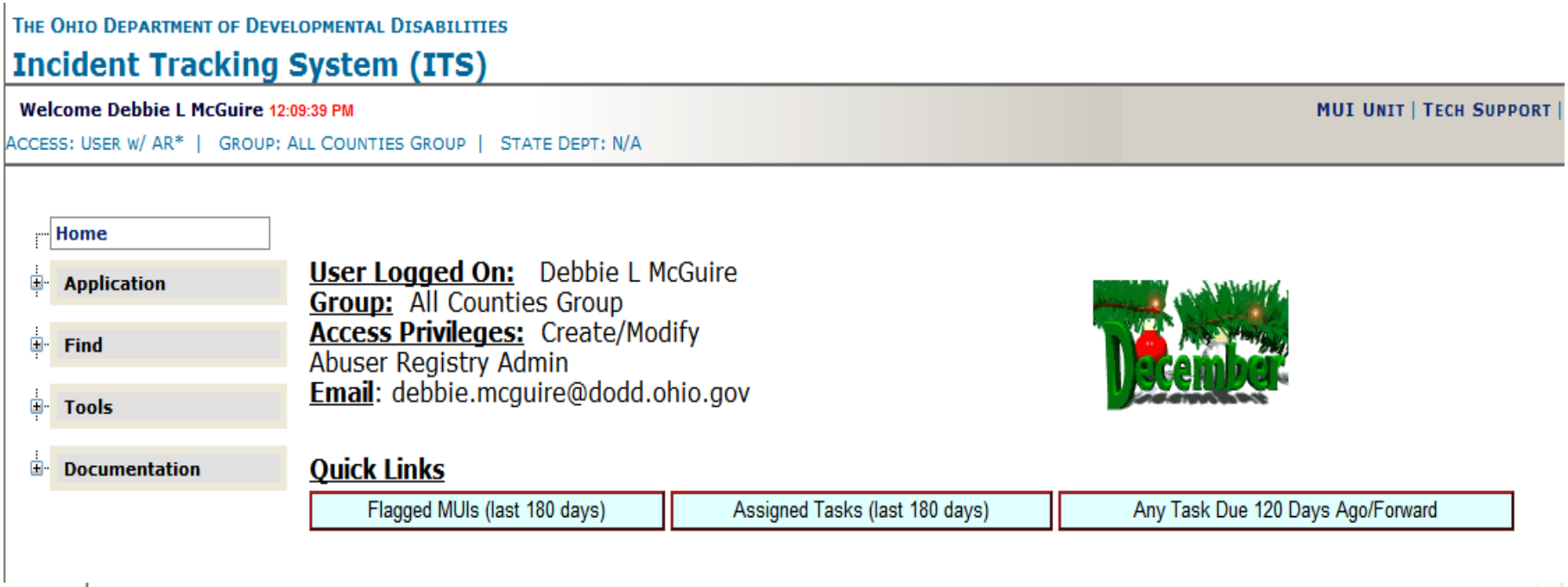
Process Queue

Records Found: 17

Incident Number	Category	Created Date	Action Due	Description	Days OverDue
2008-001-0005	Unapproved Behavior Support	12-15-2008	12-15-2008	Assigned Date	0
2008-025-0001	Injury (Unknown)	11-25-2008	12-03-2008	Assigned Date	0
2008-025-0003	Missing Individual	12-02-2008	12-03-2008	Assigned Date	0
2009-001-0002	Alleged Abuse - SEXUAL	1-20-2009	1-20-2009	Assigned Date	0
2009-025-0002	Alleged Abuse - PHYSICAL	1-07-2009	1-07-2009	Assigned Date	0
2009-025-0002	Alleged Abuse - PHYSICAL	1-07-2009	1-07-2009	Assigned Date	0
2009-025-0003	Rights Code Violation	1-13-2009	1-13-2009	Assigned Date	0
2009-025-0004	Alleged Abuse - VERBAL	1-13-2009	1-13-2009	Assigned Date	0
2009-025-0006	Missing Individual	1-14-2009	1-14-2009	Assigned Date	0
2009-025-0006	Missing Individual	1-14-2009	1-14-2009	Assigned Date	0

1 2

- The list of assigned tasks is useful for Investigative Agents to track those cases they are responsible for.
- Only a user with supervisory capacity can assign the incident to another user within their particular group.



- Also under **Quick Links**, you can see:
  - any task past due, including replies due
  - missing statements
  - incidents past due, which includes those incidents due in the next 4 months.
- Each list will show the MUIs for the entire group. For instance, since Debbie McGuire is a member of the Franklin County Group, the listing will show tasks for the entire county.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
- Tools
  - Work Queues
  - Reports
  - Manage Investigators
  - Extension Requests
- Documentation

- Any User Type - | - Any User - | - Any Request - | Sort by MUI Number

Begin Date: 10/25/2008 | - Any County/DC -

End Date: 6/22/2009 | -- Any Open/Closed Status --

Process Queue

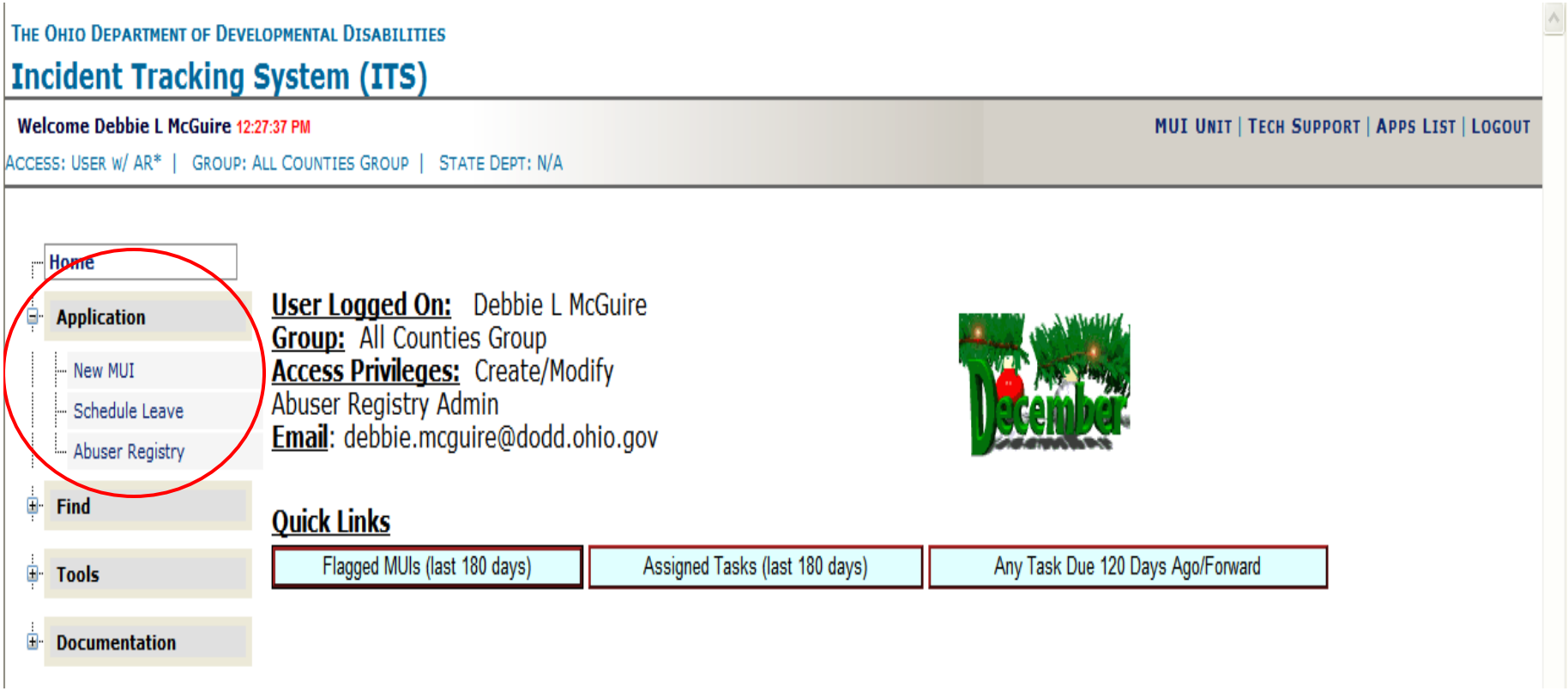
Records Found: 48

Incident Number	Category	Created Date	Action Due	Description	Days OverDue
2008-025-0001	Injury (Unknown)	11-25-2008	1-07-2009	Final Due Date: MUI Still Open	46
2008-025-0001	Injury (Unknown)	11-25-2008	12-09-2008	Question Asked: No Reply Received	75
2008-025-0003	Missing Individual	12-02-2008	1-05-2009	No Prevention Plan Entered	48
2008-025-0003	Missing Individual	12-02-2008	1-05-2009	Final Due Date: MUI Still Open	48
2008-025-0003	Missing Individual	12-02-2008	12-03-2008	No Immediate Action Entered	81
2008-025-0004	Missing Individual	12-02-2008	12-03-2008	No Immediate Action Entered	81
2008-025-0004	Missing Individual	12-02-2008	1-05-2009	Final Due Date: MUI Still Open	48
2008-025-0004	Missing Individual	12-02-2008	1-05-2009	No Prevention Plan Entered	48
2008-025-0005	Unscheduled Hospitalization	12-02-2008	12-24-2008	No Prevention Plan Entered	60
2008-025-0005	Unscheduled Hospitalization	12-02-2008	12-24-2008	Final Due Date: MUI Still Open	60

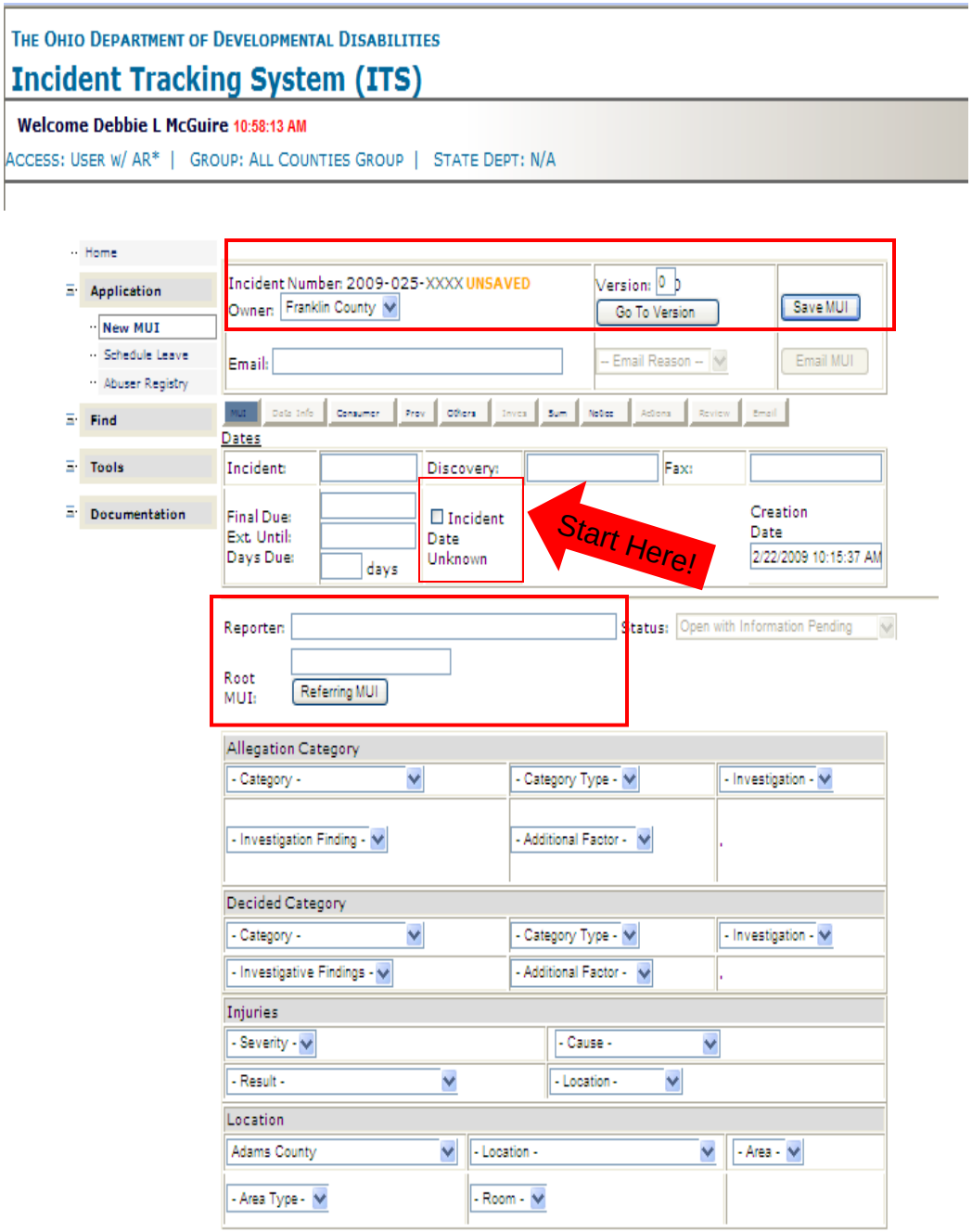
1 2 3 4 5

- When reviewing the “Any Task Due” list, the number shown under “Days OverDue” is the amount of time left before the incident is considered late. If the number listed appears to be a negative amount (i.e. -35), it means there are 35 days left and would not be considered late until it becomes a “positive” number (i.e. 35). Those incidents listed at ‘0’ are currently due on the day the list is being accessed.
- Also note that this list is five pages long (see numbers in lower left corner); you can click on any number to see the listing for that page.

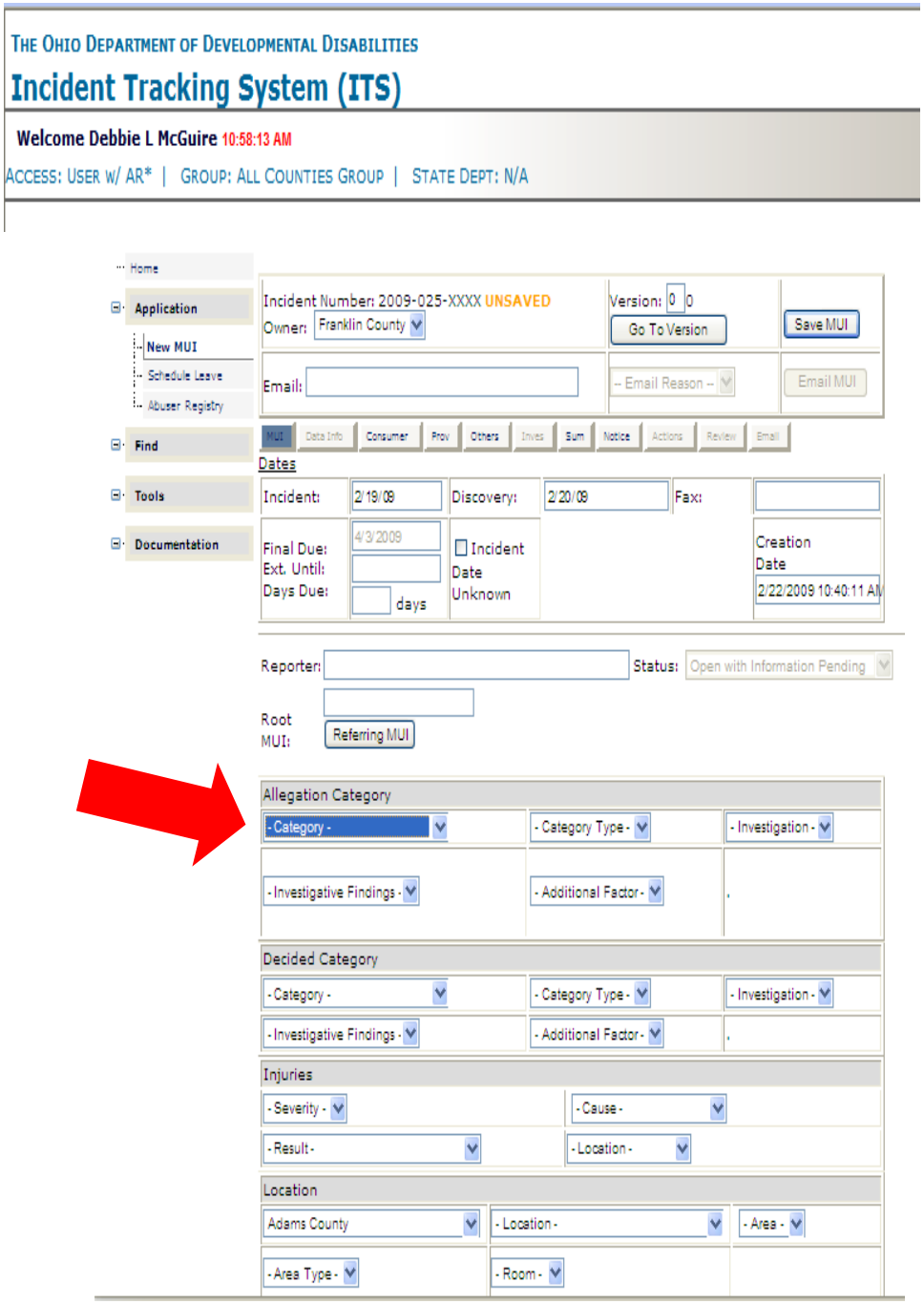
Entering a New MUI



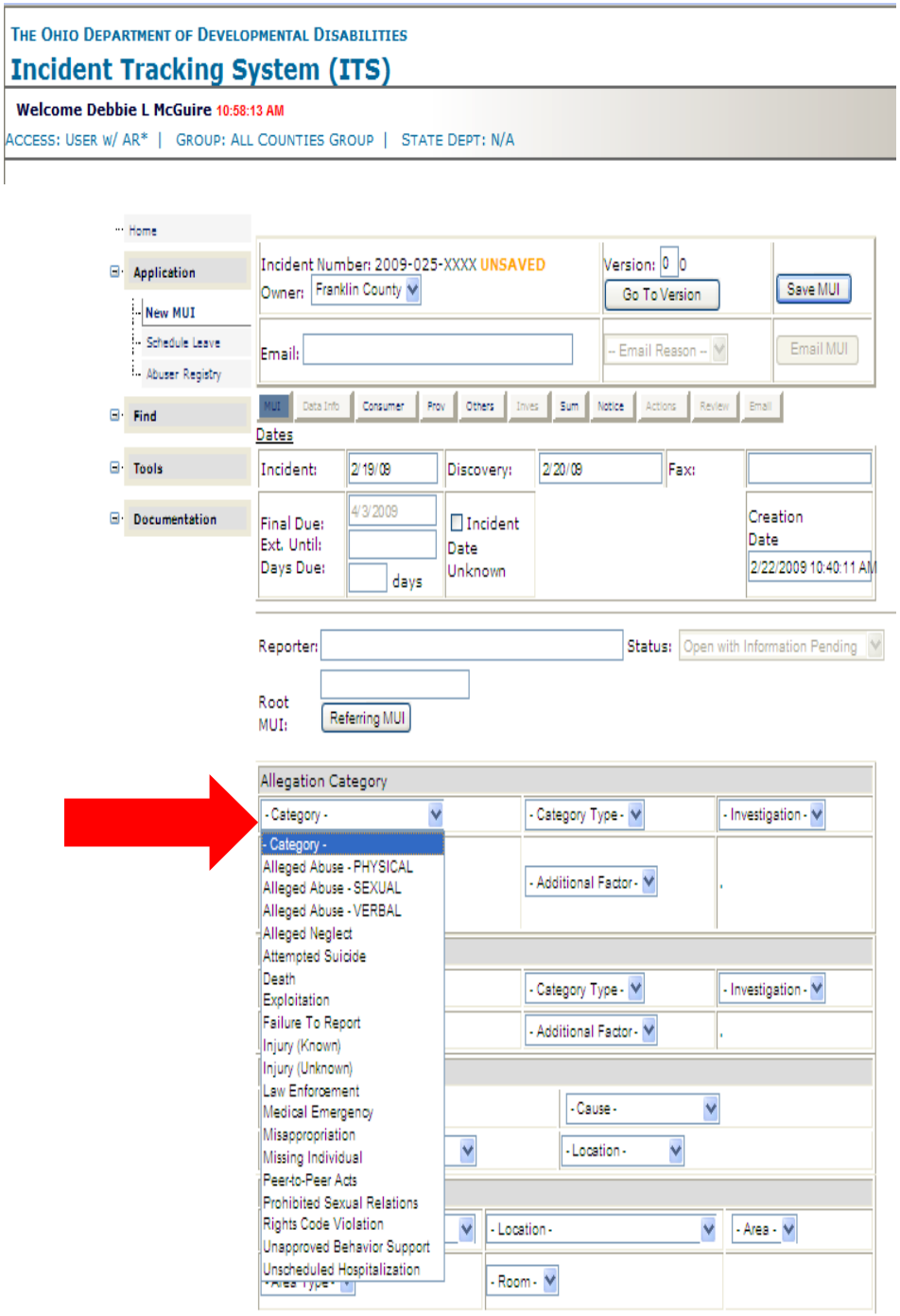
- To file a new MUI click on the "+" beside "Application" and a list of choices will appear (Schedule Leave only appears for supervisory users).
- Select "New MUI," being sure to click on part of the word and not just in the gray box.



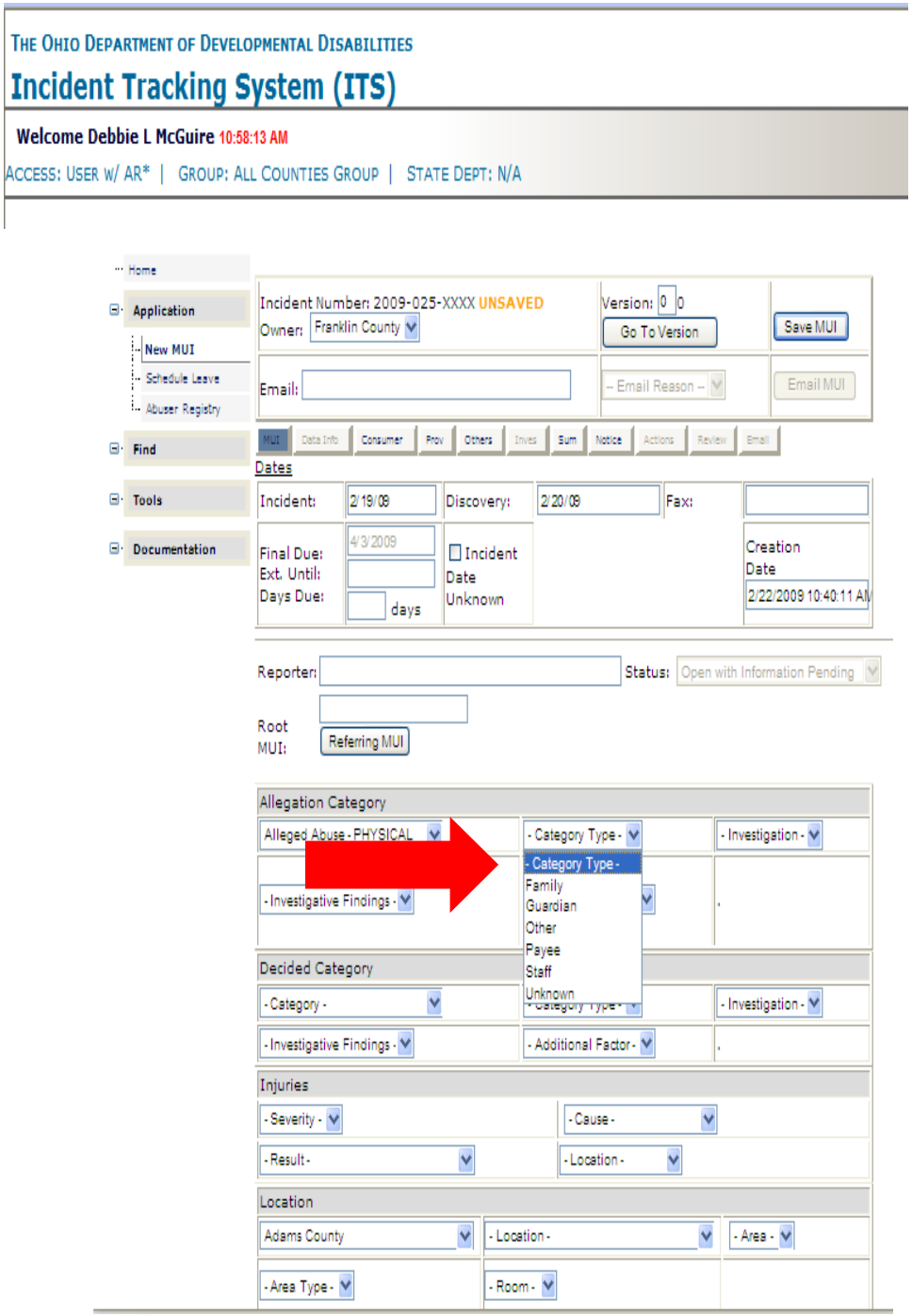
- This is the initial screen for entering an MUI. At this point, the incident does not have a number and is marked as unsaved. Each time a Category change is made and re-saved, a new version is created. This MUI has not yet been saved so it is version 0 of 0. The new ITS allows you to view all versions of an MUI.
- Begin by entering the incident and discovery dates. The final due date and days due will automatically calculate. If the incident date is unknown, enter Unknown in the Incident Date, and select the “Incident Date Unknown” check box.
- The “Reporter” box should be completed with the reporter’s title or other relevant information. There is a drop down box as well.
- If the incident is for Failure to Report, you would select the “Root MUI” box to enter the associated MUI number.



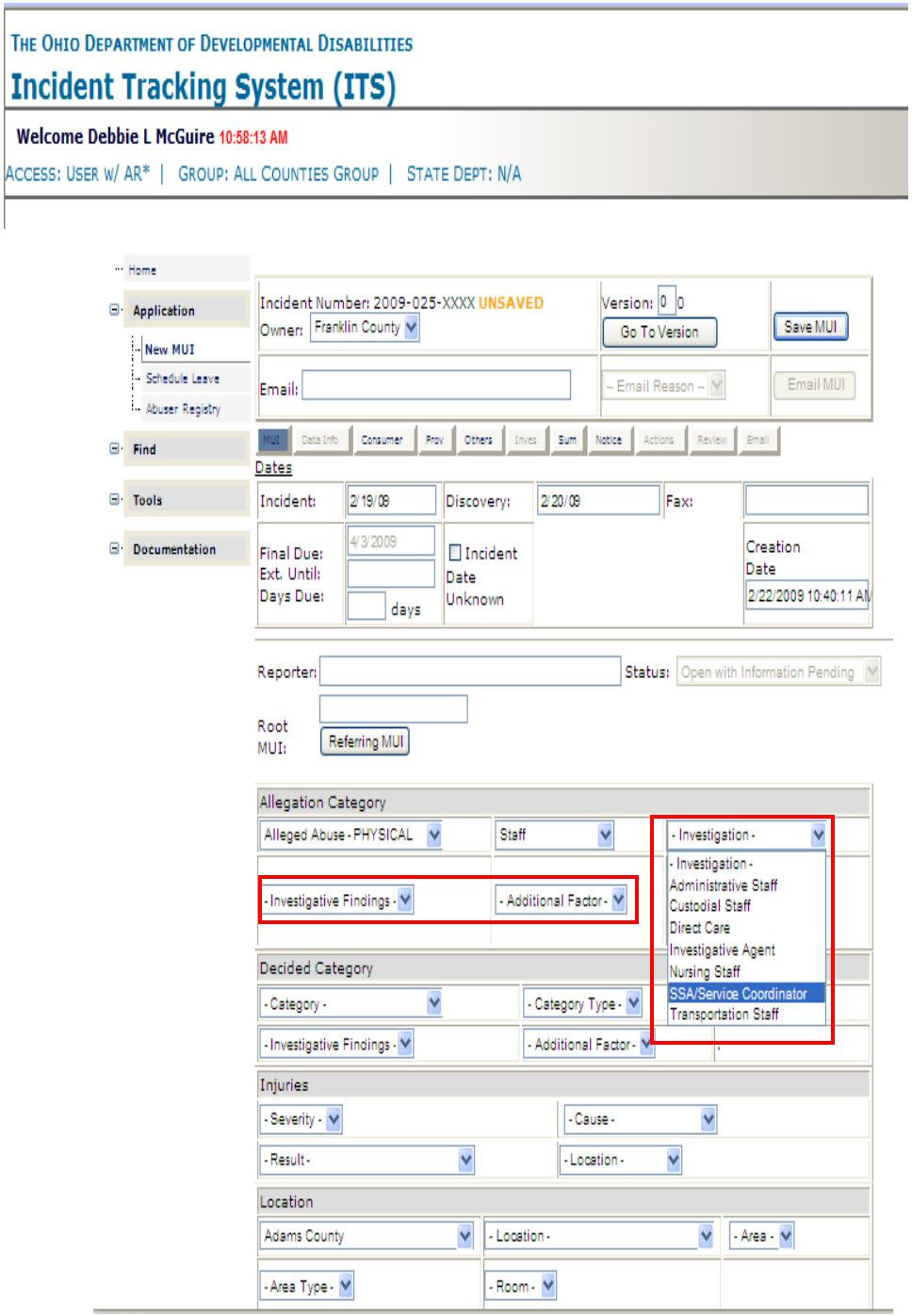
- This version of ITS can record both the Allegation and Decided Categories.
- The initial MUI category information is entered under “Allegation Category.”



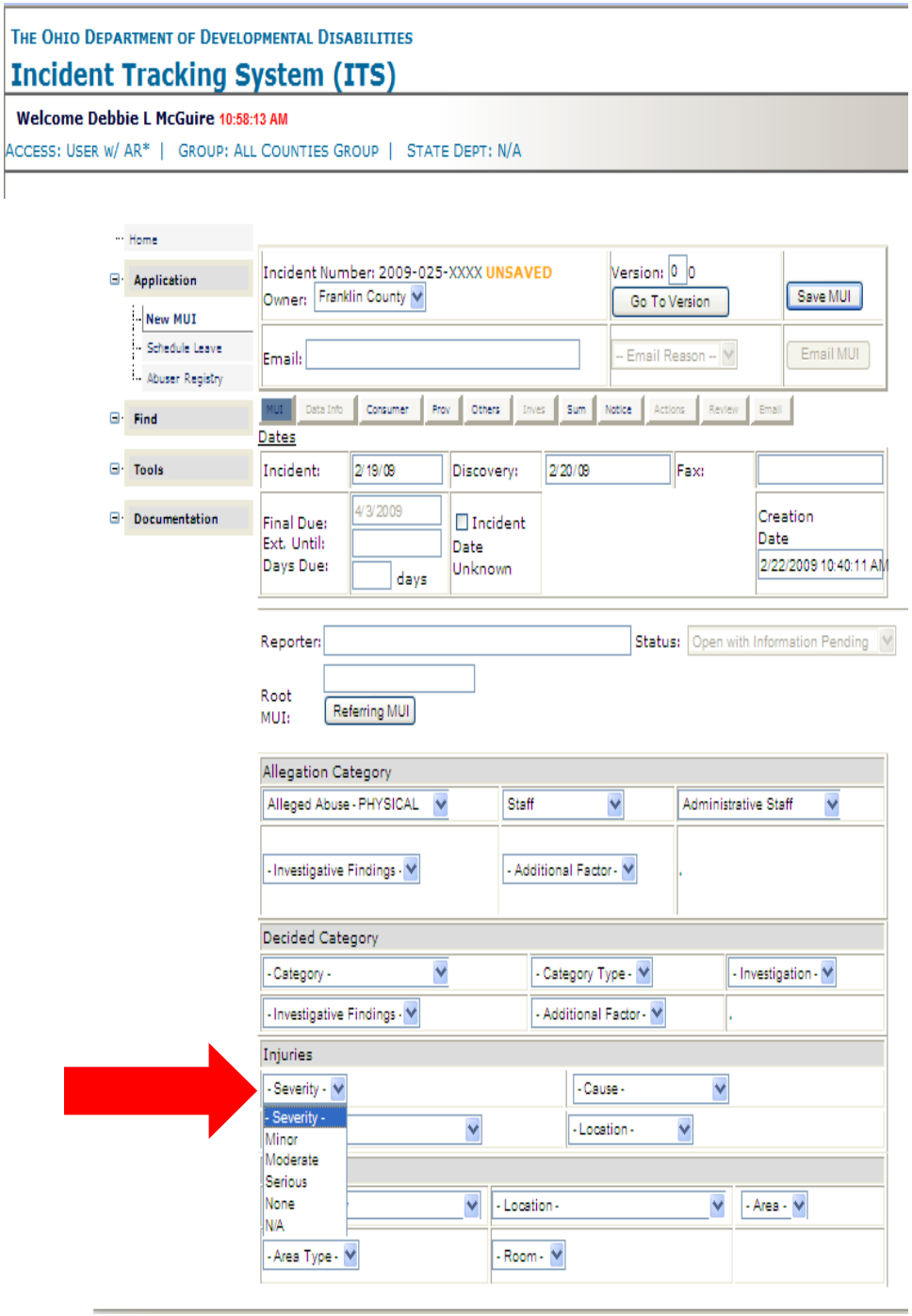
- After entering the incident and discovery dates, a category needs to be chosen. This is similar to the current version of ITS and the category choices are the same.



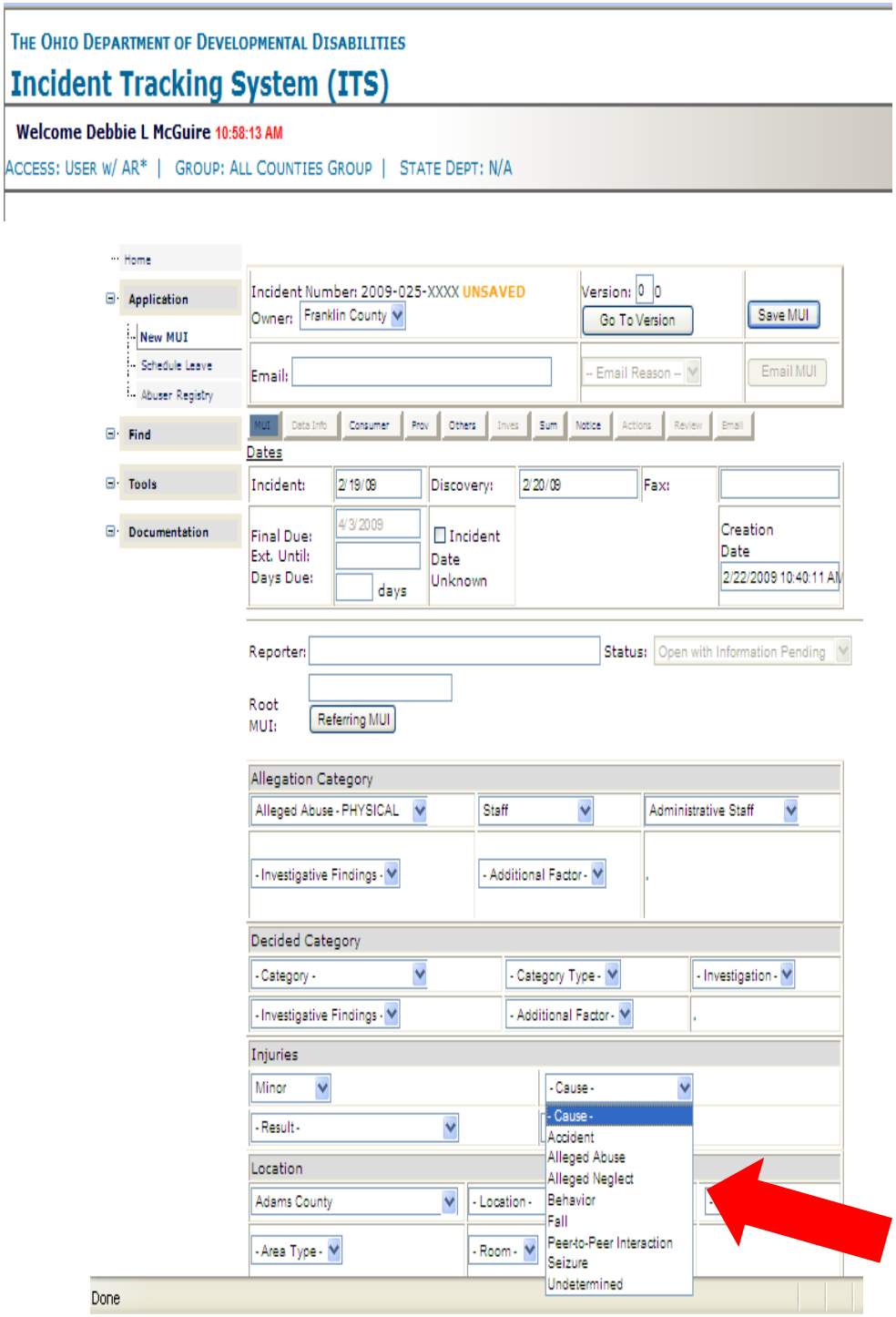
- The second drop down is also similar to the current version of ITS; simply choose who the PPI is (PPIs relationship to the individual).
- Please disregard the titles for each drop down; they are used for information systems purposes and may or may not indicate what choices are listed below. Just continue completing dropdowns as long as there is a choice.



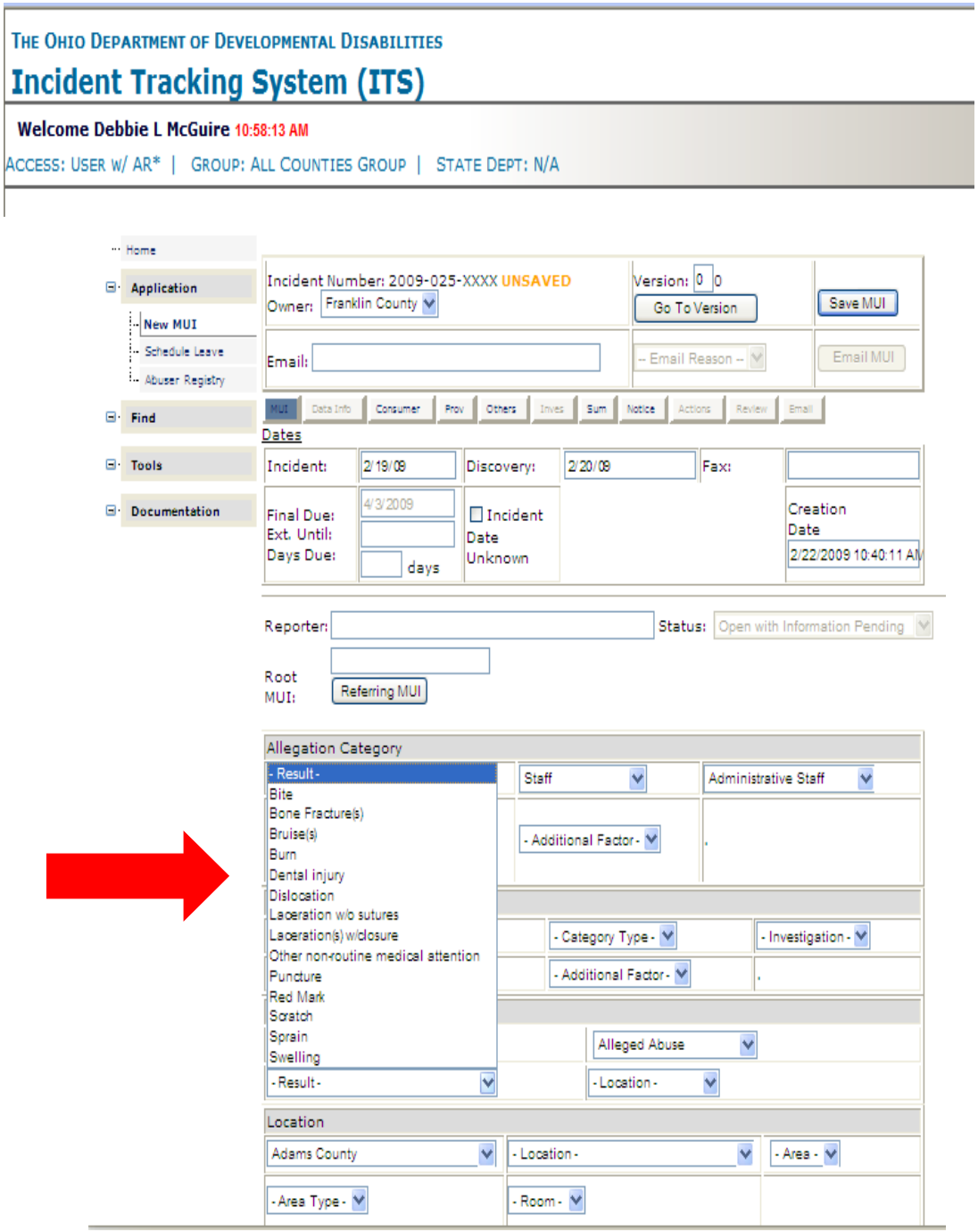
- There is now a third drop down under Staff PPI incidents of abuse, neglect and misap-propriation to indicate what type of staff was the PPI in the incident. Simply select the appropriate choice.
- The next two dropdowns (Investigative Findings and Additional Factor) may or may not be required for initial entry and can be used at a later date.



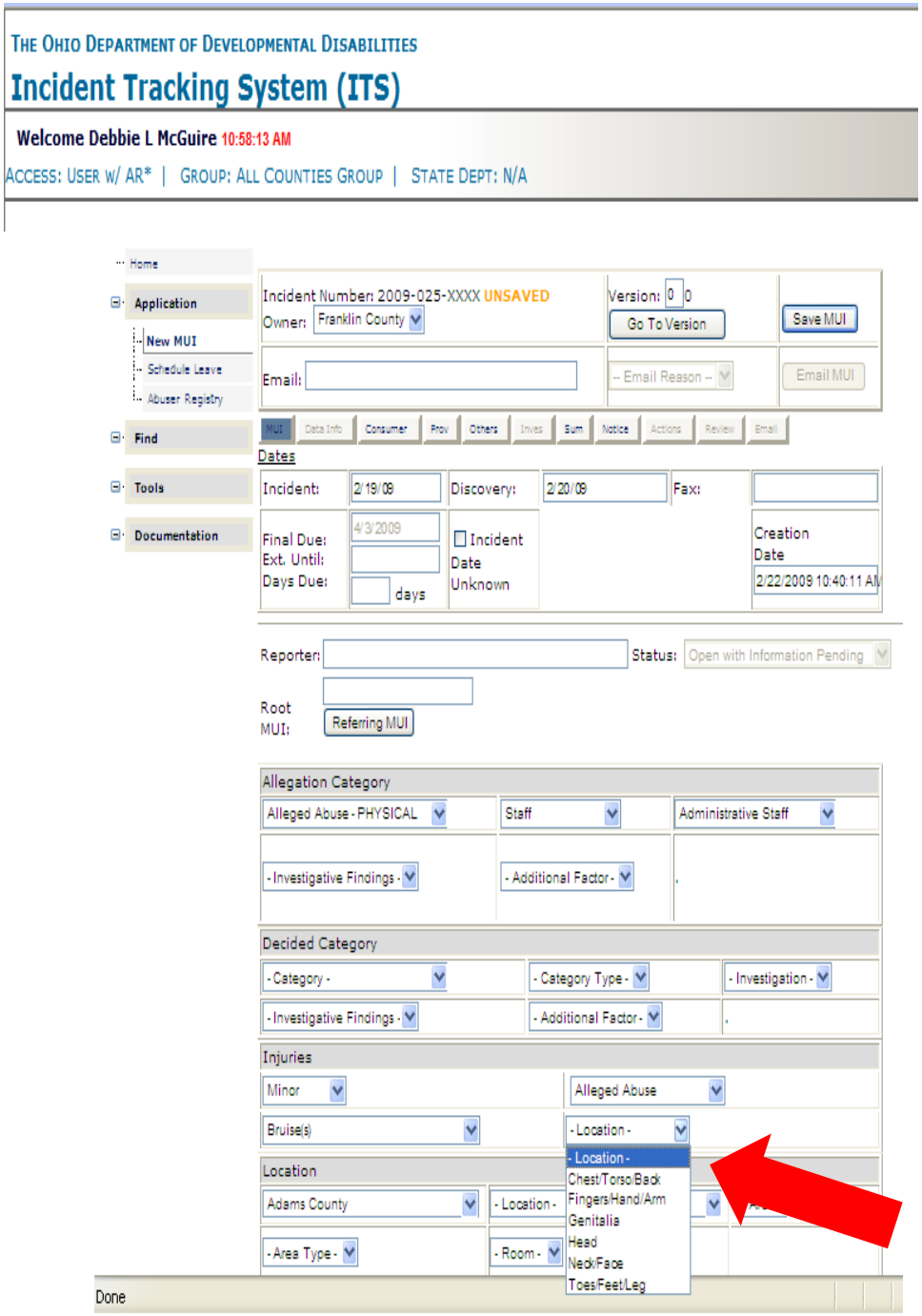
- The next required field is under “Injuries” and is required for all MUIs regardless of whether there was an injury or not and includes choices of N/A and None.
- Definitions of Injury levels are in the appendix at the end of this manual.



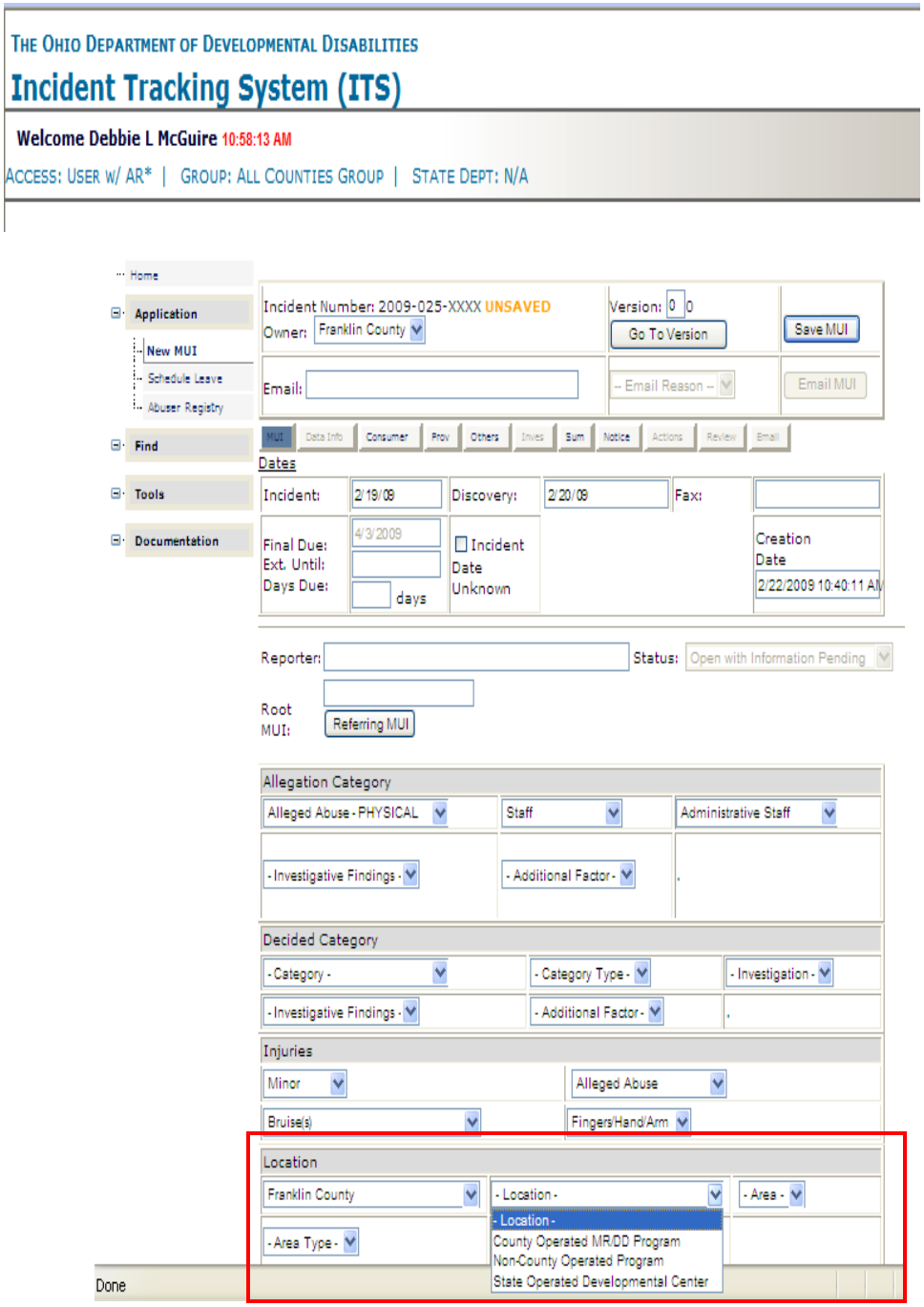
- After the level of injury is chosen, the cause needs to be selected.
- The choices of Alleged Abuse and Alleged Neglect have been added.



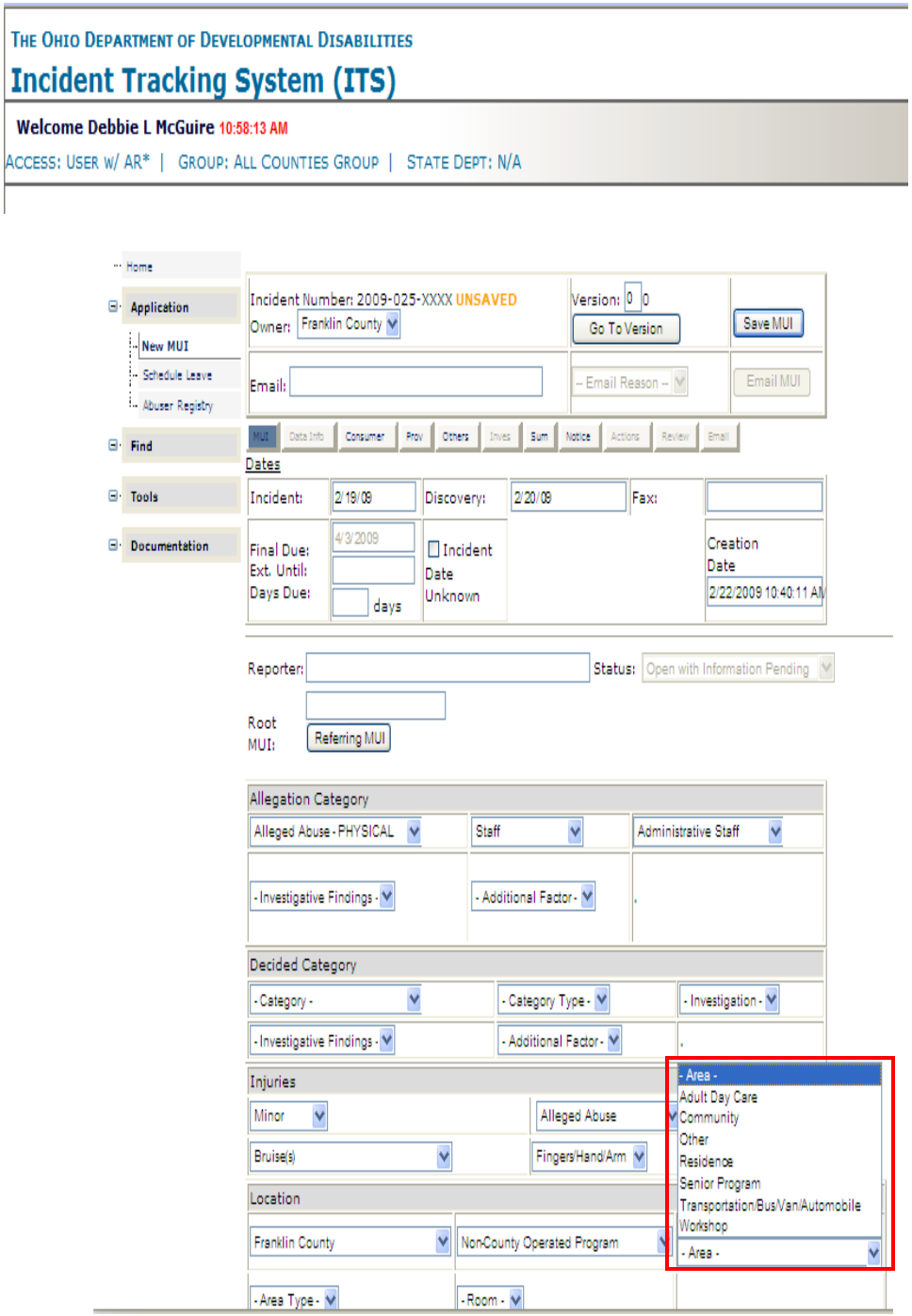
- The next dropdown is for the result of the injury (or what the injury was).



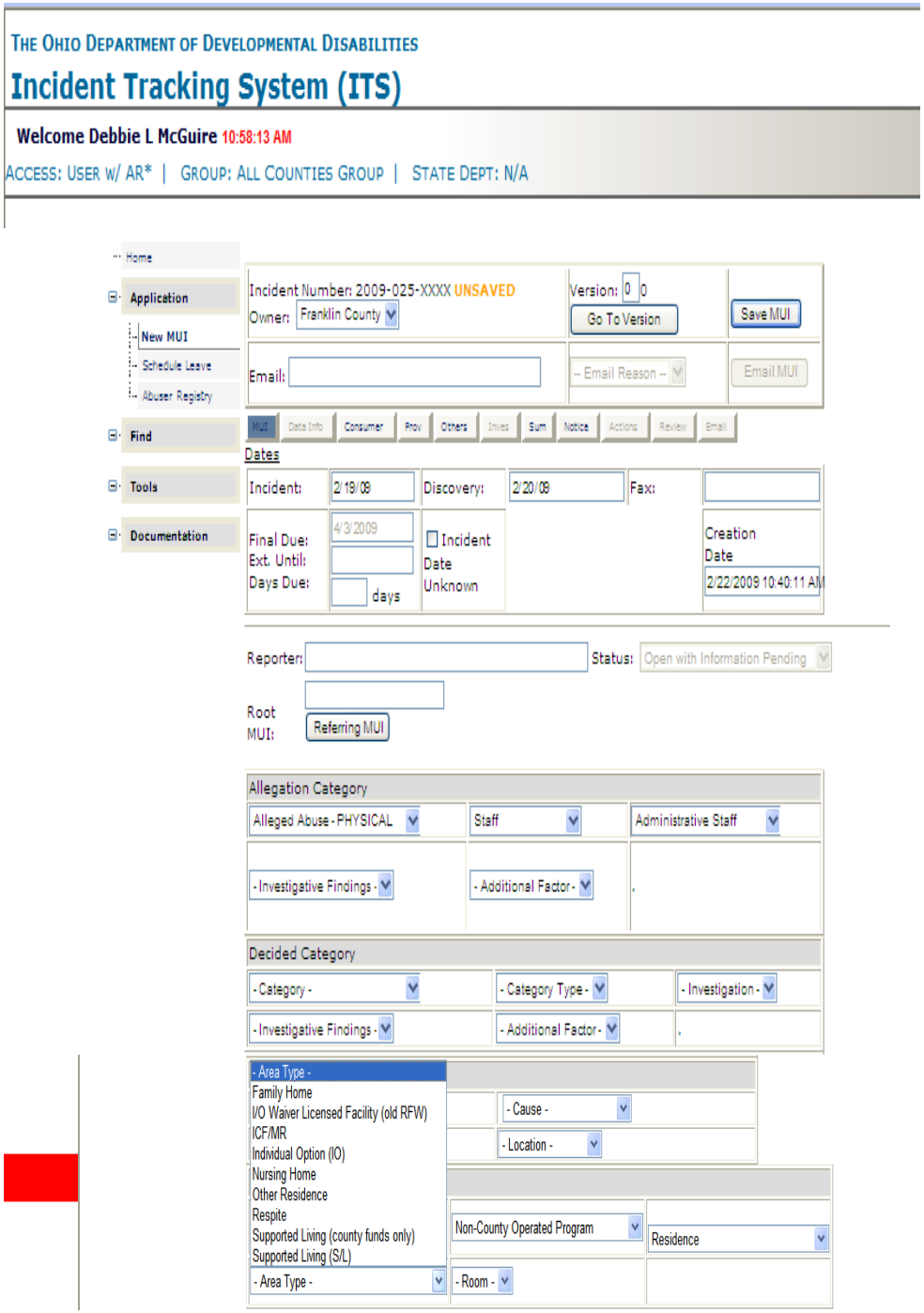
- Next, choose the location on the body where the injury occurred.
- Ribs are considered torso.



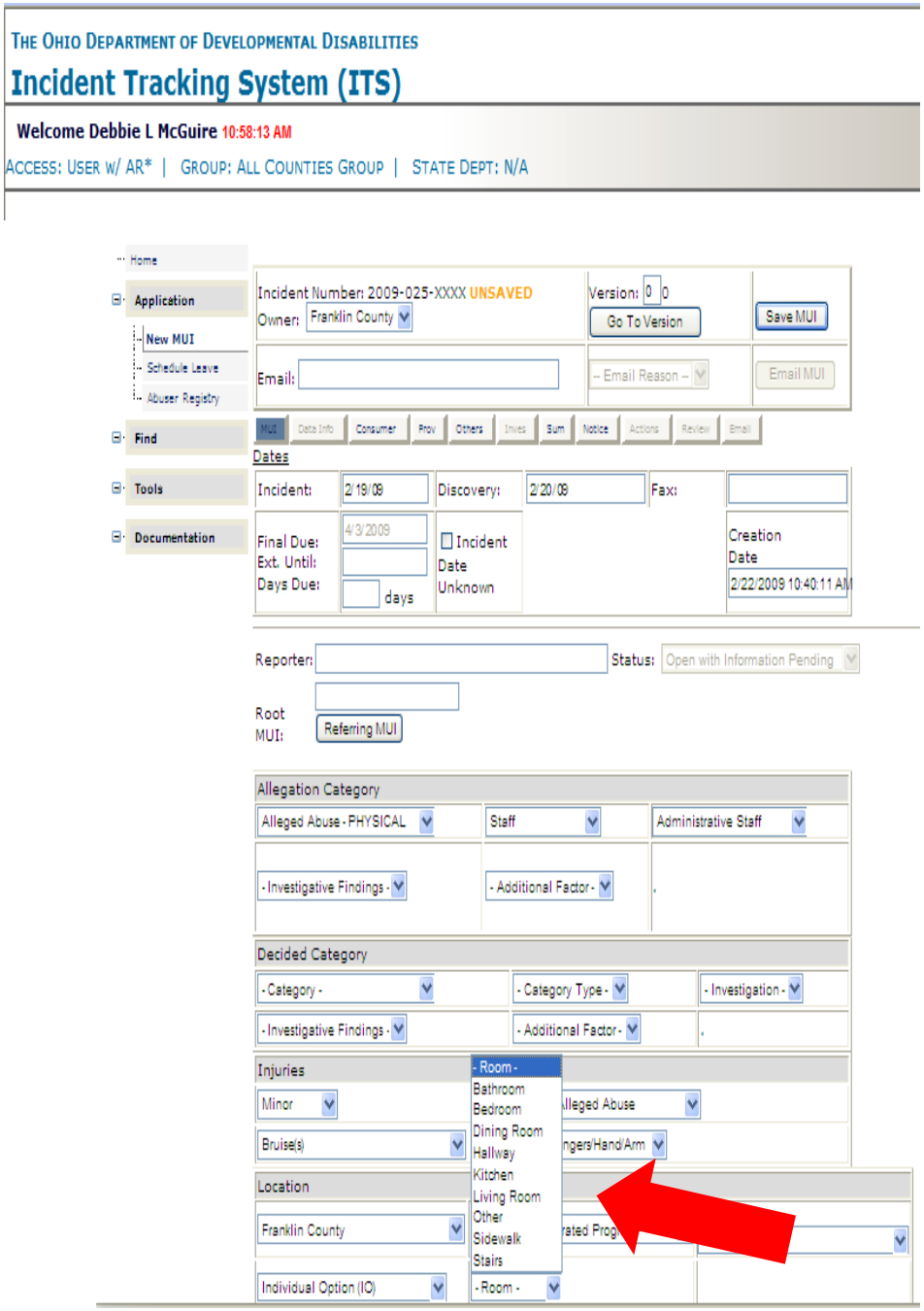
- The “Location” box dropdowns are mostly self explanatory.
- The first one is for the county.
- The next has three choices: State Operated Developmental Center; County Operated MRDD Program; and Non-county Operated Program, which is used for incidents that occurred at neither of the other two choices.



- The “Area” drop down is the actual location where the incident occurred.
- The choices are similar to the current version of ITS for County Operated and Non County Operated programs.
- The Developmental Centers do not have quite as many choices.

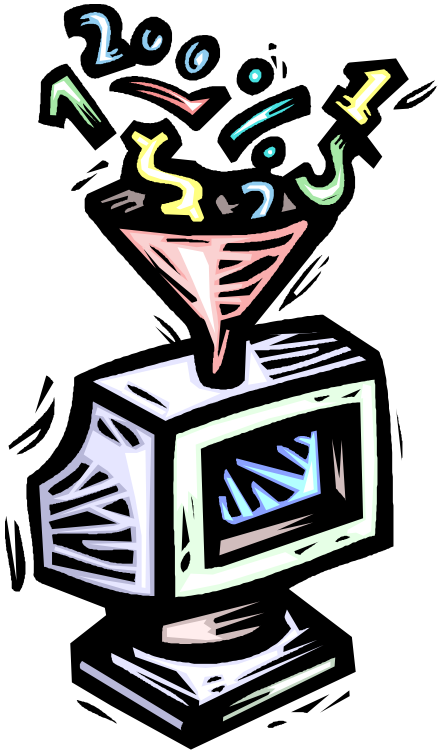


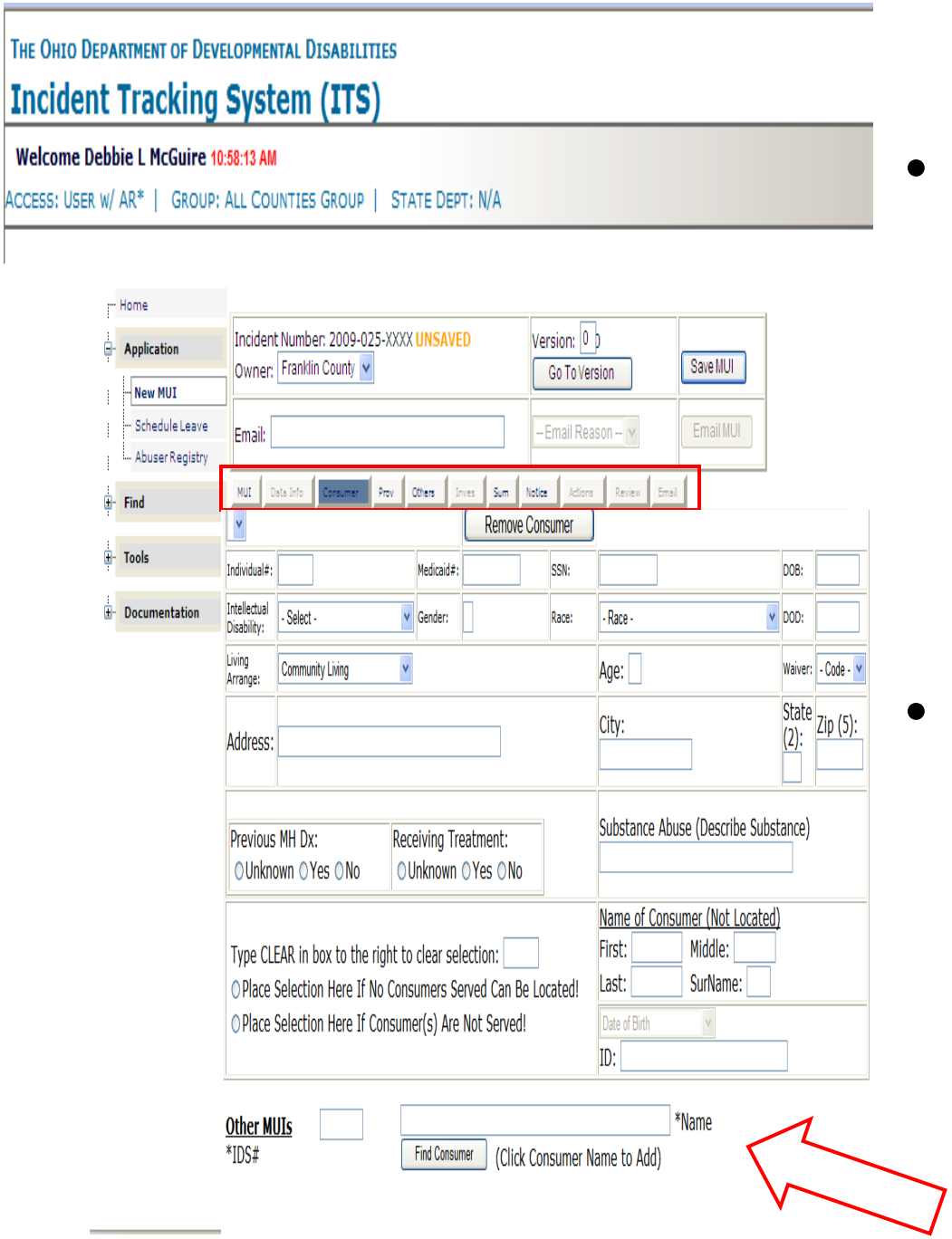
- The next location dropdown shows either the type of residence when it is for a county board/non county board location or the rooms in the residence if it is a developmental center.



- After you choose the type of residence for either the county/non county operated programs, you can choose the room.

Entering Consumer Information





- Search for the correct consumer by choosing the “Consumer” section and then typing the consumer’s last name or enter the IDS# at the bottom of the page.
- If you do not know the correct spelling, you can enter a partial spelling but remember it will result in a larger list to choose from.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 1:07:06 PM

ACCESS: USER w/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

- Home
- Application
  - New MUI
  - Schedule Leave
  - Abuser Registry
- Find
- Tools
- Documentation

Incident Number: 2009-025-XXXX
UNSAVED
Owner: Franklin County

Version: 0 of 0
Go To Version

Save MUI

Email:

-- Email Reason --

Email MUI

MUI | Data Info | Consumer | Prov | Others | Inves | Sum | Notice | Actions | Review | Email

Remove Consumer

Individual#: | Medicaid#: | SSN: | DOB:

Intellectual Disability: - Select - | Gender: | Race: - Race - | DOD:

Living Arrange: Community Living | Age: | Waiver: - Code -

Address: | City: | State (2): | Zip (5):

Previous MH Dx: ○ Unknown ○ Yes ○ No

Receiving Treatment: ○ Unknown ○ Yes ○ No

Substance Abuse (Describe Substance)

Type CLEAR in box to the right to clear selection:
○ Place Selection Here If No Consumers Served Can Be Located!
○ Place Selection Here If Consumer(s) Are Not Served!

Name of Consumer (Not Located)
First: Middle:
Last: SurName:

Date of Birth
ID:

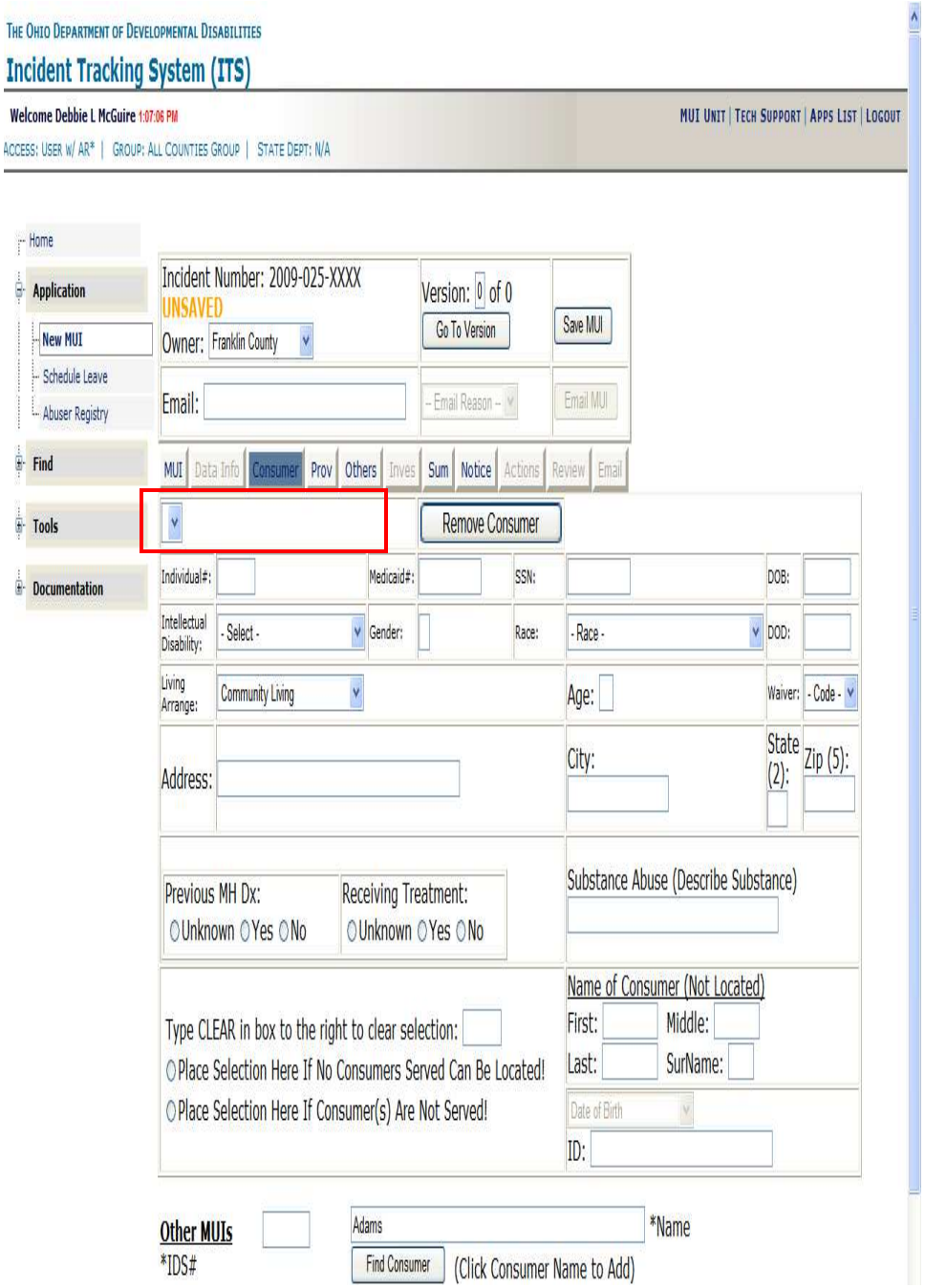
Other MUIs
*IDS#

Adams *Name
Find Consumer (Click Consumer Name to Add)

Medicaid Number	First Name	Last Name	Date of Birth	County
	Aaron	Adams		11
	AARON	ADAMS		18
	AARON	ADAMS		18
	Aaron	Adams	12:00:00 AM	18

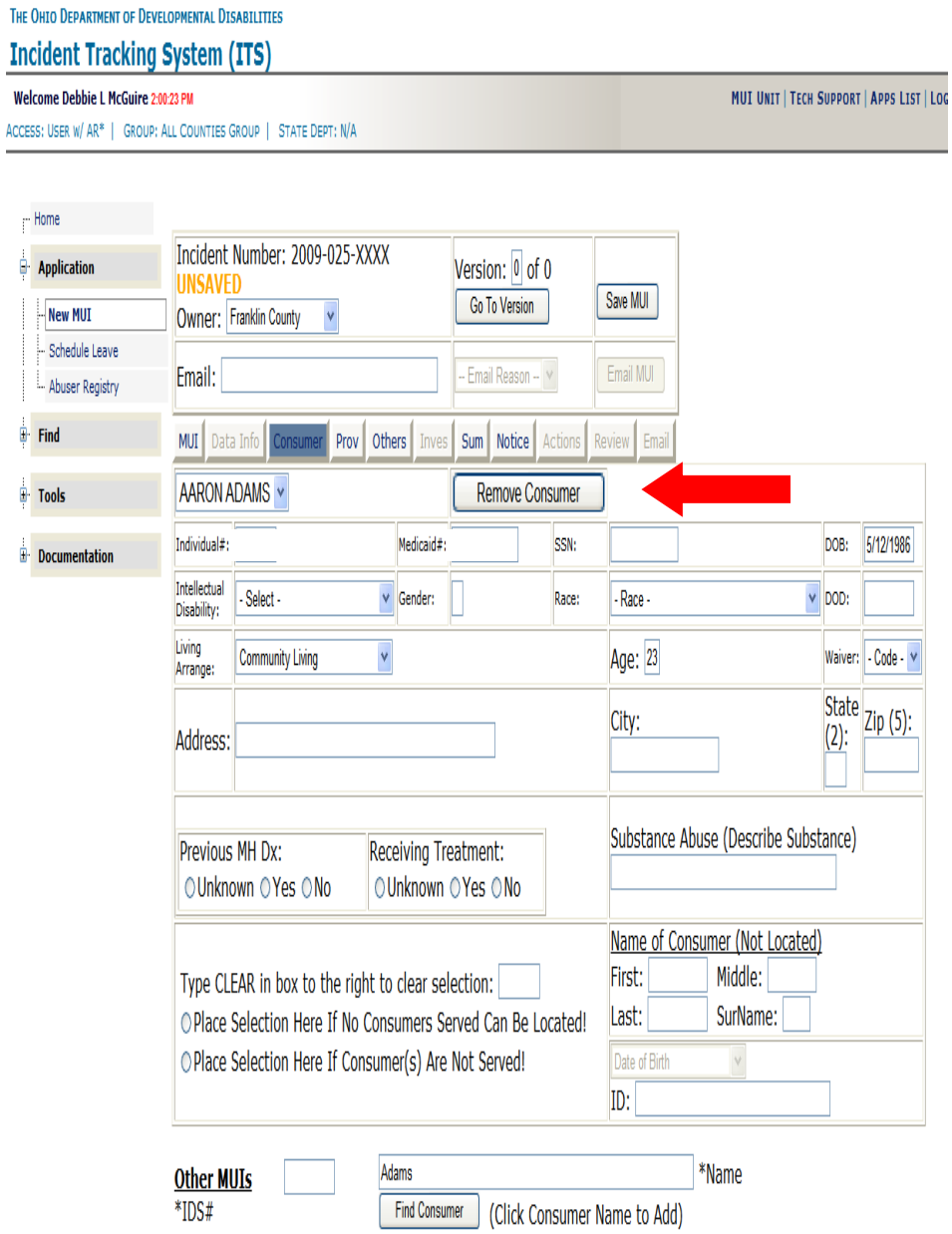
- After clicking on 'Find Consumer,' the results will look similar to this (the DOB and Medicaid numbers have been removed from this example). It is recommended you search by IDS#, if available, as it is much more effective and faster.

- Once the consumer for the MUI is found, click on the name and it will populate the information found in the IDS into the ITS.
- To enter information for a “group” incident, go to the bottom of the screen and search for the next consumer and then add the consumer to the incident.
- Continue adding consumers until all consumer names have been added.



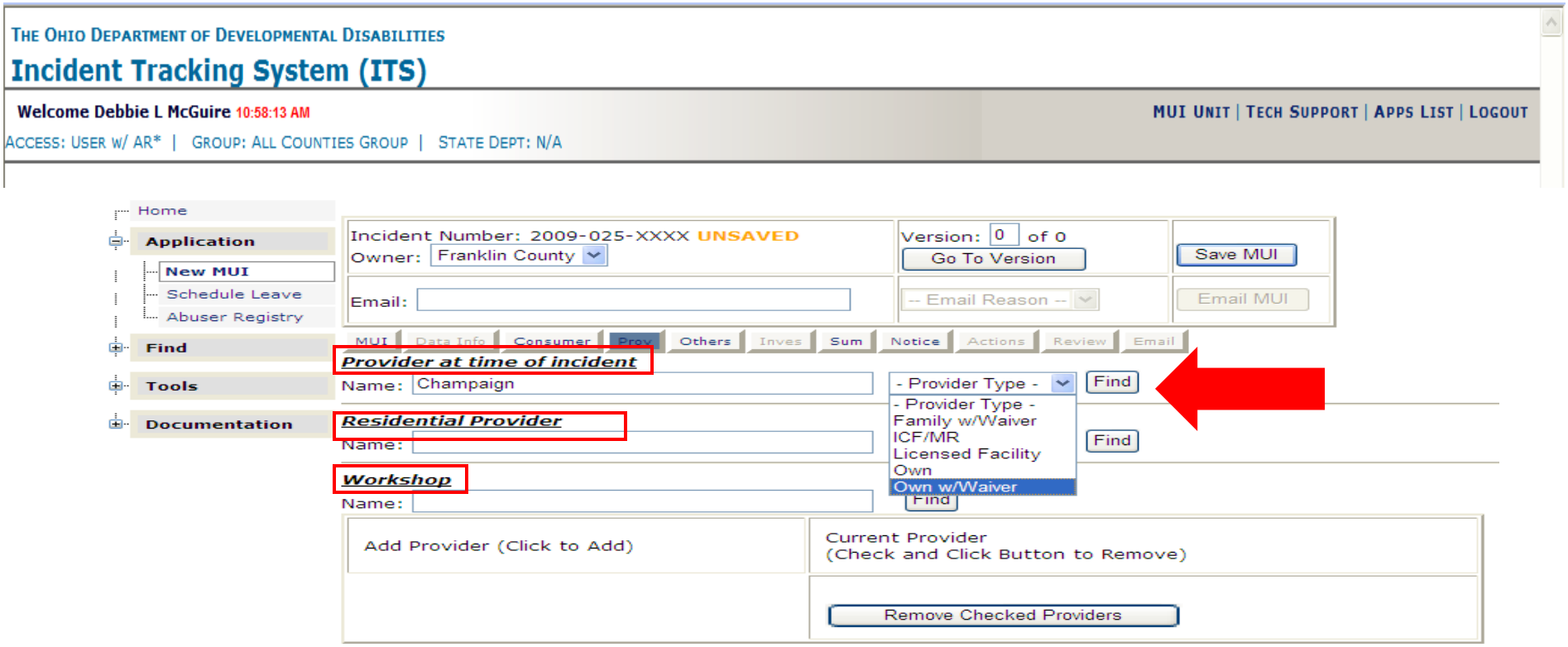
- The name of the individual chosen will be entered in this box.
- The individual's name and IDS information can be displayed separately by selecting the consumer name under the dropdown arrow to the right of the name.

Removing a Consumer from a Group Incident

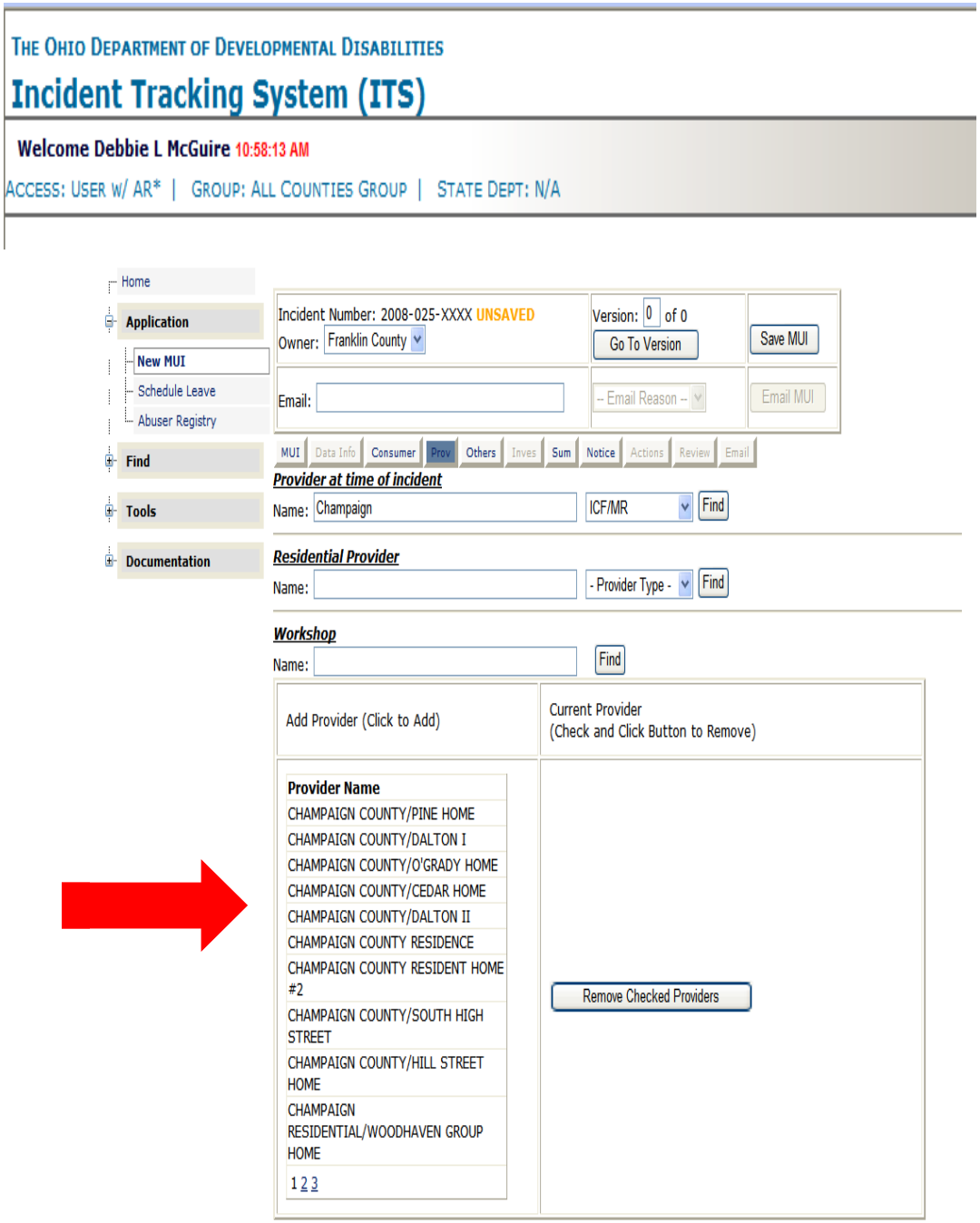


- To remove a consumer from a group incident, choose the consumer name from the drop down and then click on “Remove Consumer”.

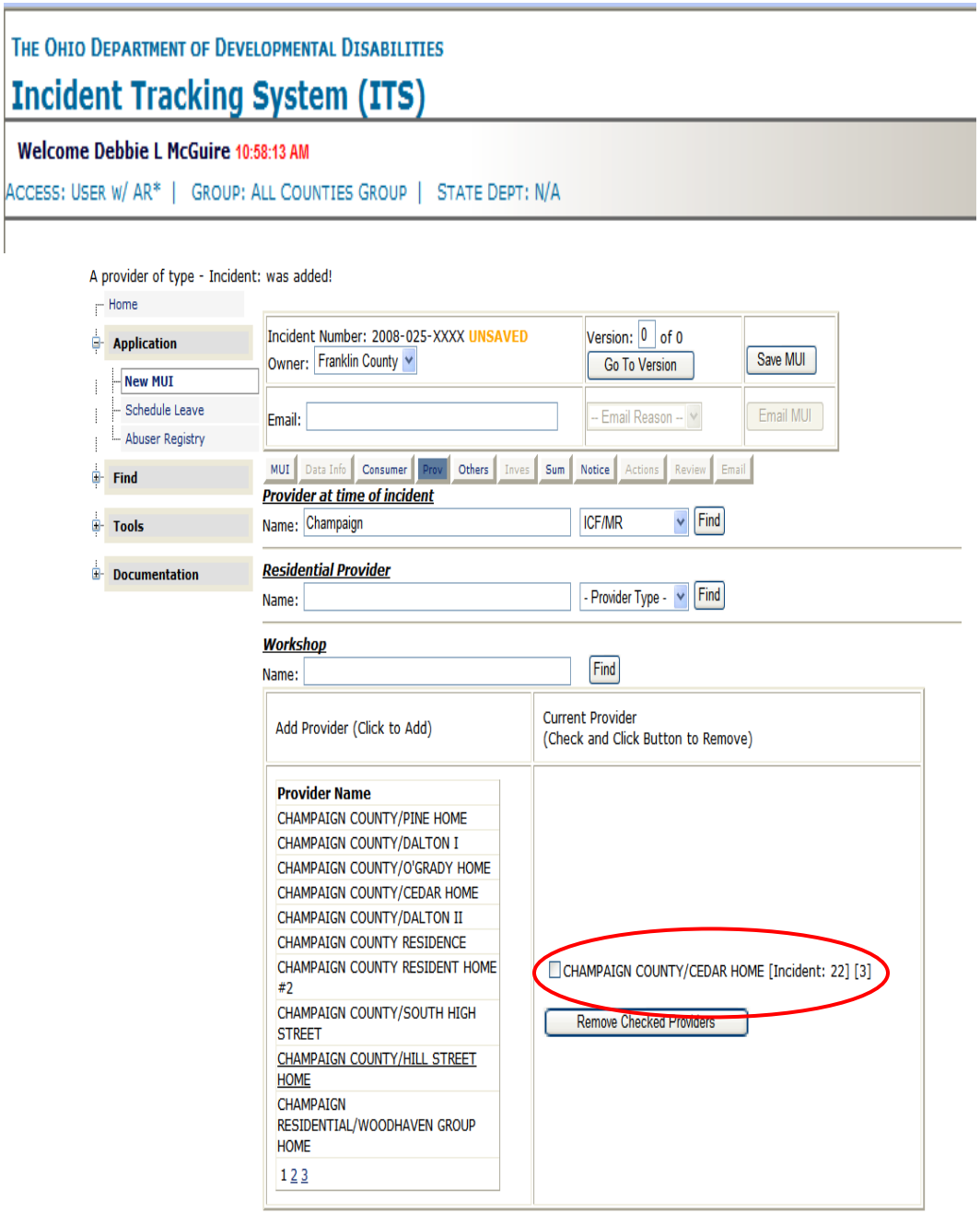
Adding the Provider(s)



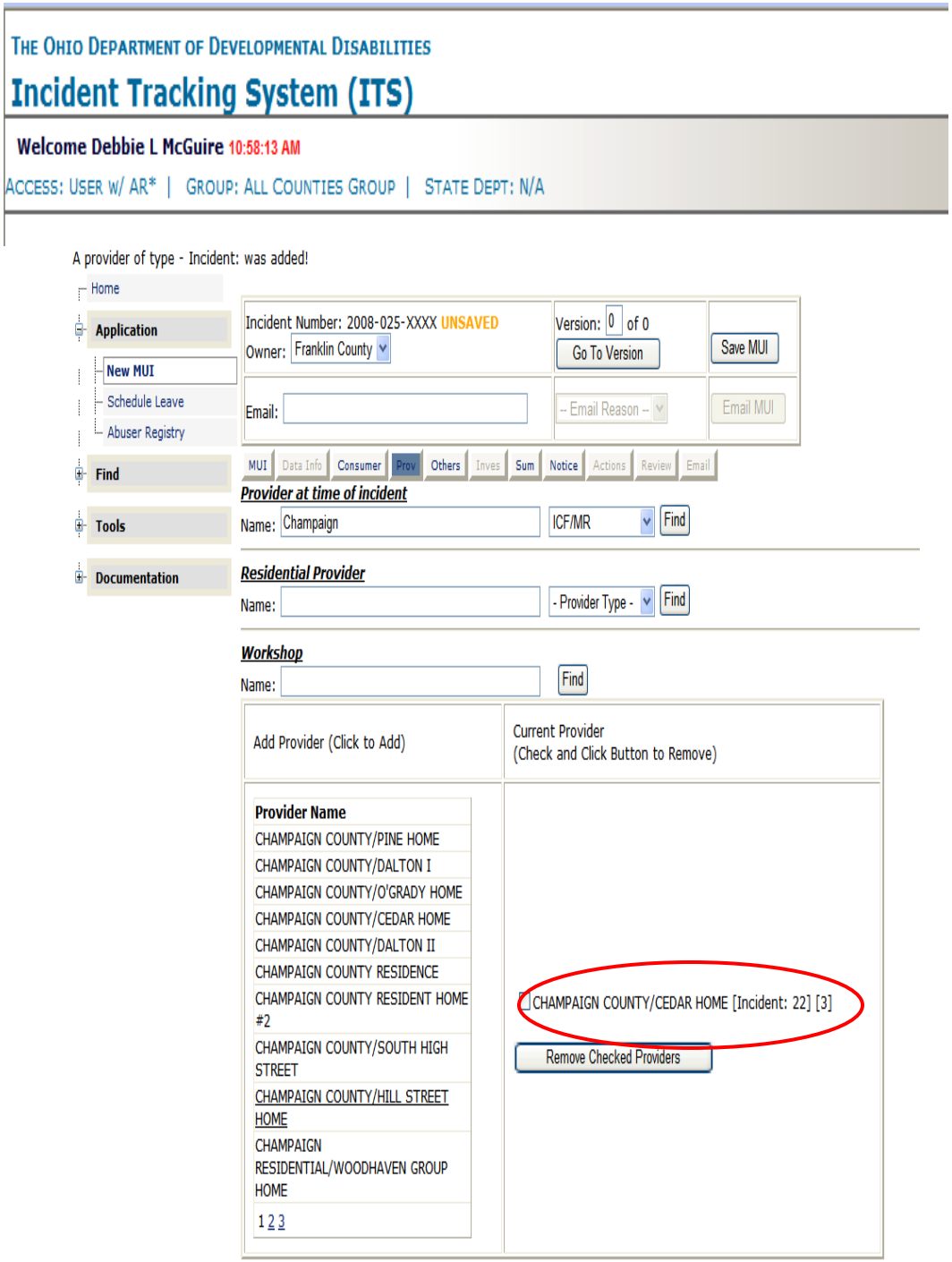
- There are three options for provider: Provider at time of incident; Residential Provider; or Workshop.
- Similar to the consumer search, the provider must also be located by conducting a search. Start by entering several letters of the provider's name, then choose a provider type from the drop down and select "Find." For this example, Champaign and ICF/MR were entered in the box under "Provider at Time of Incident."



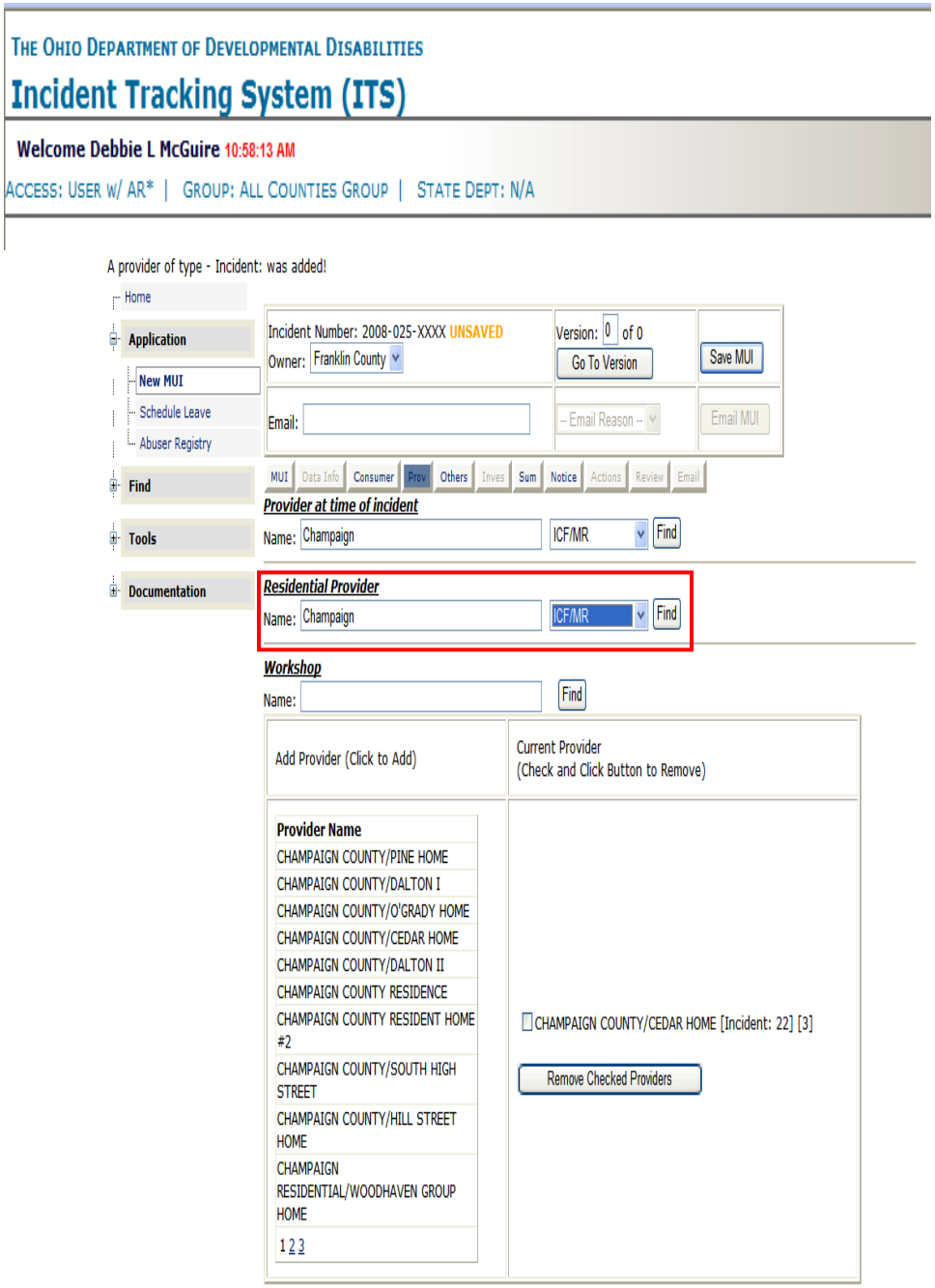
- This is the result of the search for Champaign as an ICF/MR. The results are statewide rather than by county.
- It is important that the correct choice of provider be made. If an incorrect choice is made, the chosen provider WILL be able to access information about this MUI and the actual provider will NOT have access to the information.



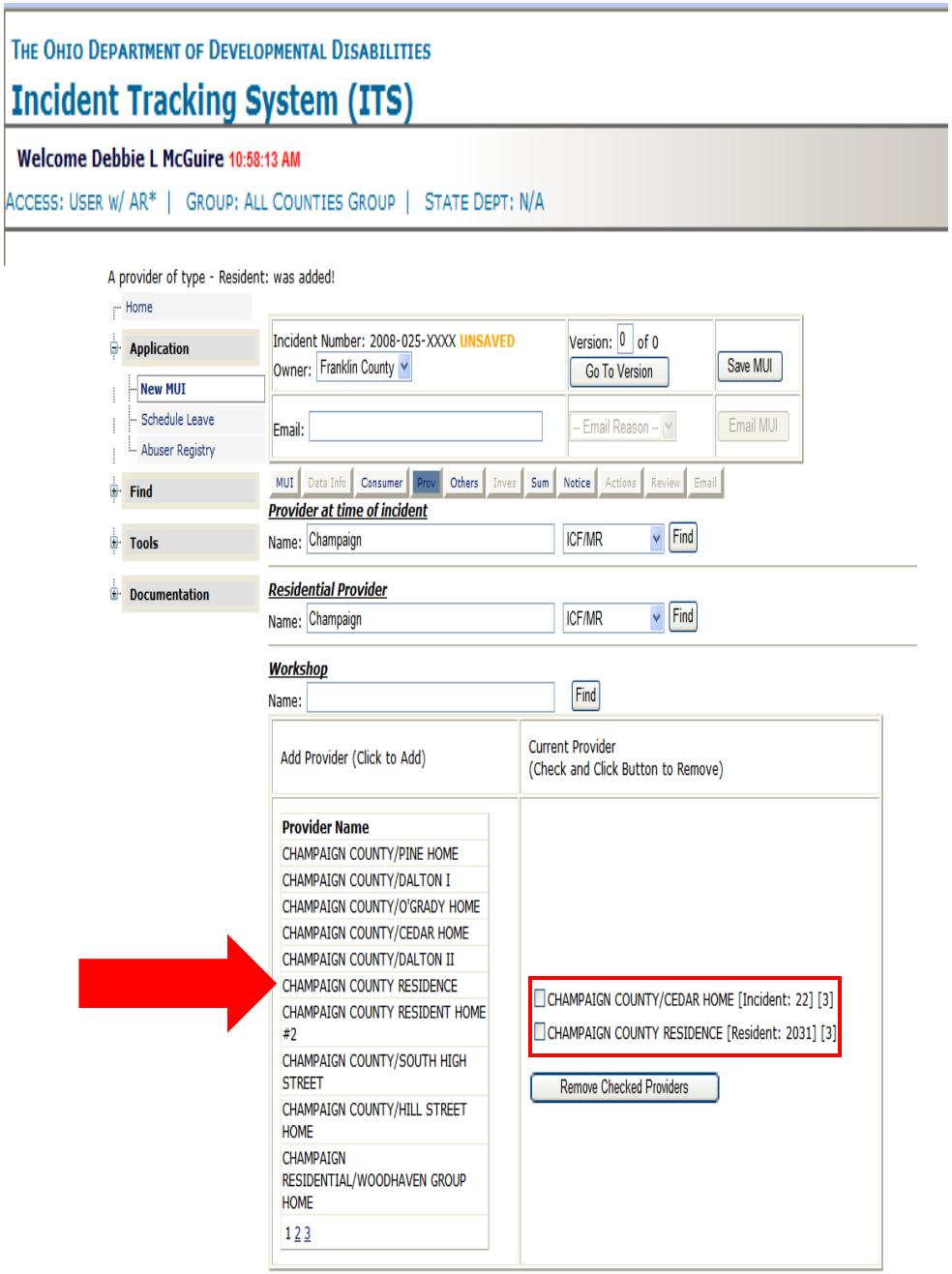
- Once selected, Champaign County/Cedar Home is now listed to the right of the list with the word “Incident” in brackets, which means Champaign County/Cedar Home was the provider at the time of the incident.



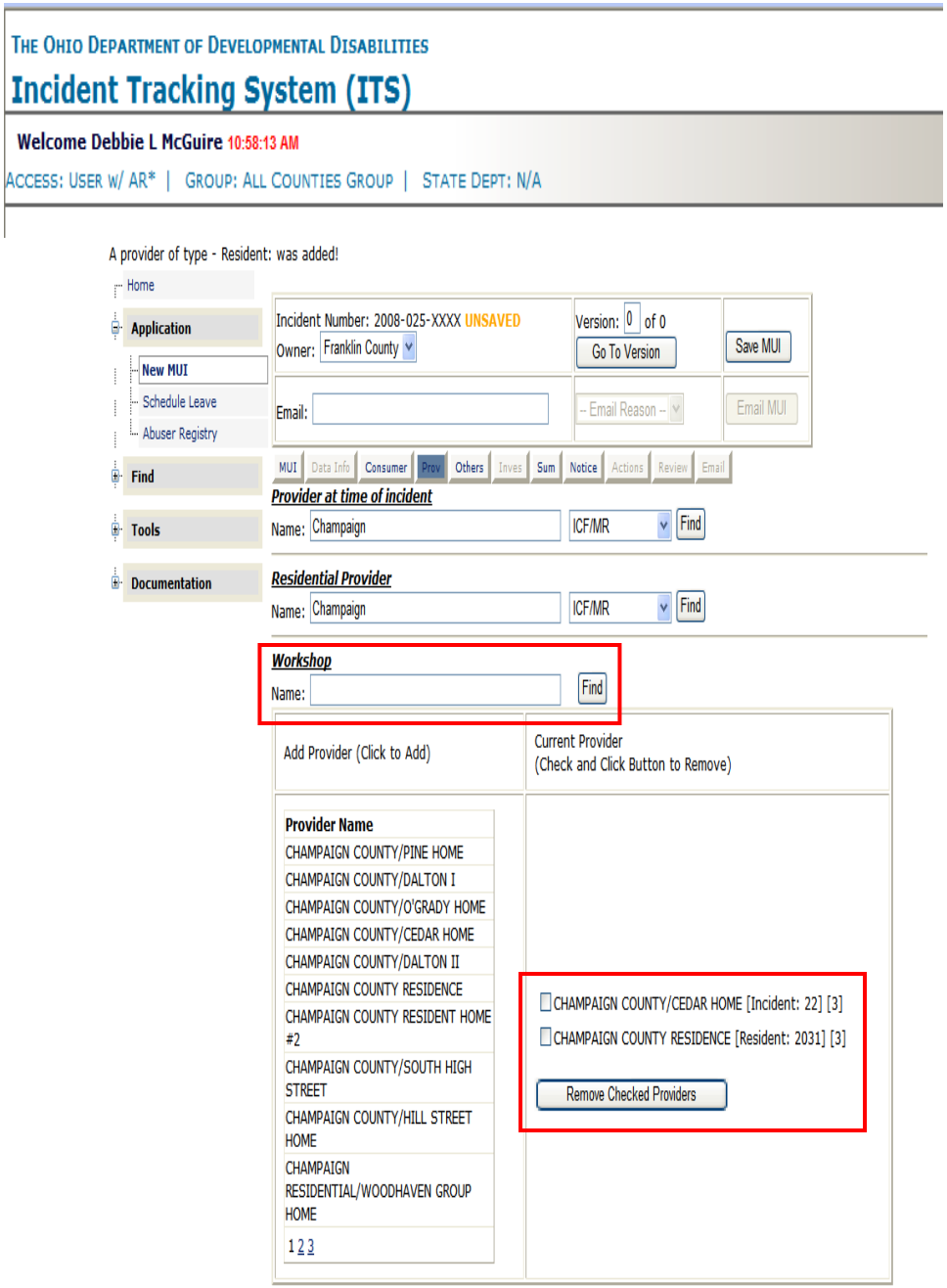
- Once selected, Champaign County/Cedar Home is now listed to the right of the list with the word “Incident” in brackets, which means Champaign County/Cedar Home was the provider at the time of the incident.



- To search for the Residential Provider, enter the criteria in the box located under "Residential Provider."
- The Residential Provider can be the same as the provider at the time of incident or different.
- For this example, Champaign and ICF/MR have again been entered as the search criteria.

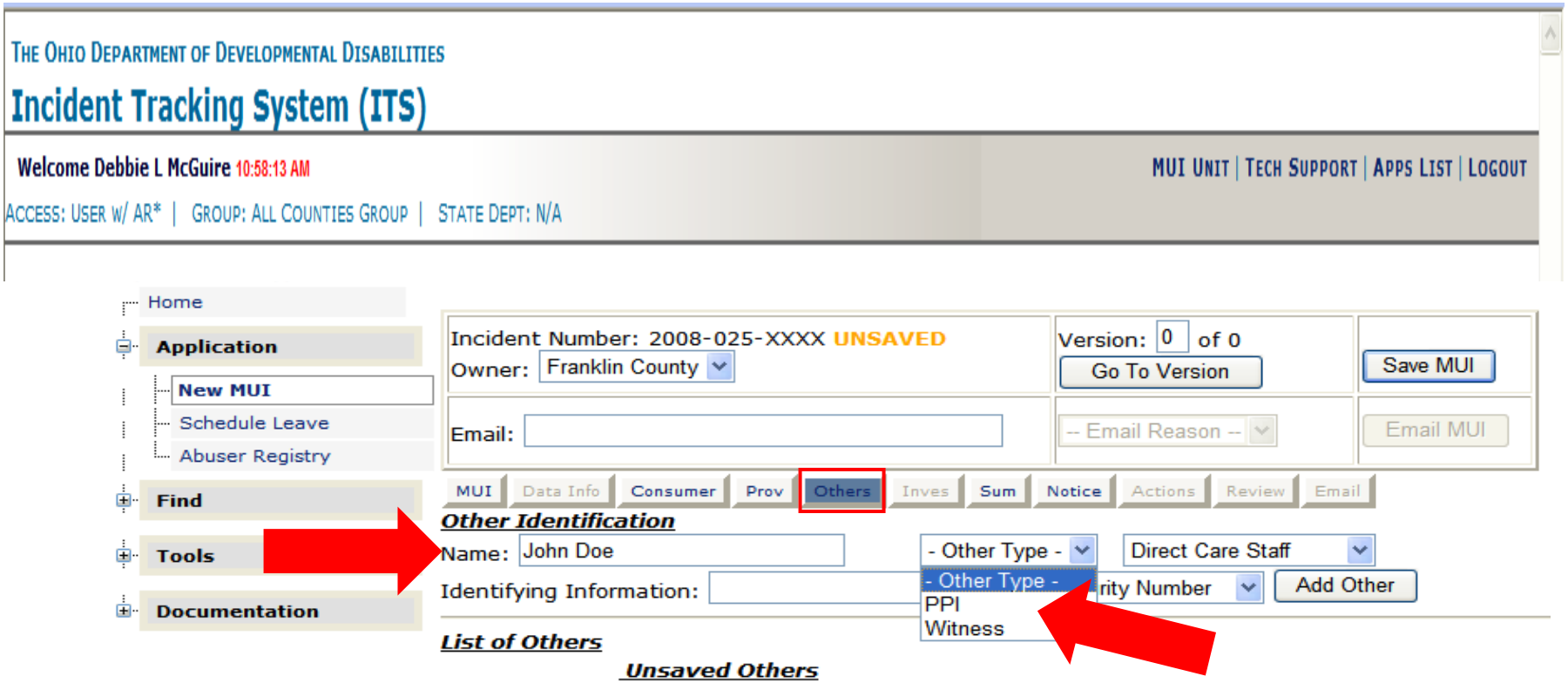


- For this example, “Champaign County Residence” was chosen as the Residential Provider.
- At this point, both providers are listed to the right of the list each with their respective role in brackets, which helps to identify one from the other.

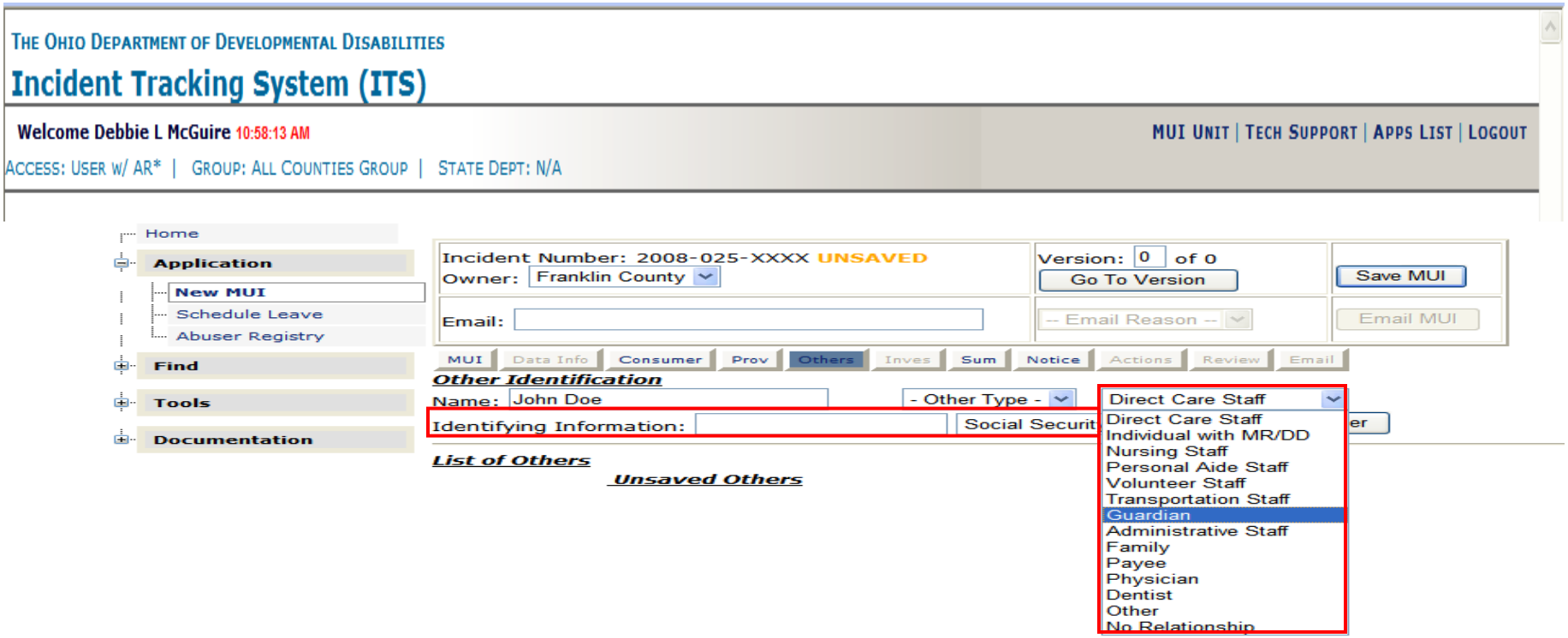


- If a provider is added by mistake, just mark the box to left of the name of the provider to be removed and select “Remove Checked Providers.”
- Both providers can be selected at the same time and a new provider can then be entered or left blank.
- The Workshop search works the same as the other provider searches, except there is no “Provider Type” selection.
- If a specific workshop is not listed, the MUI unit should be contacted and the workshop will be added to the listing.

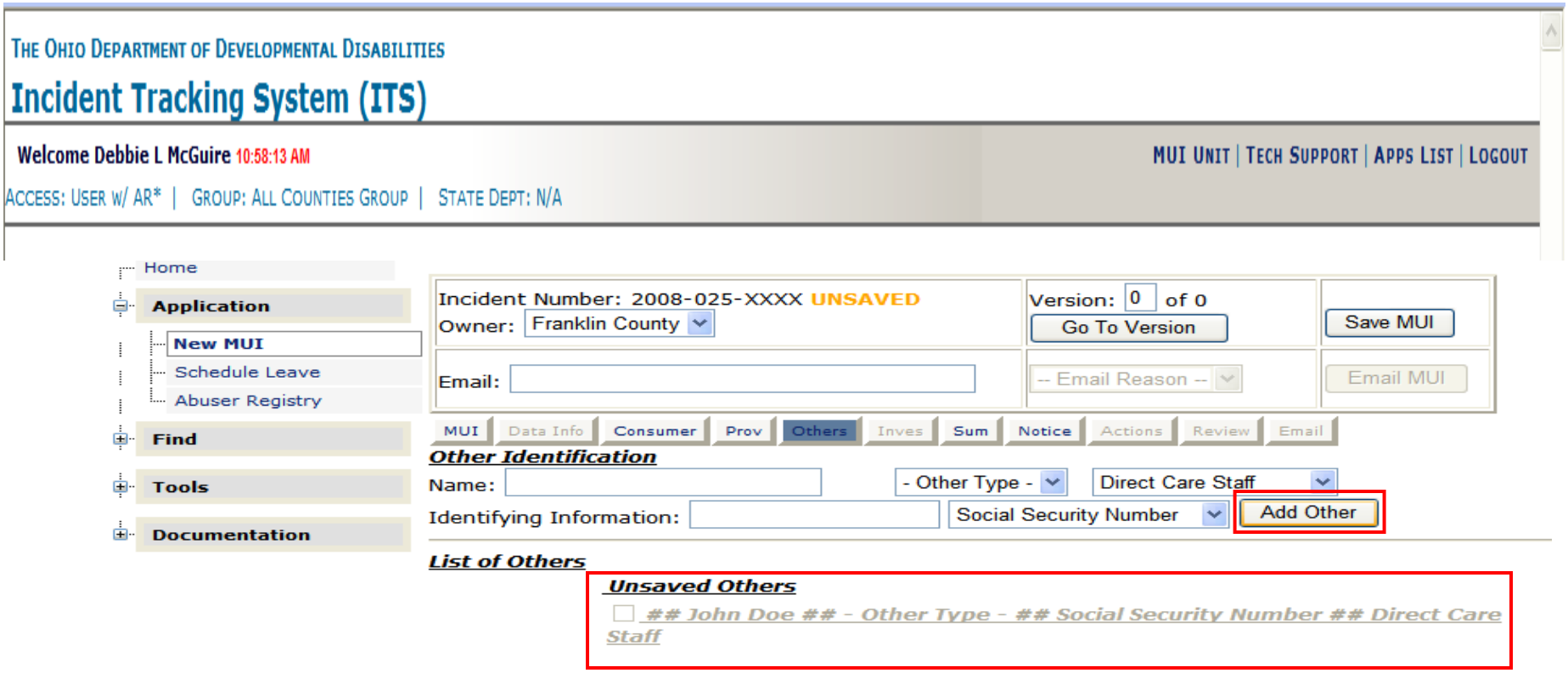
Adding the PPI and Others



- Under “Others” is where the PPI or witness information is entered by typing in the name of the individual in the box below “Other Identification” and then choosing whether or not they are a PPI or Witness.

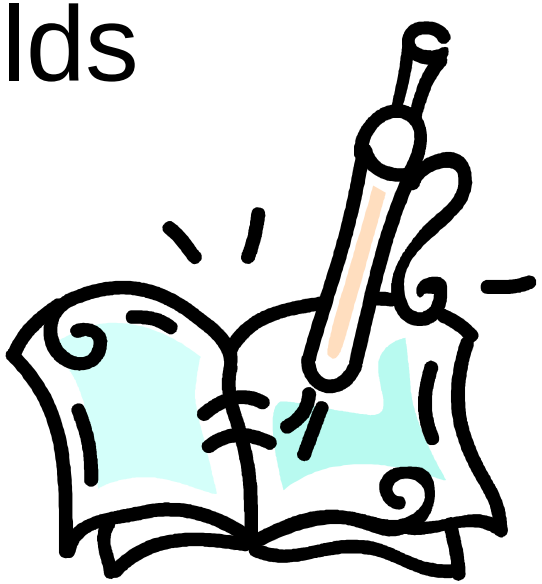


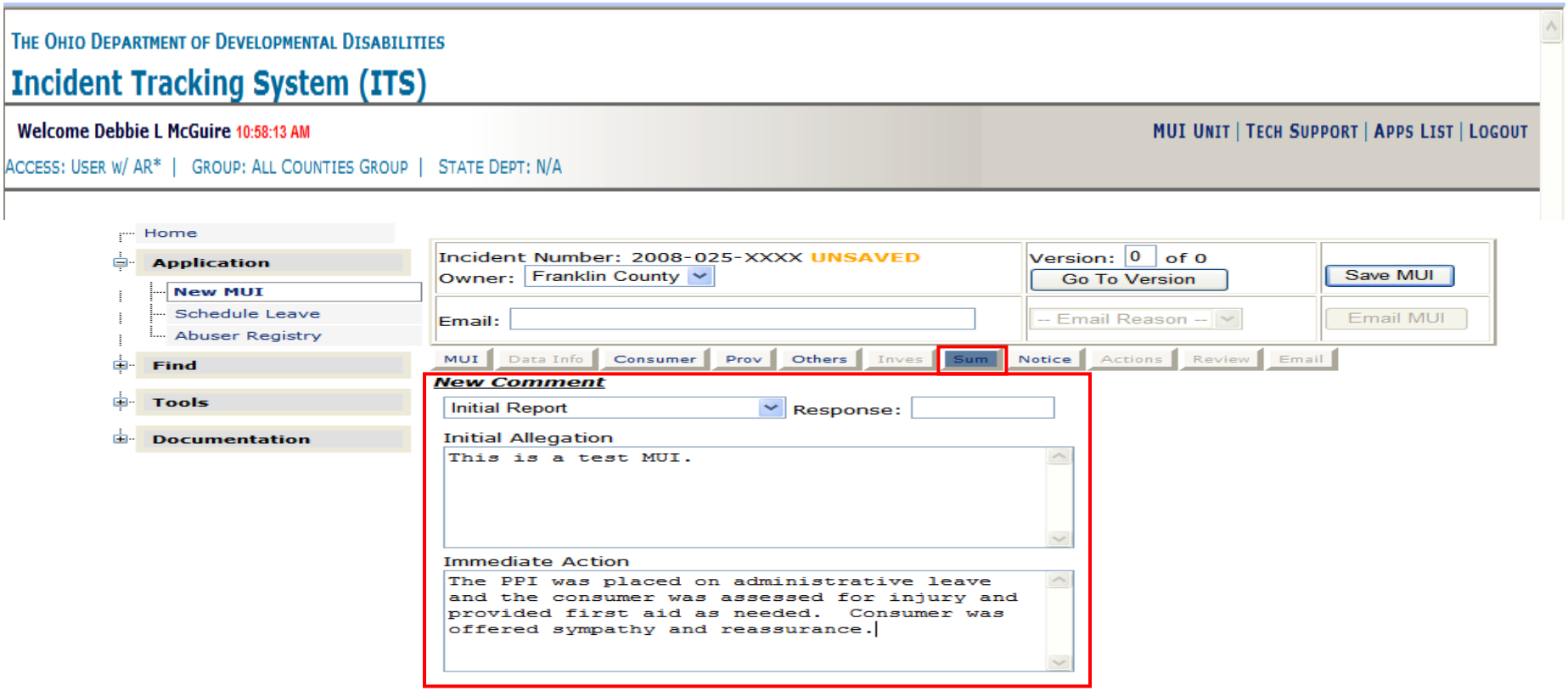
- Choose the relationship of the other individual to the consumer from the drop-down and enter identifying information, if applicable, in the box listed and then select what type of information was entered (i.e. Social Security Number).
- This information is not required at the time of initial entry of the MUI and can be done at any time prior to closing the MUI.



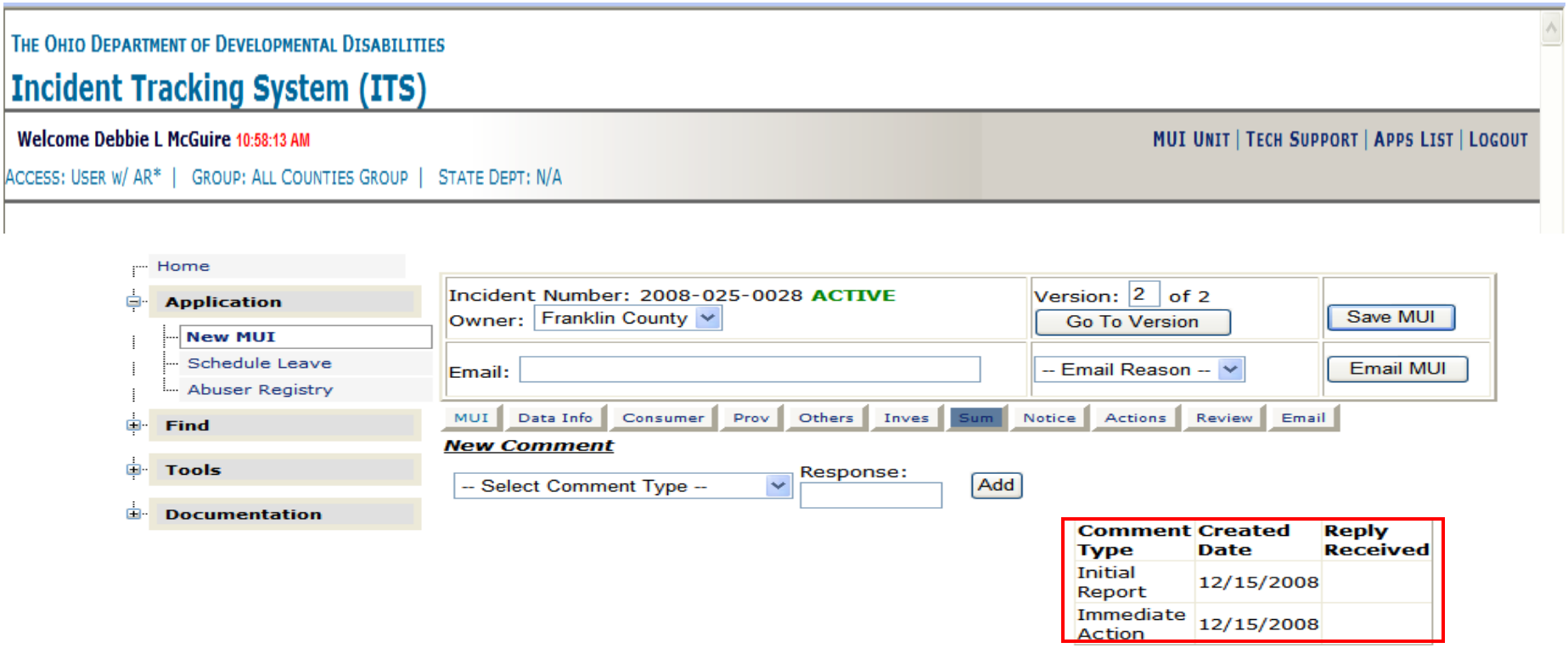
- Once all the information is entered, select “Add Other” and the information will be added to the MUI and appear towards the bottom of the screen under “Unsaved Others.”
- The information will not actually be saved until the MUI is saved and an incident number is provided.

Adding Statements and Other Text Fields



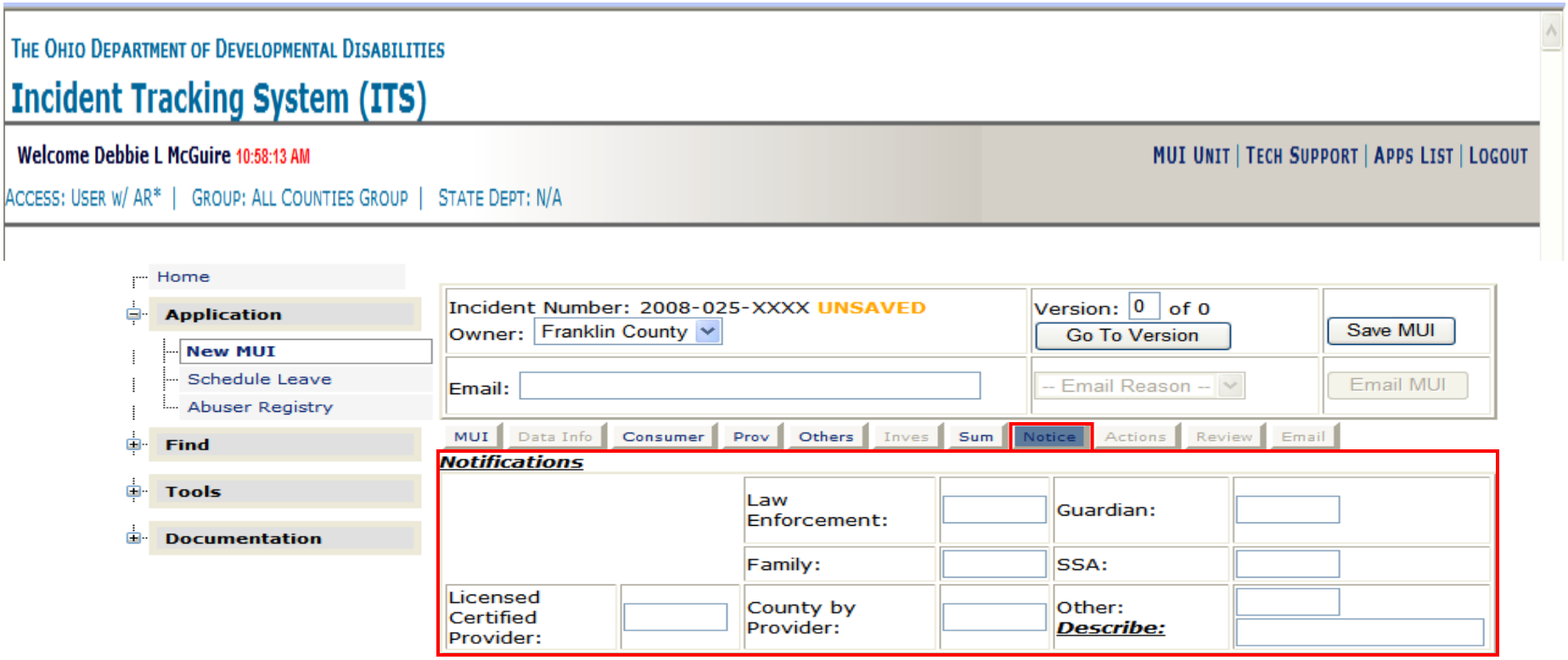


- The initial statement and immediate action are entered under the “Sum” section.
- Clicking on the “Sum” tab will show the default screen for an initial report.
- Simply type in the information for the initial allegation and immediate action into their respective box. NOTE: ITS does NOT spell check so you may want to paste the information from your word processing application.
- The information does not have to be saved after each section. If the MUI is attempted to be saved at any time prior to all the required information being entered, an error message will appear. There is an appendix of various error messages at the end of this manual.



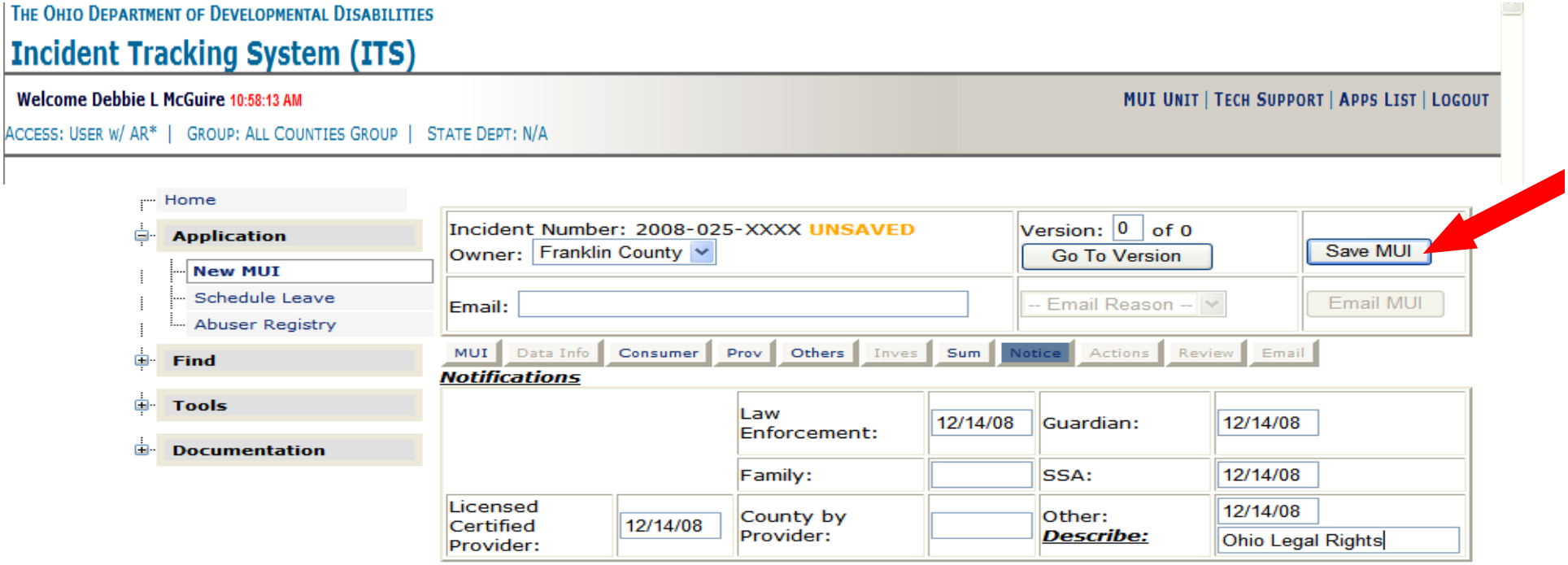
- After the incident is saved, the comments (statements) are listed in a box on the right hand side of the “Sum” tab. To review any statement listed, just click on it.

Notifications

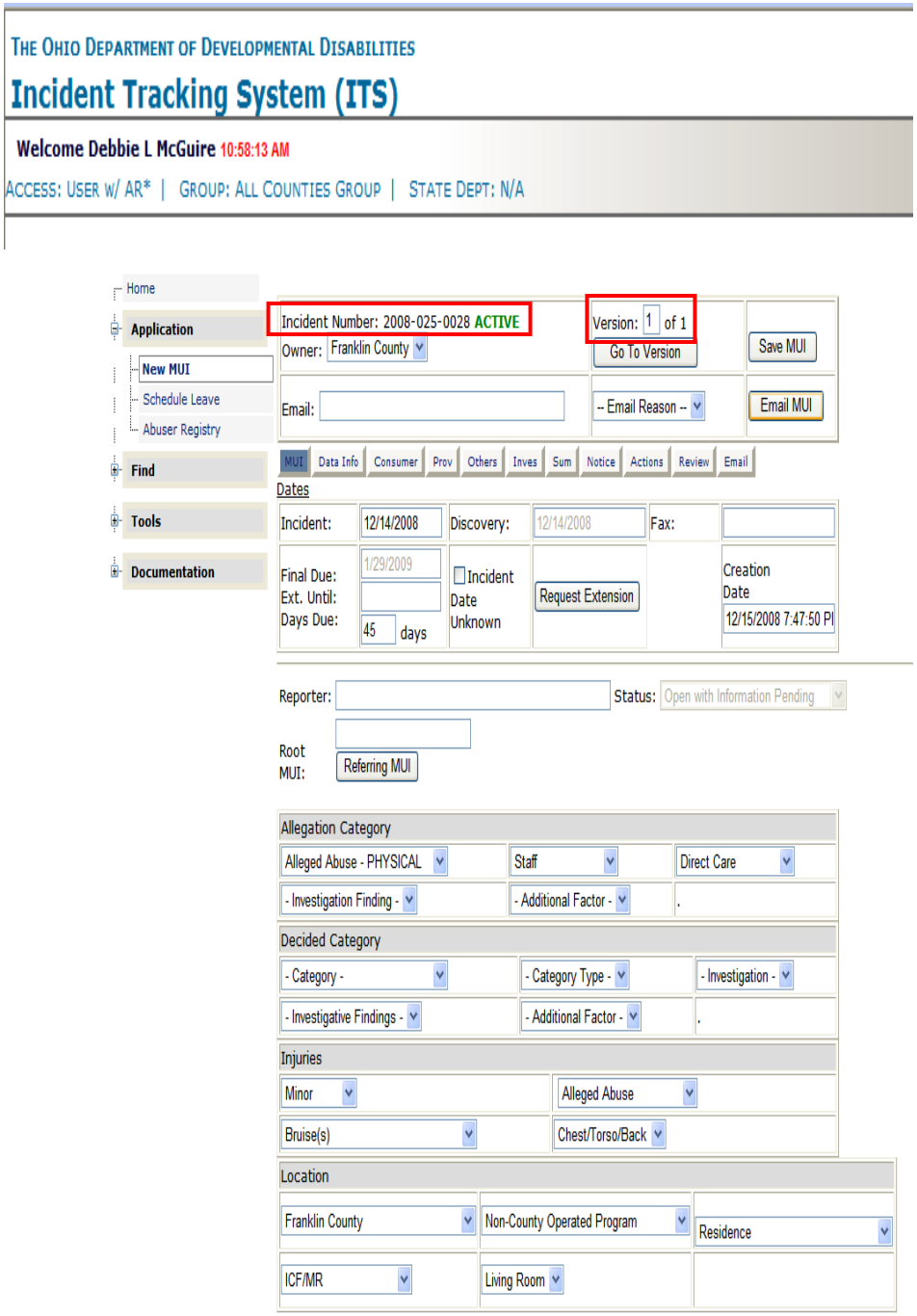


- Notifications are entered under “Notice” by typing the date in the box next to the applicable type.
- At least one notification is required in order to save the MUI.

Saving the MUI

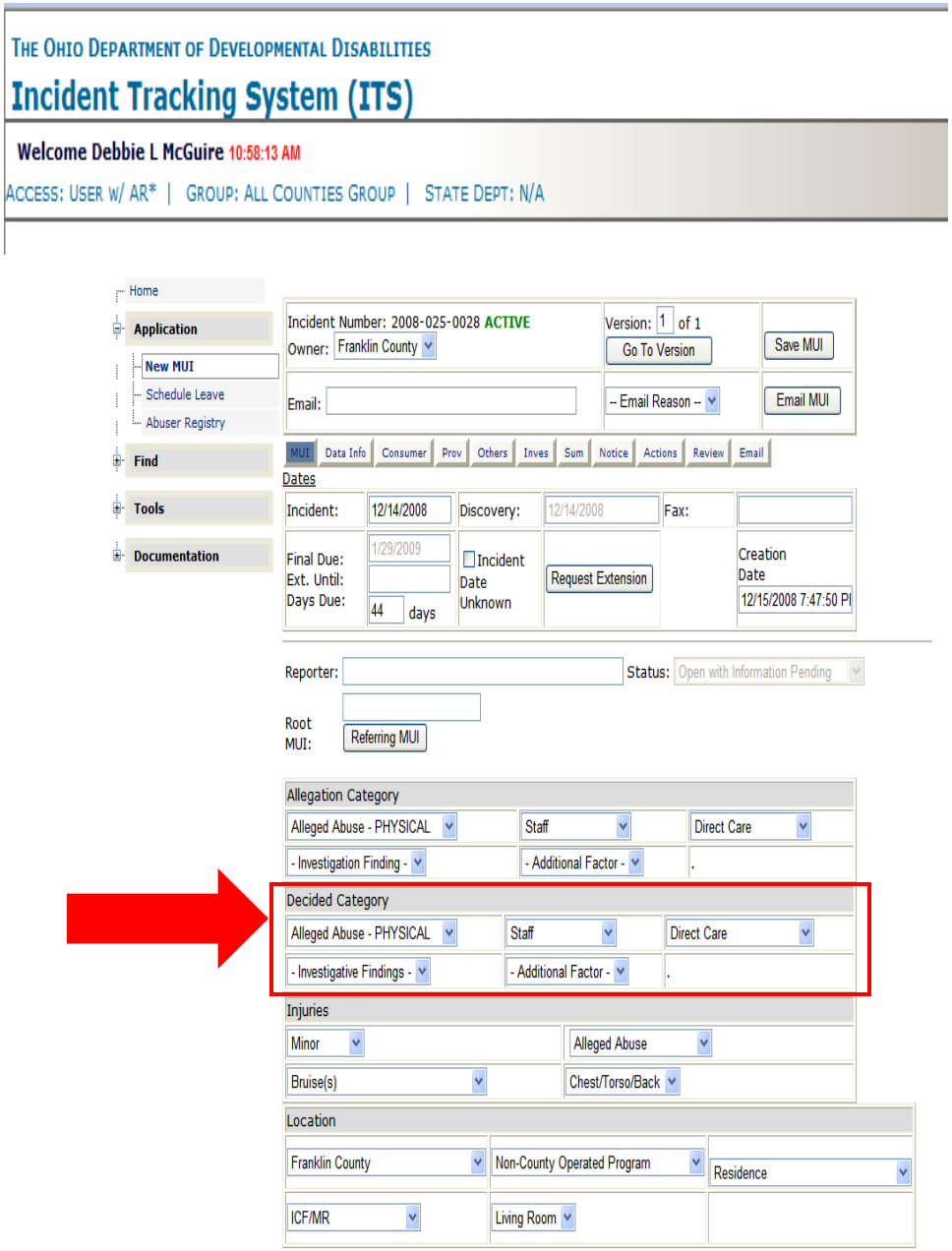


- To save the MUI, click the “Save MUI” button.



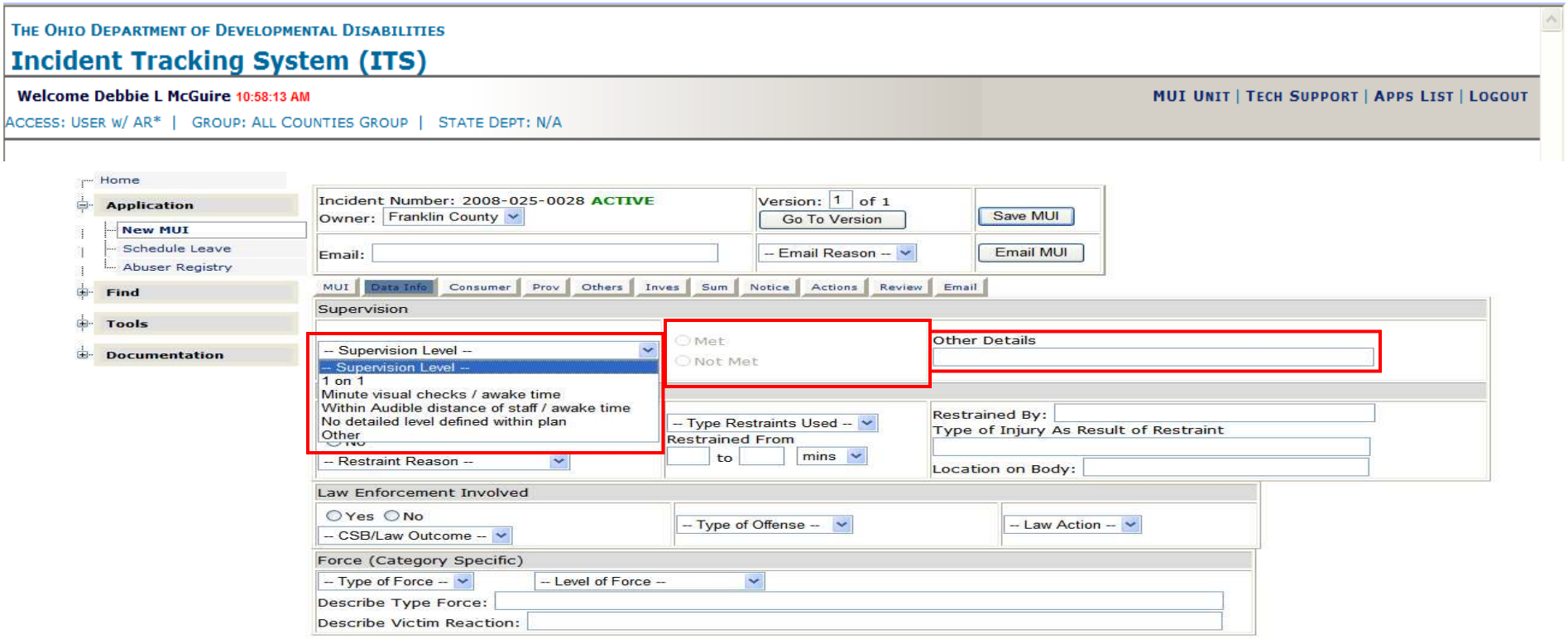
- The MUI has been successfully saved when:
  - The MUI number is visible;
  - It is listed as an “ACTIVE” MUI; and
  - The “Version” is now 1 of 1.
- At this point, if required information was not entered, an error message would have appeared describing what information was missing.

How to Enter the Final MUI Information and Recommend for Closure or Close

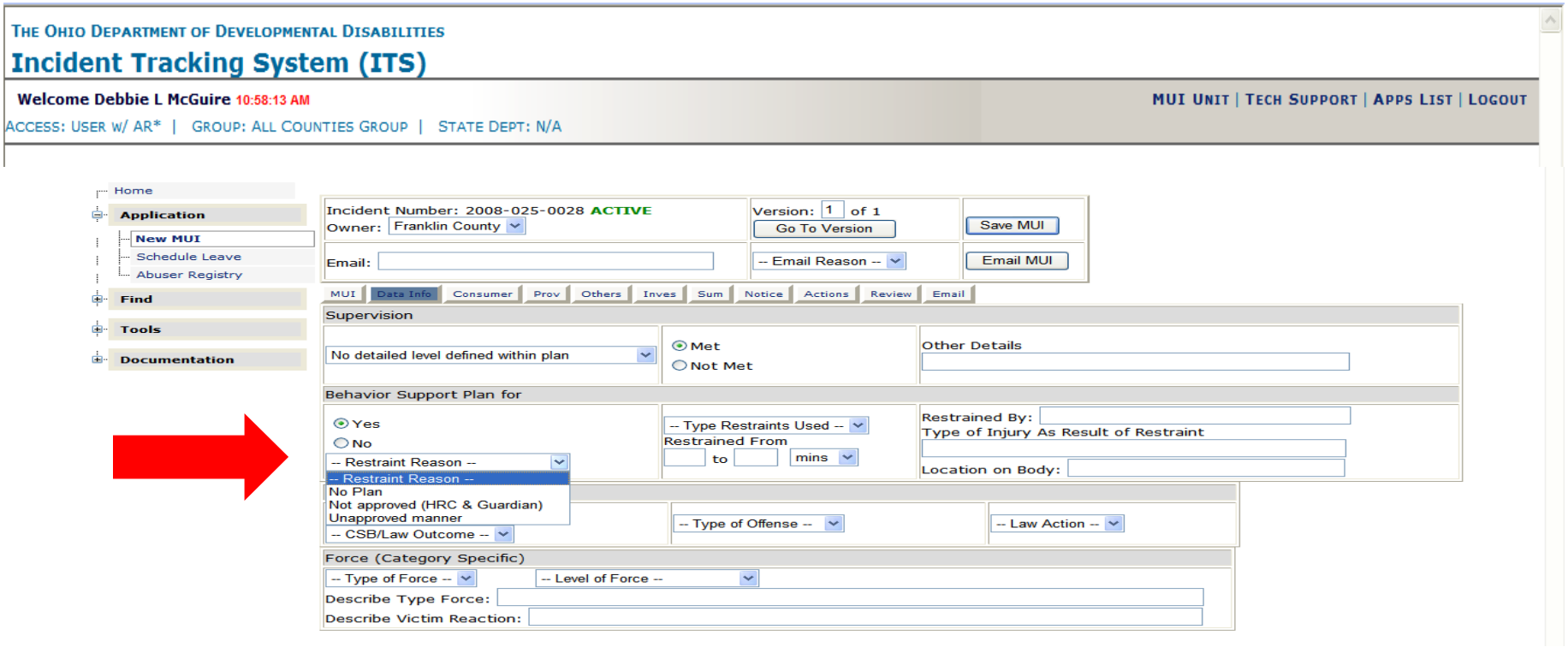


- When submitting a final report, the decided category is the first item entered. In most cases, this will be the same as the allegation category; however, this is an opportunity to ensure neglect has been ruled out in any Appendix B cases and can also be used to reflect the outcomes from the investigation process.
- The drop downs are completed in the same manner as the allegation category (see entering an initial incident).

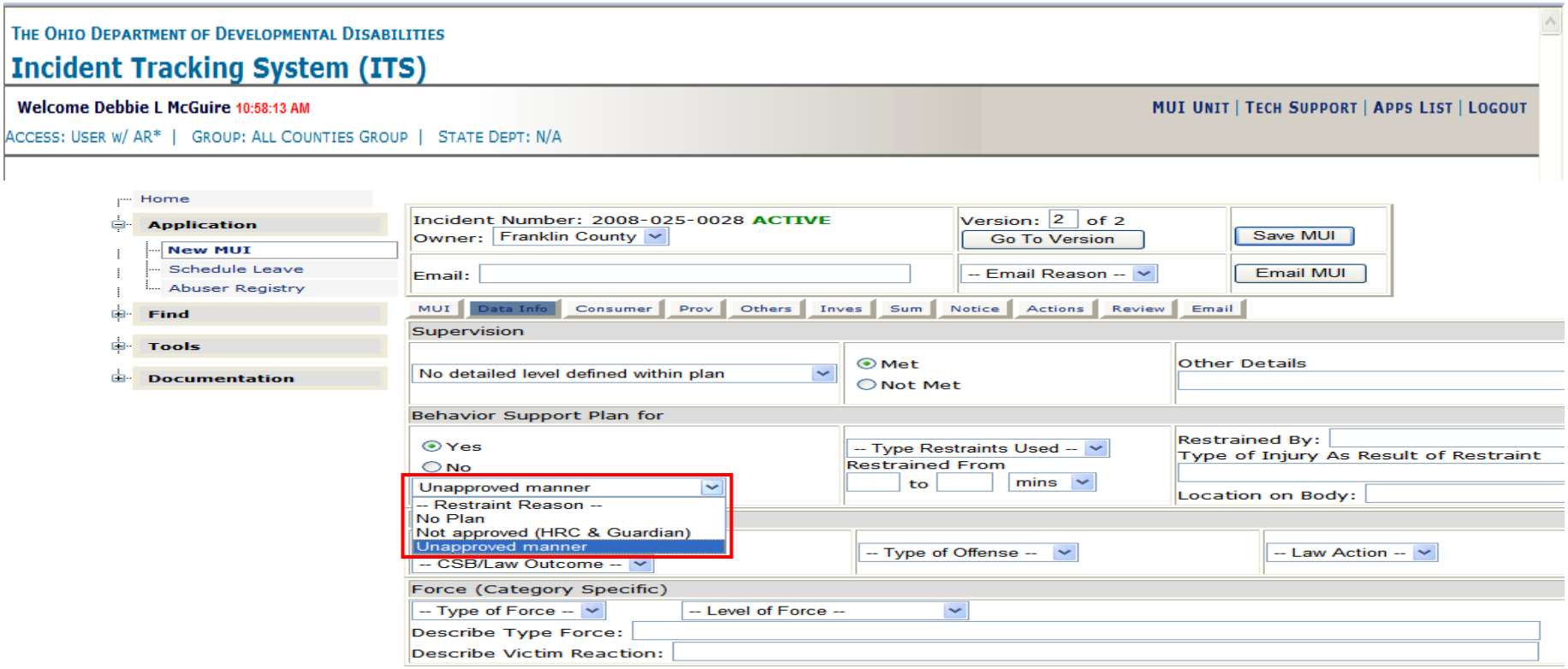
Data Analysis Information



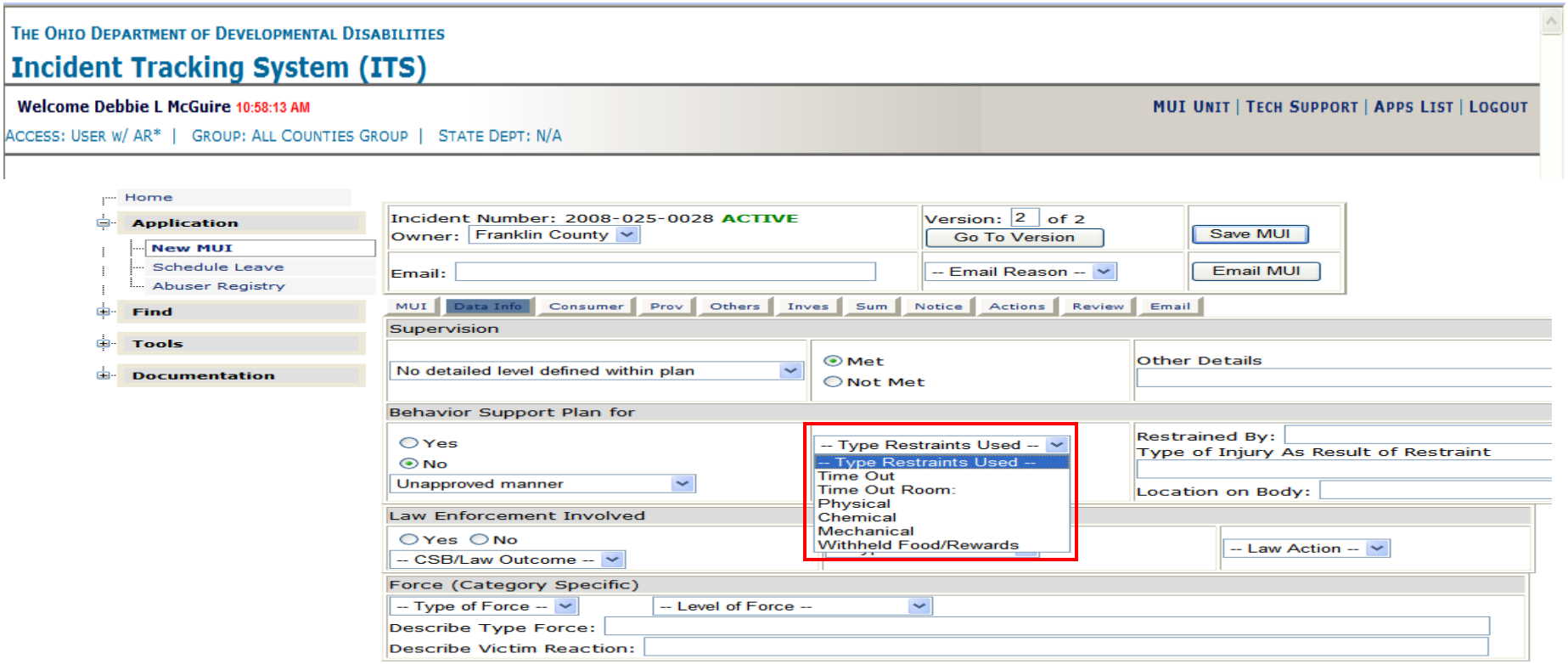
- Now included as a step to closing the MUI, is entering information that is used for data analysis.
- This information is entered under the “Data Info” section and each MUI now requires entries on supervision level, behavior support plan, restraint usage, law enforcement/CSB outcomes, as well as, other incident category specific information. Please note that the decided category must be entered before the incident specific information appears.
- In this example, the first drop down is to identify the supervision level and then whether or not it was met. Note that the level needs to be chosen before met or not met can be selected.
- Other pertinent information can be typed into the “other details” box.



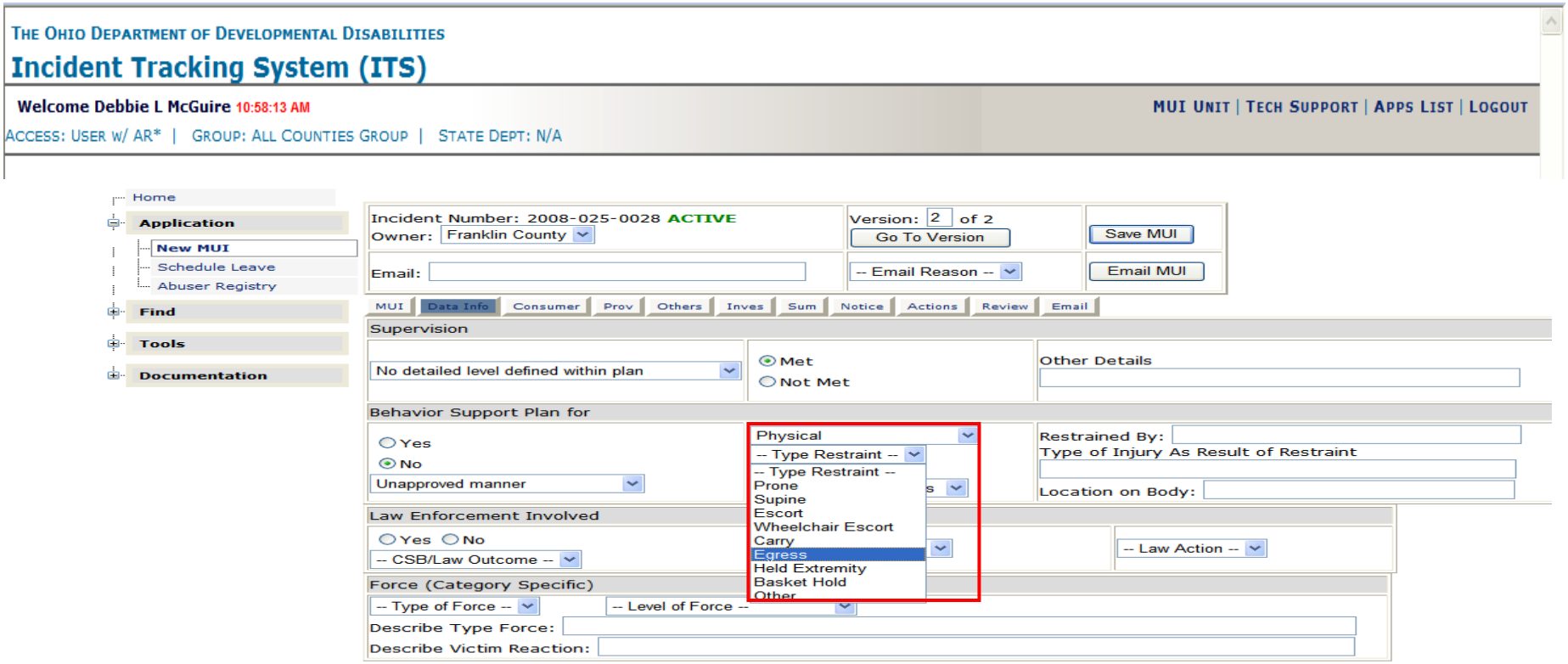
- The next section is related to the Behavior Support Plan and restraint use.
- Select whether or not the individual had a behavior support plan; if there is an unapproved restraint related to, or part of the MUI, then please select why under the “Restraint Reason” drop down.



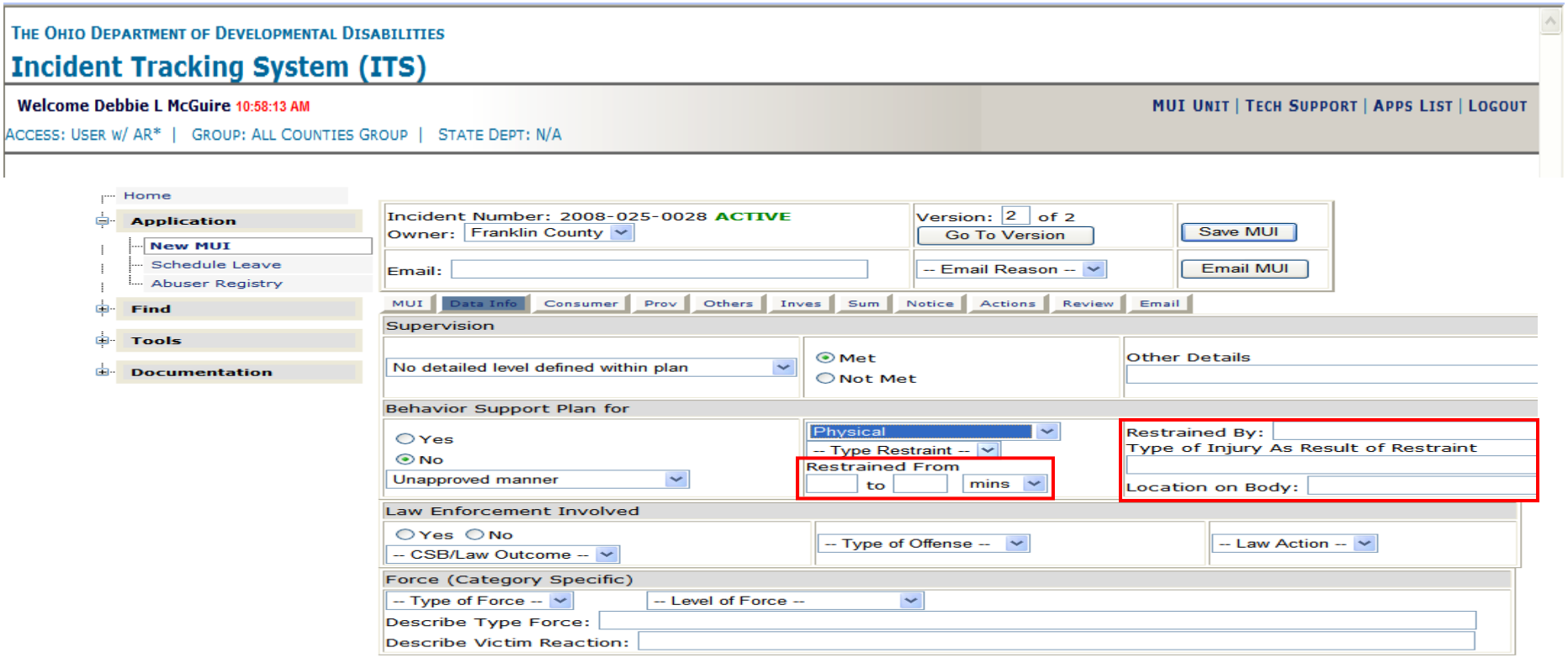
- The choices for “Restraint Reason” include:
  - No Plan – the Method of Restraint is an approved technique ie. CPI, COPE, PACES, BITS, etc., but not in the plan;
  - Not approved by HRC & Guardian – the plan has not yet been approved or has expired; and
  - Unapproved Manner – Restraint is not an approved technique, which includes prone restraints and those methods created by staff.



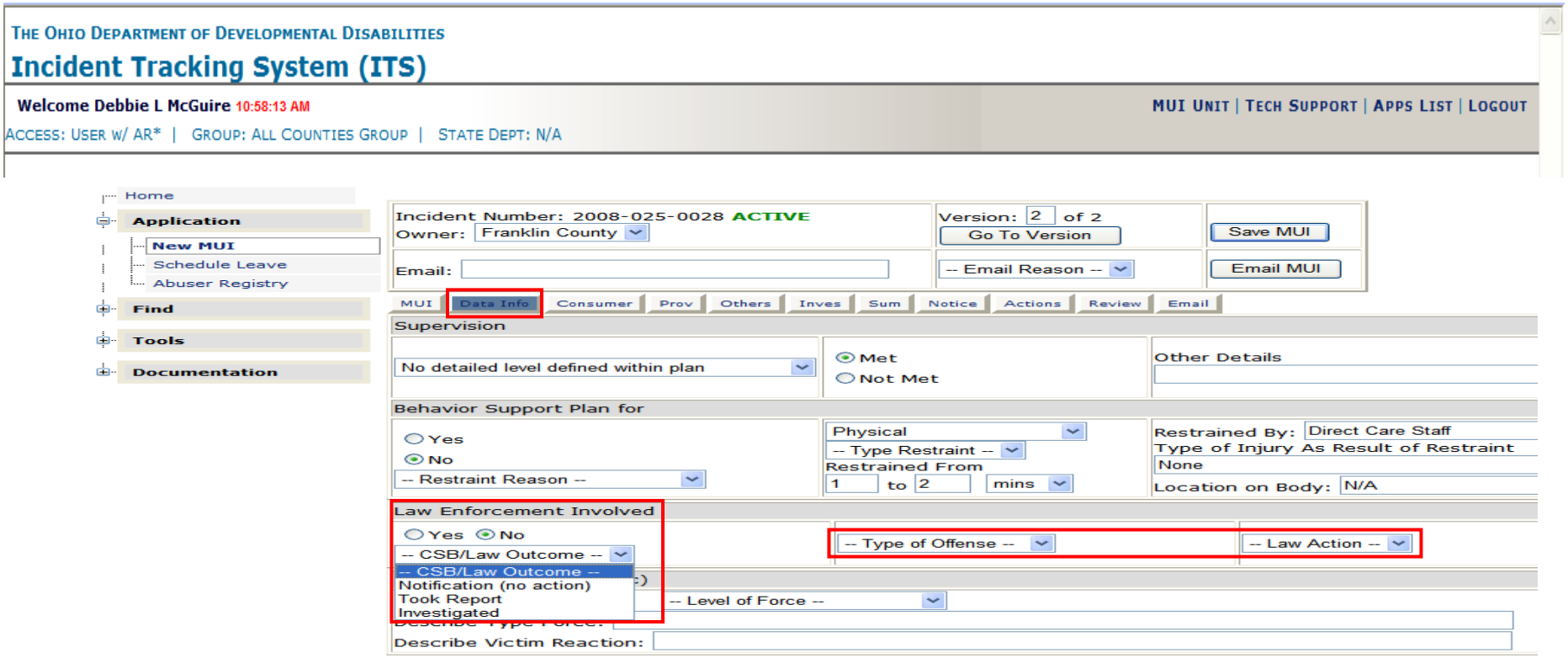
- Select the restraint used in the “Type Restraints Used” drop down.
- The definitions of each type of restraint can be found in the appendix at the end of this manual.



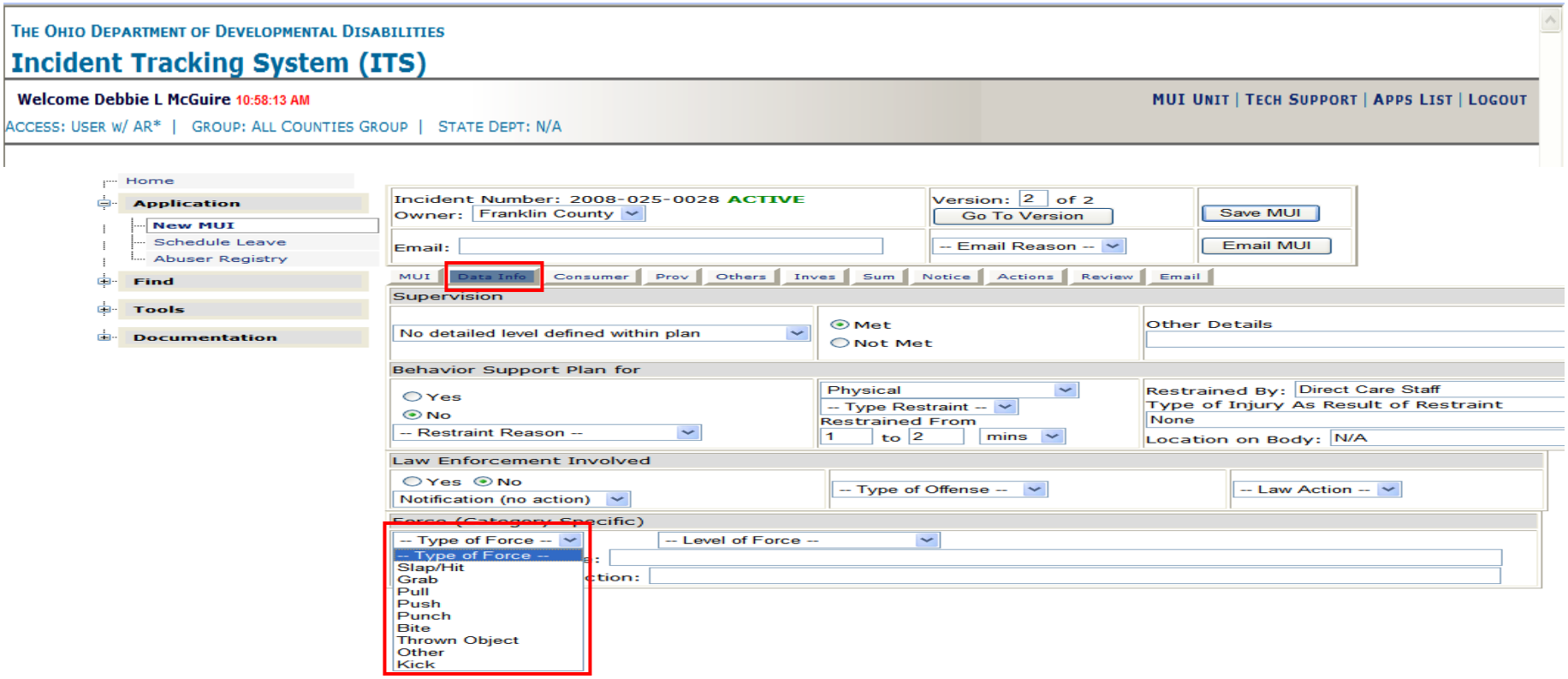
- If the restraint was physical, please indicate what type in the “Type Restraint” drop down.
- Definitions of the choices are found in the appendix located at the end of this manual.



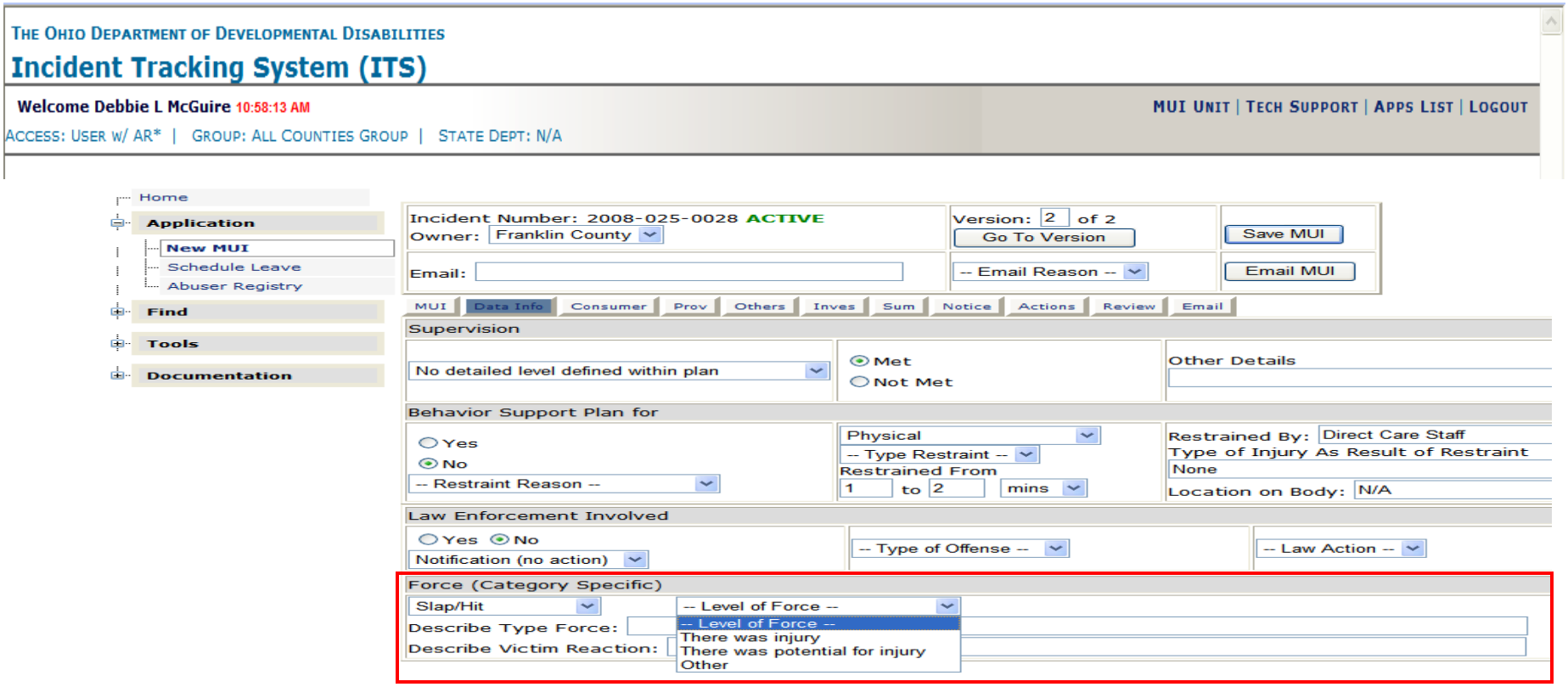
- Enter the amount of time the restraint was used in the boxes under "Restrained From." The time entered can be measured in seconds, minutes or hours and can be changed by selecting the drop down arrow.
- Enter the title of the person who restrained the individual in the box next to "Restrained By:" – choices include, but are not limited to, staff, administrative staff, workshop staff, family and police.
- If applicable, indicate the type of injury as a result of the restraint and the location on the individual's body; otherwise, mark as N/A.



- The next section under “Data Info” is “Law Enforcement Involved.”
- Select yes or no and then choose the outcome from the “CSB/Law Outcome” dropdown.
- The “Type of Offense” and “Law Action” drop downs are optional.



- The last section under “Data Info” is category specific, based on the decided category of the MUI. In this example, the decided category is physical abuse, so the level and type of force are the data elements collected.
- Select the type of force from the drop down. Examples are listed in the Appendix at the end of this manual.



- Next, indicate the level of force and enter a brief description of the type of force and the victim's reaction in the appropriate boxes.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
  - New MUI
  - Schedule Leave
  - Abuser Registry
- Find
- Tools
- Documentation

Incident Number: 2008-025-0028 ACTIVE
Owner: Franklin County
Version: 2 of 2
Go To Version
Save MUI
Email:
-- Email Reason --
Email MUI

MUI | Data Info | Consumer | Prov | Others | Inves | Sum | Notice | Actions | Review | Email

Supervision

No detailed level defined within plan
Met
Not Met
Other Details

Behavior Support Plan for

Yes
No
Unapproved manner
Physical
Held Extremity
Restrained From
1 to 2 mins
Restrained By: Direct Care Staff
Type of Injury As Result of Restraint
None
Location on Body: N/A

Law Enforcement Involved

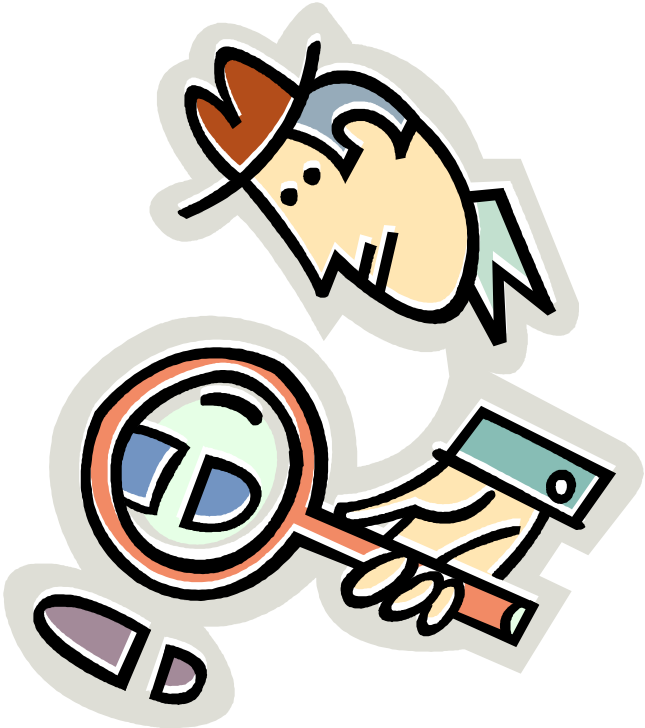
Yes No
Notification (no action)
-- Type of Offense --
-- Law Action --

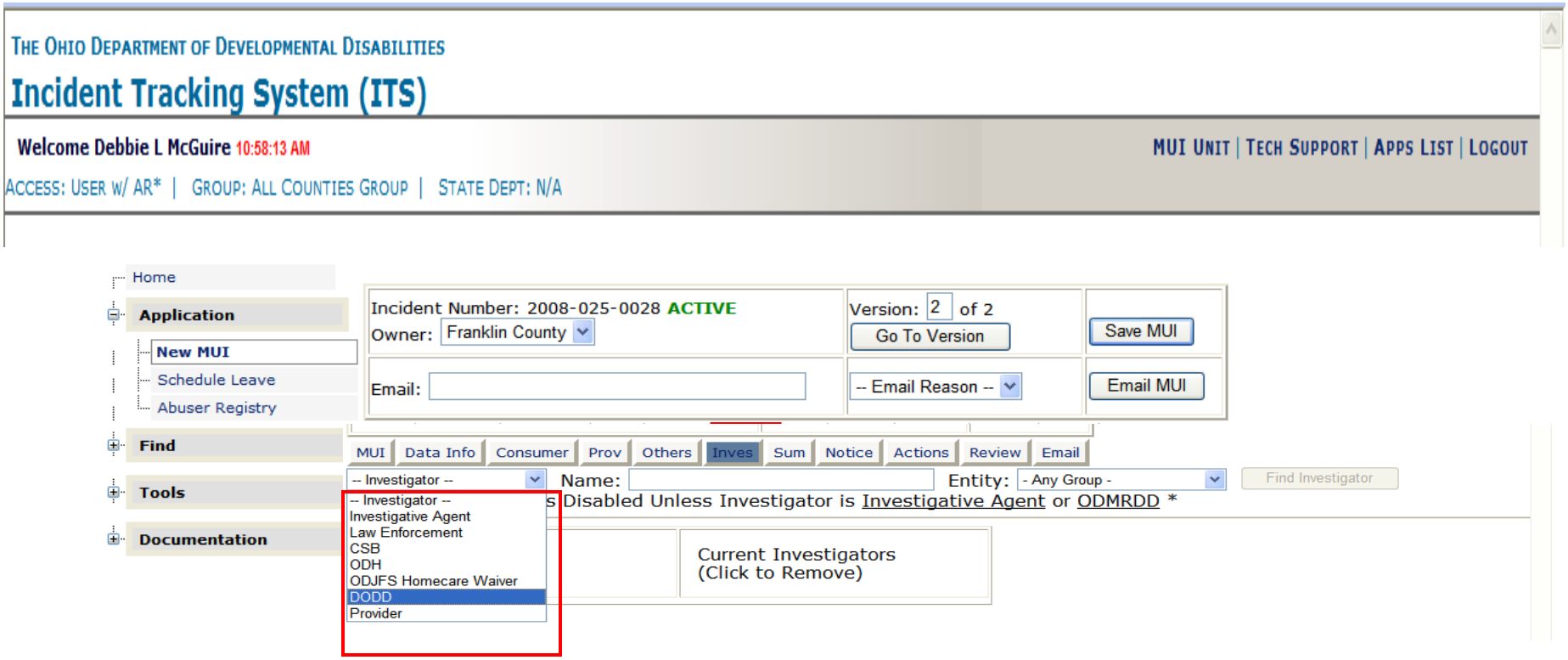
Force (Category Specific)

Slap/Hit
There was potential for injury
Describe Type Force: the PPI used an open hand to strike the individual
Describe Victim Reaction: the individual's head jerked back, he looked stunned, and ran away, cursing

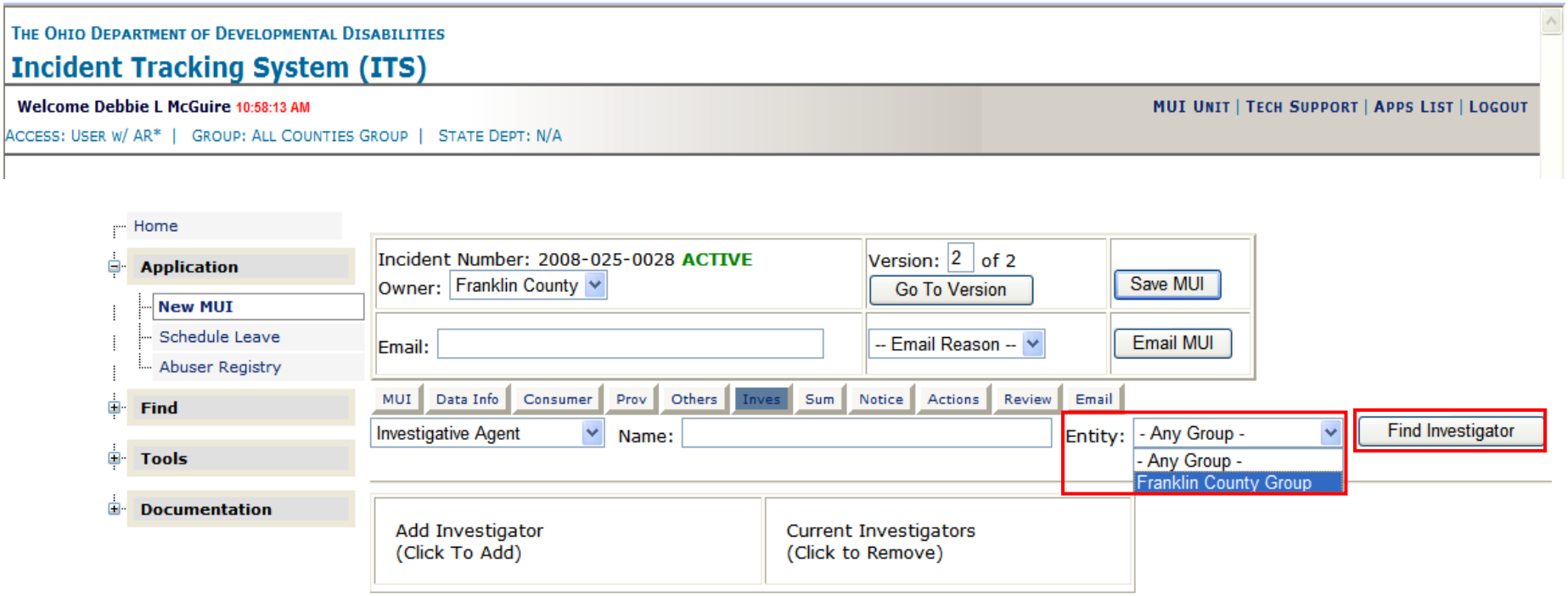
- This is an example of what a completed Data Info section for physical abuse might look like.

Investigator

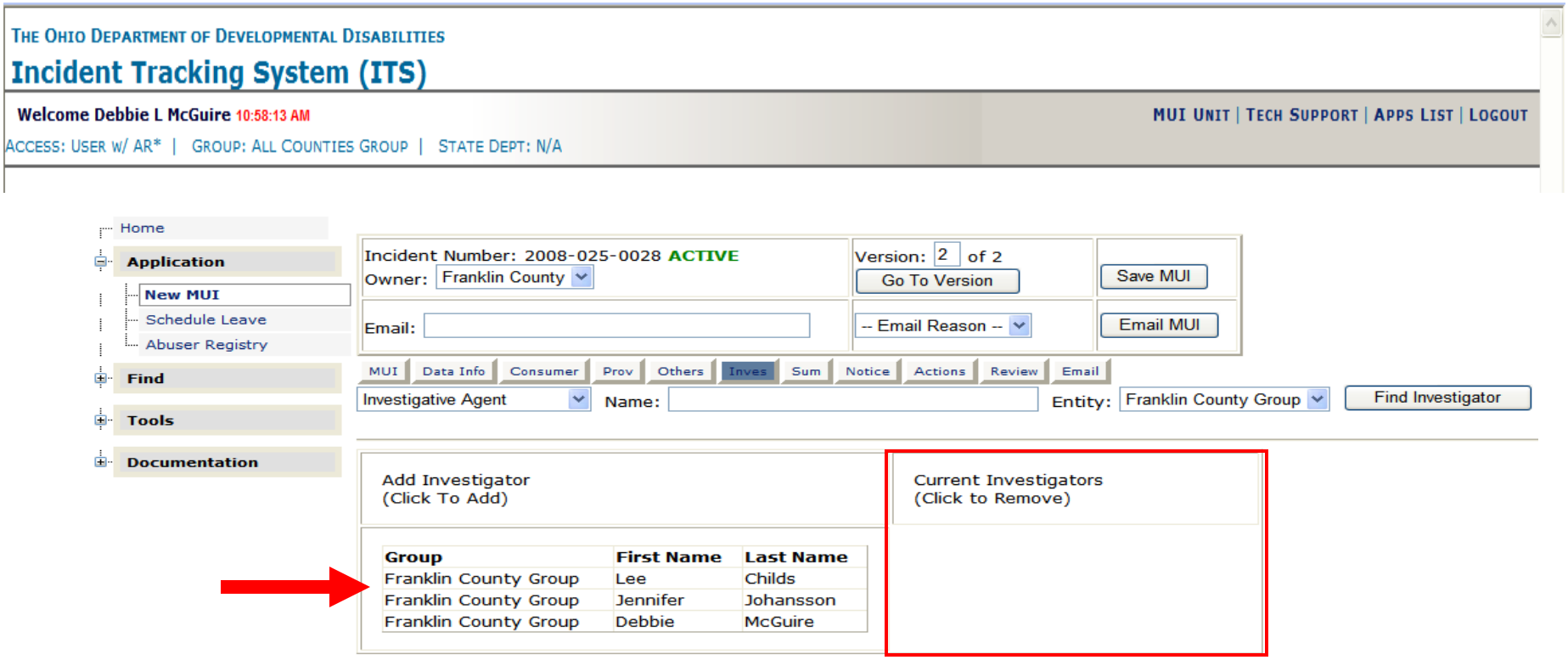




- The next required section is under “Invest.”
- Select who conducted the actual investigation from the “Investigator” drop down.

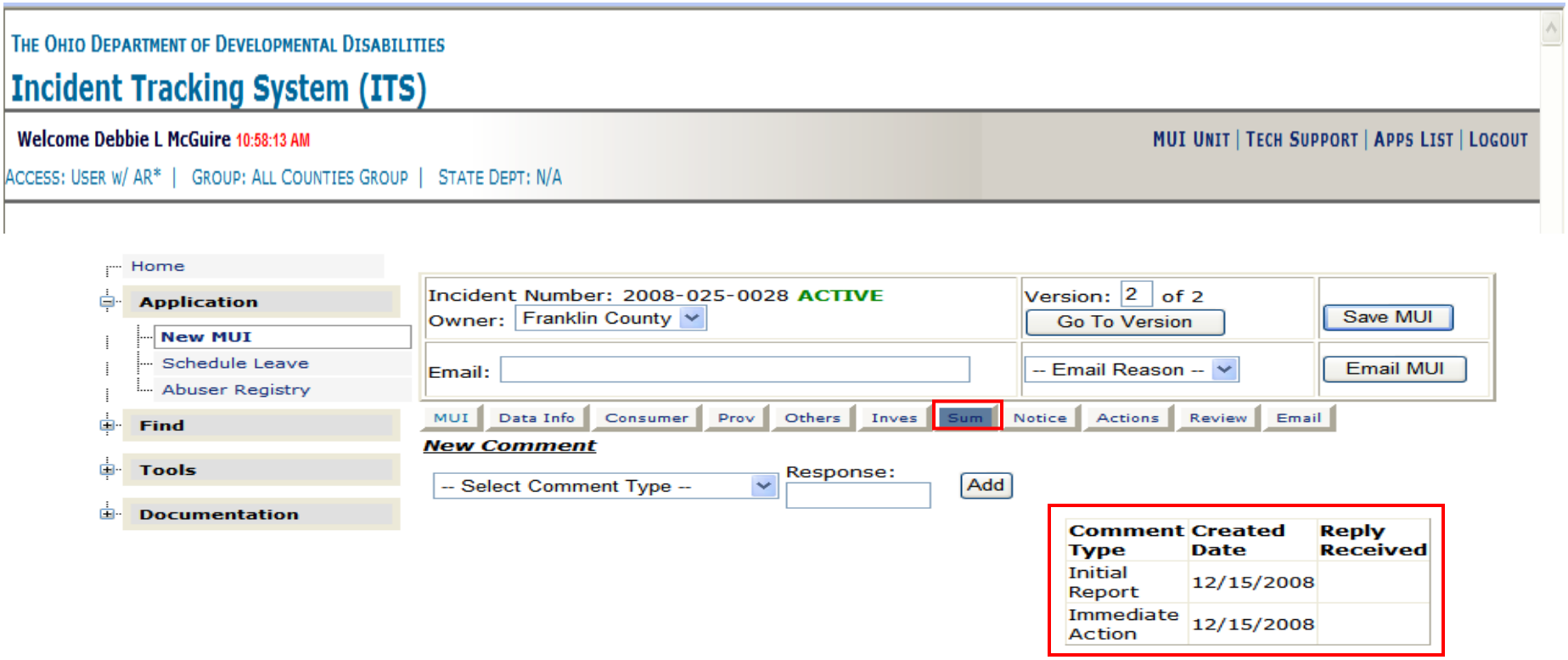


- If an Investigative Agent completed the investigation, the IA's name is entered by accessing the list of Investigators and is a required field.
- To find an investigator, go to the "Entity:" drop down and click on the "Group" the investigator belongs to. In this example, Franklin County has access to only the Franklin County group and only the Franklin County administrator can add or delete names from this group (See also Administrative Functions).
- After selecting the group, click on "Find Investigator."

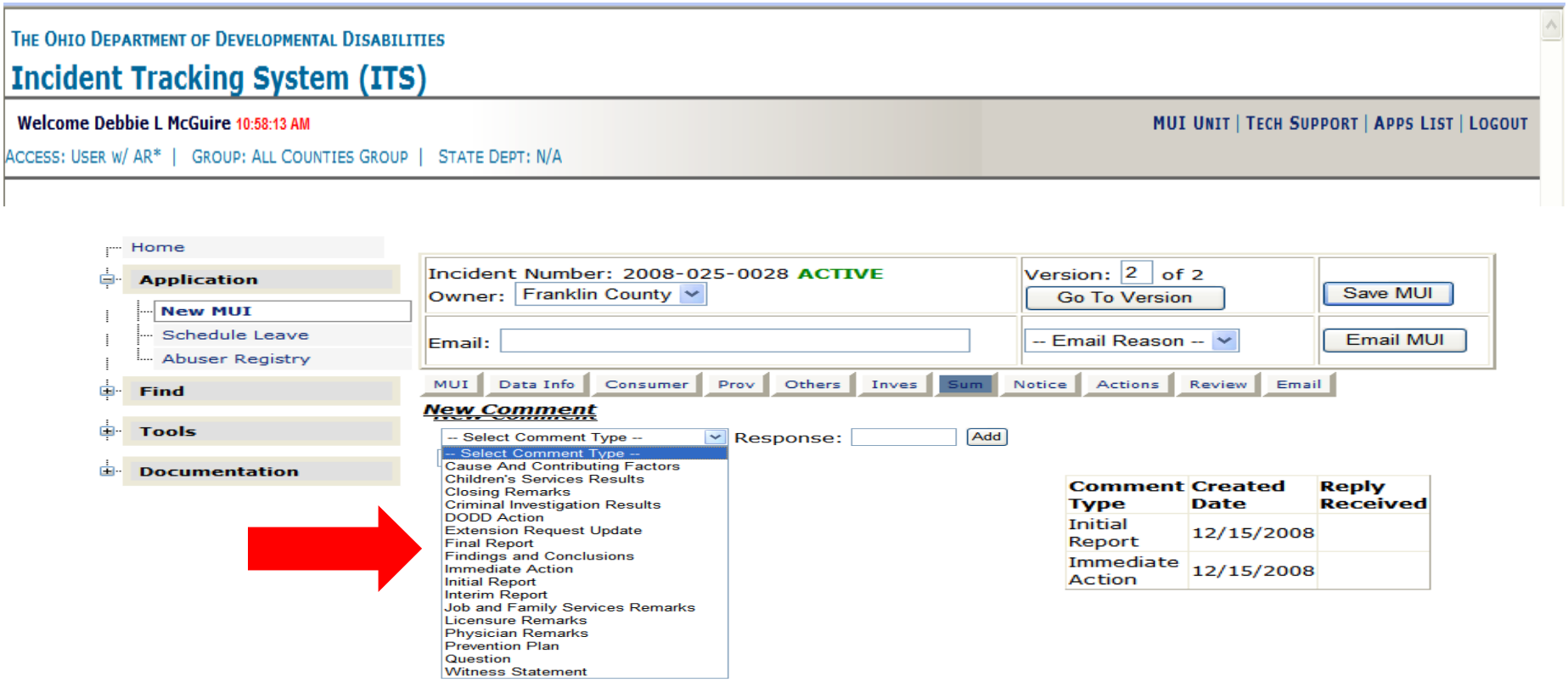


- To select an investigator, click on their name and it will appear under “Current Investigators.”
- Additional names can be added by clicking on them one at a time.
- To remove an investigator’s name from the “Current Investigators” list, click on it and it will move back to the left hand side.

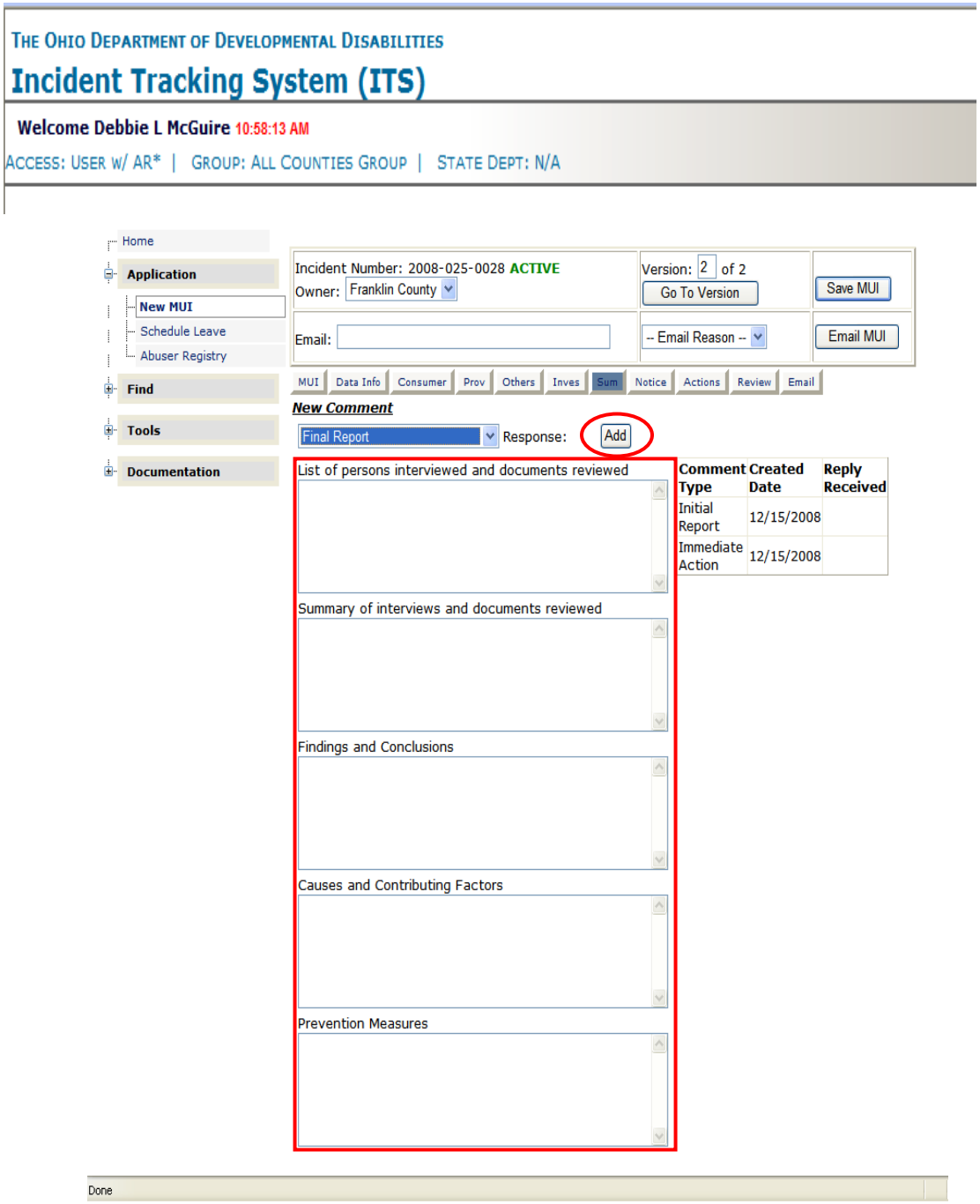
Entering the Final Report



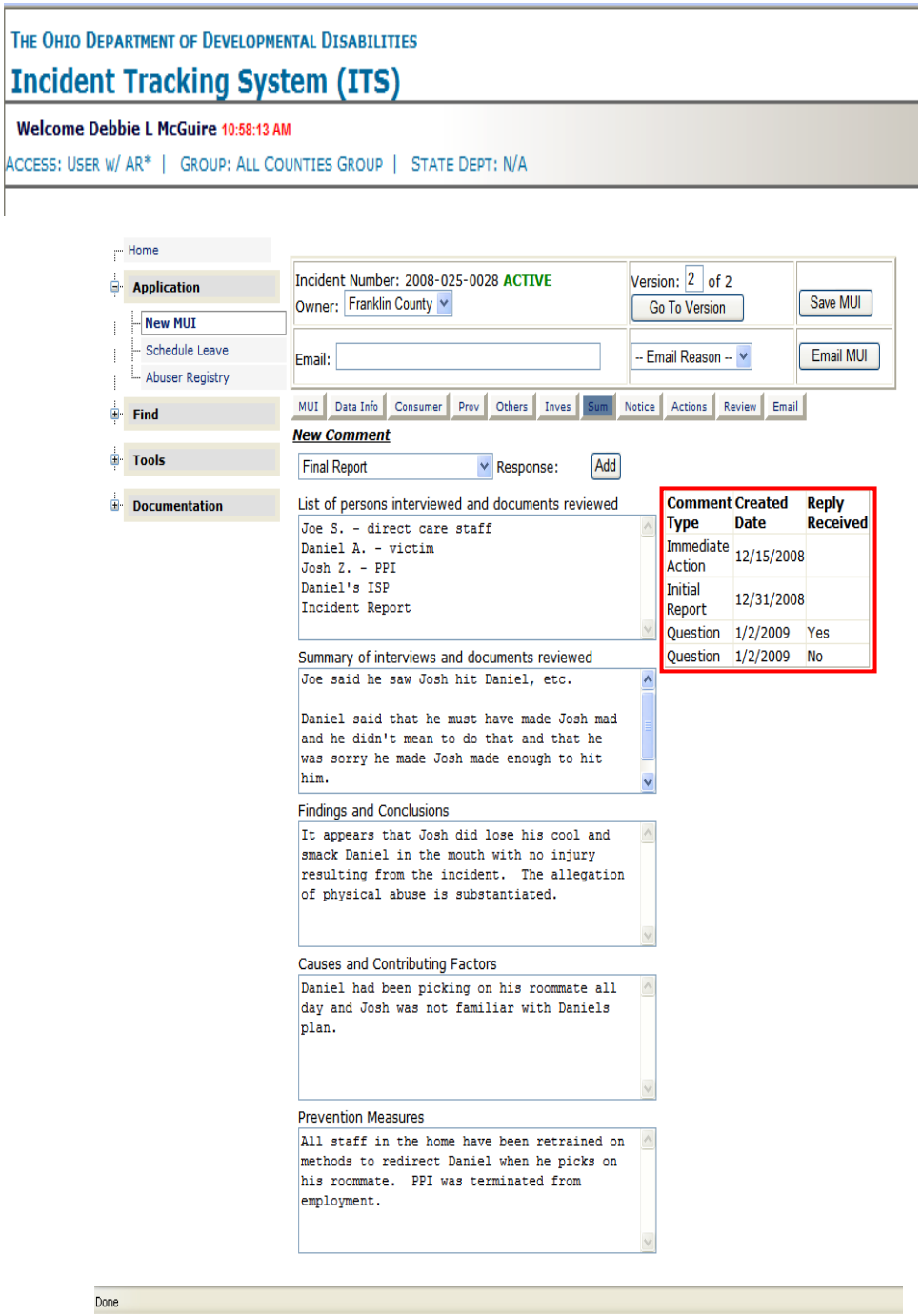
- The final MUI report is entered under the “Sum” section, which is where all the text information on the MUI is located.
- This screen allows access to information that has already been entered and is also where new information can be entered.
- In this example, the MUI already has an initial report and an immediate actions entered as shown by the box in the lower right hand corner of the page; the box also includes the date each was created.
- When a reply is received (for questions only), that date will be listed in the “Reply Received” column.
- To view an entry, simply click on the name of the comment under “Comment Type.”



- All comments that can be entered are listed under the “Select Comment Type” drop down.
- Selecting “Final Report” includes all the elements required for an investigation report and eliminates the need to save each section separately.
- The REQUIRED sections of a final report include:
  - Cause and contributing factors;
  - Findings and conclusions; and
  - Prevention plan.

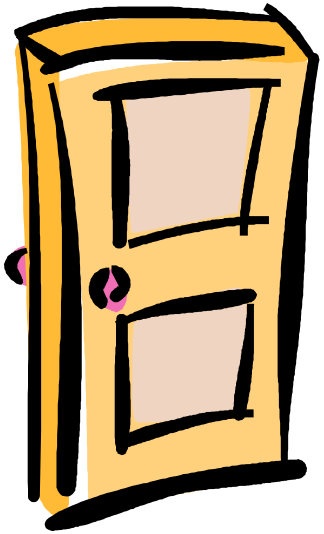


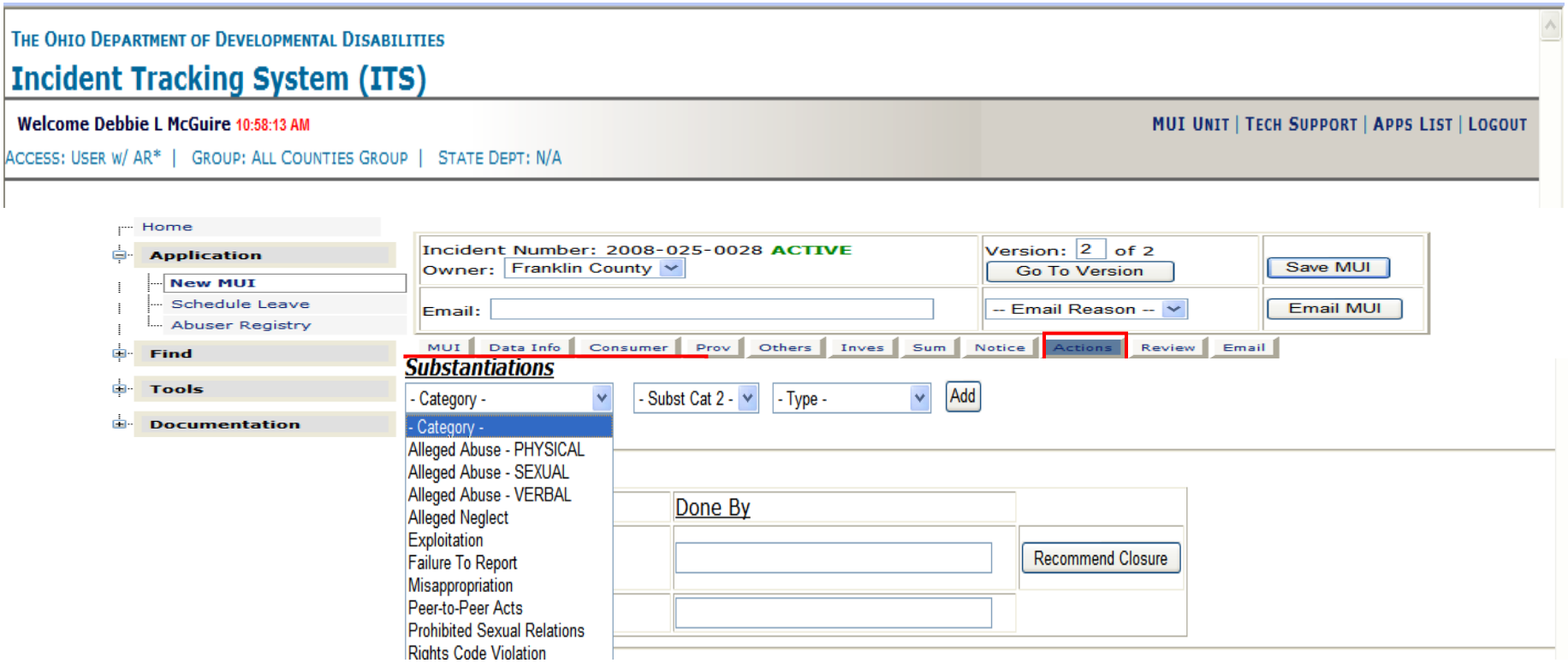
- Enter the information for each section of the final report directly into the appropriate box and then selecting "Add."
- Each box has to have text before it will save.
- Do not leave blank spaces or lines at the beginning of each box or it will not save.



- After all the information has been entered and added, it can be accessed from the box listing all Comment Types.
- Because the sections are listed separately, the information can now easily be reviewed for trends and patterns.

Case Substantiation
and
Recommending a Case for Closure





- Under the “Actions” section and the “Category” drop down below “Substantiations,” choose the decided category and then access the “Subst Cat 2” drop down to indicate the next drop down under the category and then access “Type” to indicate whether it is substantiated, insufficient evidence or unfounded.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

Home
Application
New MUI
Schedule Leave
Abuser Registry
Find
Tools
Documentation

Incident Number: 2008-025-0028 ACTIVE
Owner: Franklin County
Version: 2 of 2
Go To Version
Save MUI
Email:
-- Email Reason --
Email MUI

MUI | Data Info | Consumer | Prov | Others | Inves | Sum | Notice | Actions | Review | Email

Substantiations

Alleged Abuse - VERBAL | Staff | Substantiated | Add

	Incident Category	Incident Category	Substantation Type	Date Added	Added By
Delete	Alleged Abuse - PHYSICAL	Staff	Insufficient evidence	12/28/2009 4:15:36 PM	Debbie McGuire
Delete	Alleged Abuse - VERBAL	Staff	Substantiated	12/28/2009 4:15:48 PM	Debbie McGuire

Closure

Date | Done By
Recommend Closure:
Closed:
Recommend Closure

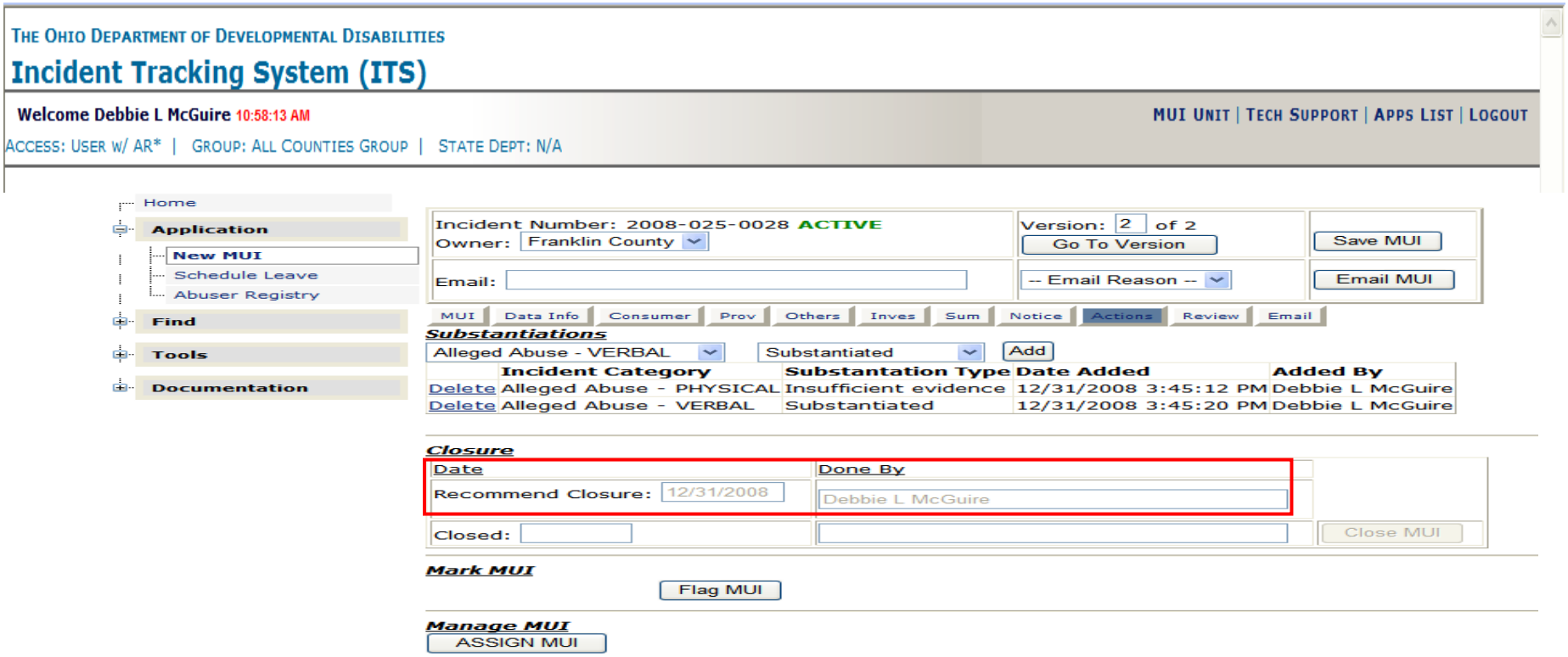
Mark MUI

Flag MUI

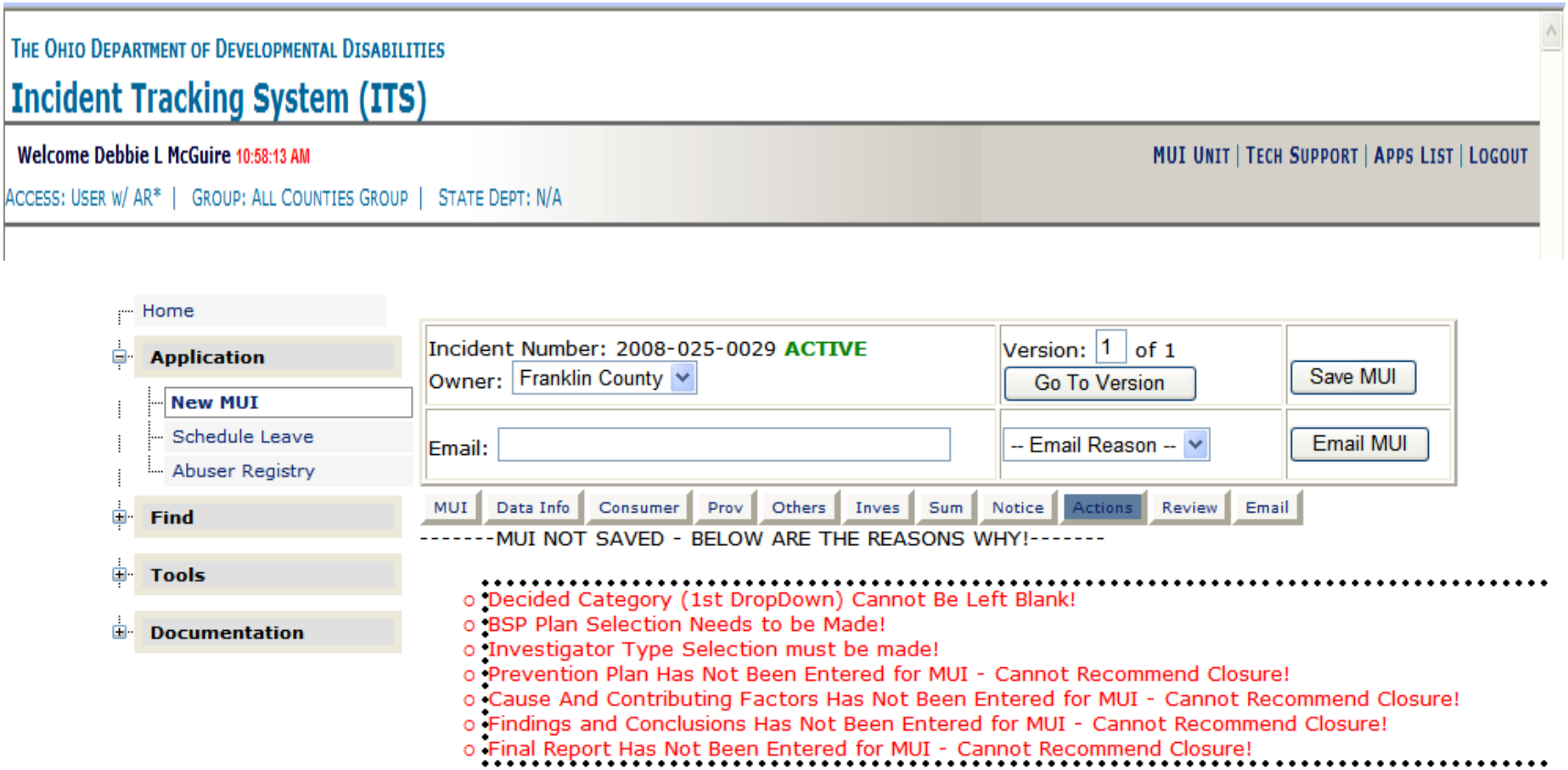
Manage MUI

ASSIGN MUI

- Each substantiation must be added individually by selecting the “Add” button after each entry. For this example, Physical Abuse is unsubstantiated and verbal abuse is substantiated.
- The information can be deleted by selecting the “Delete” option located to the left of the “Incident Category.”
- Next, click on the “Recommend Closure” button.

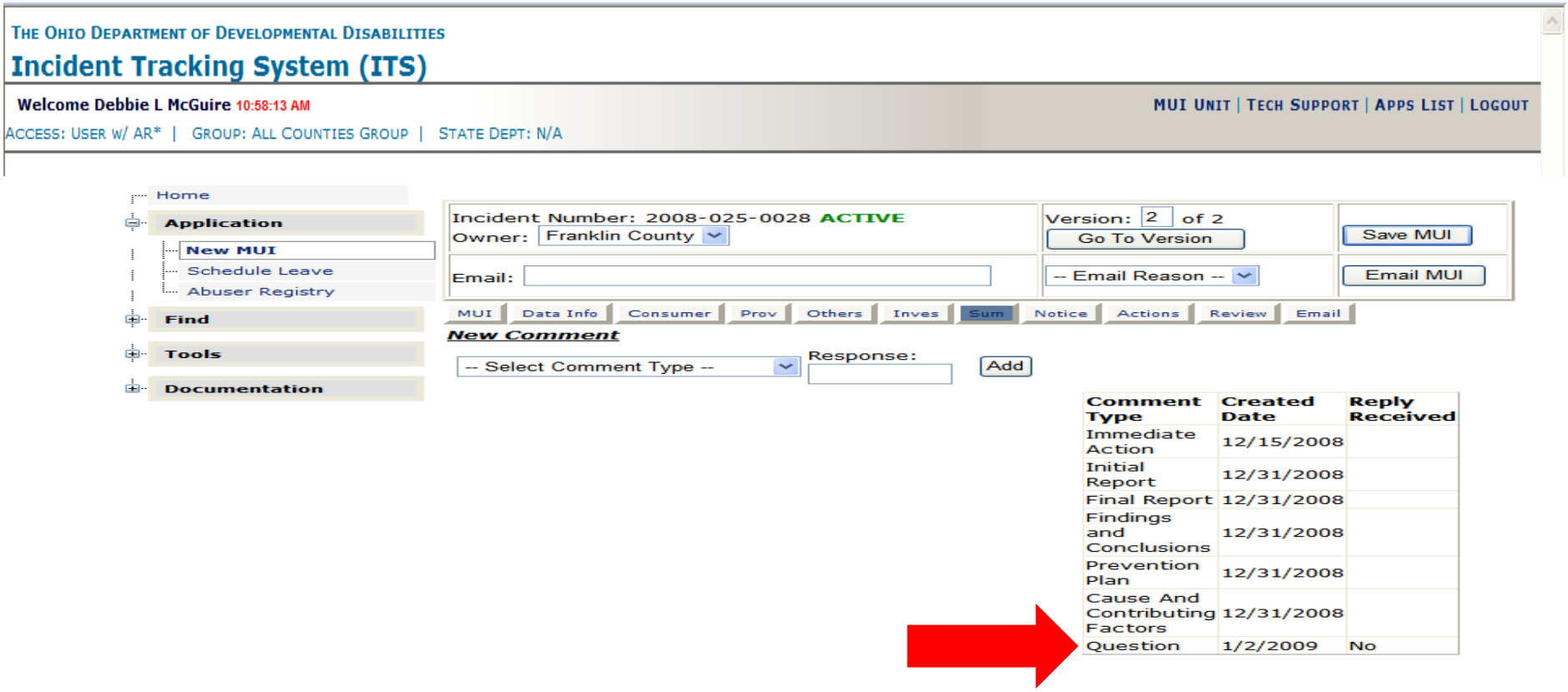


- In this example, when the MUI was recommended for closure, the incident status on the initial screen will change from open information pending to open recommend closure.
- The date and name of the person who recommended it for closure was automatically entered.

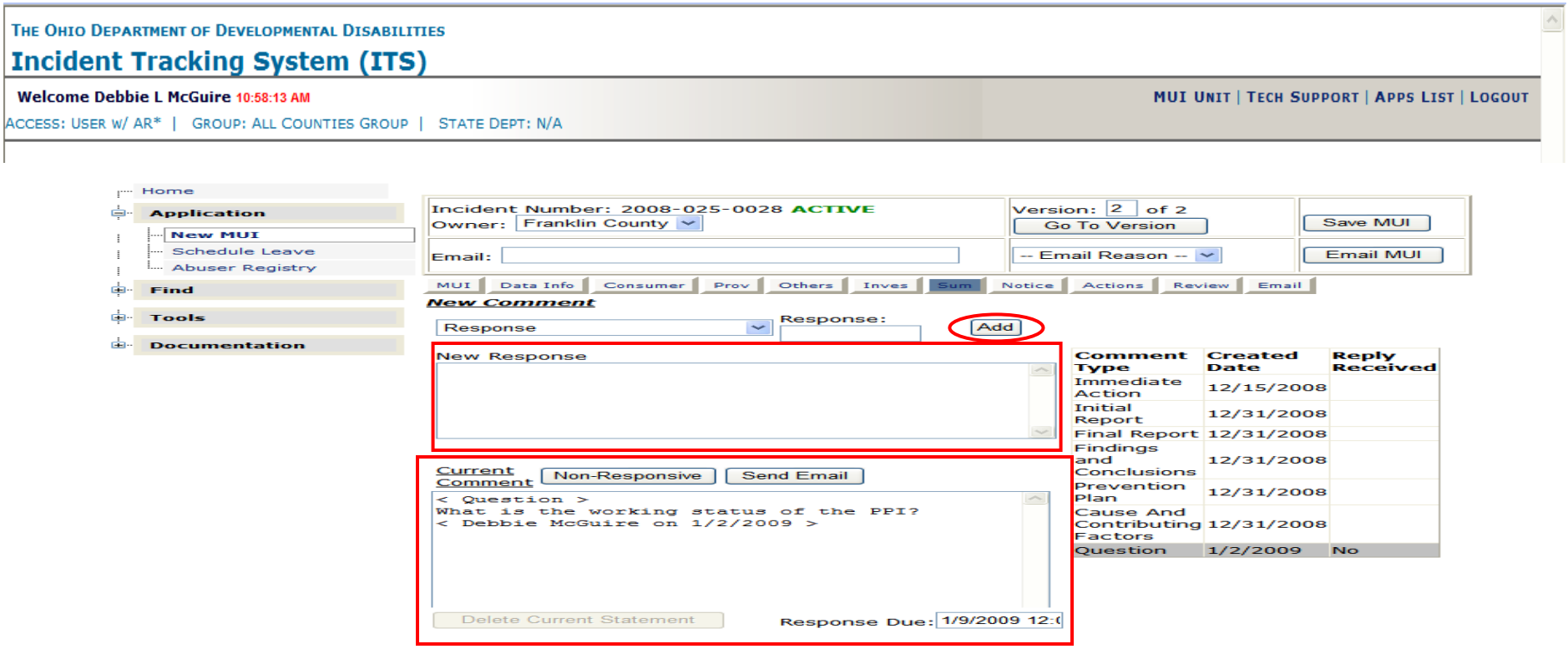


- When attempting to recommend a case for closure and some required fields have not been entered, an error message will appear listing the specific reason(s).
- To correct the error, add any missing information in the appropriate section(s) and then recommend the incident for closure again.
- Entries do not need to be saved separately. As long as the “Add” button is used when entering statements, PPI information and Substantiation, the information will save upon recommending closure.

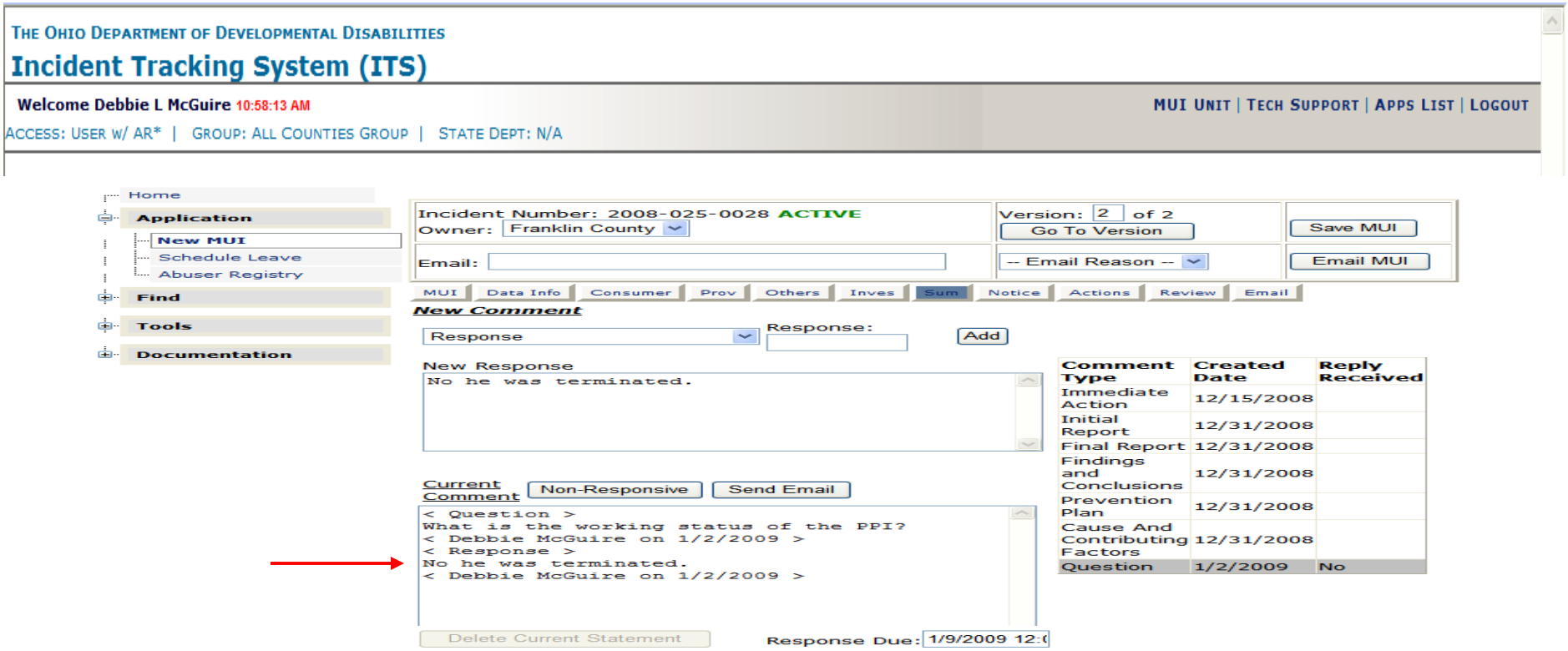
Questions/Responses



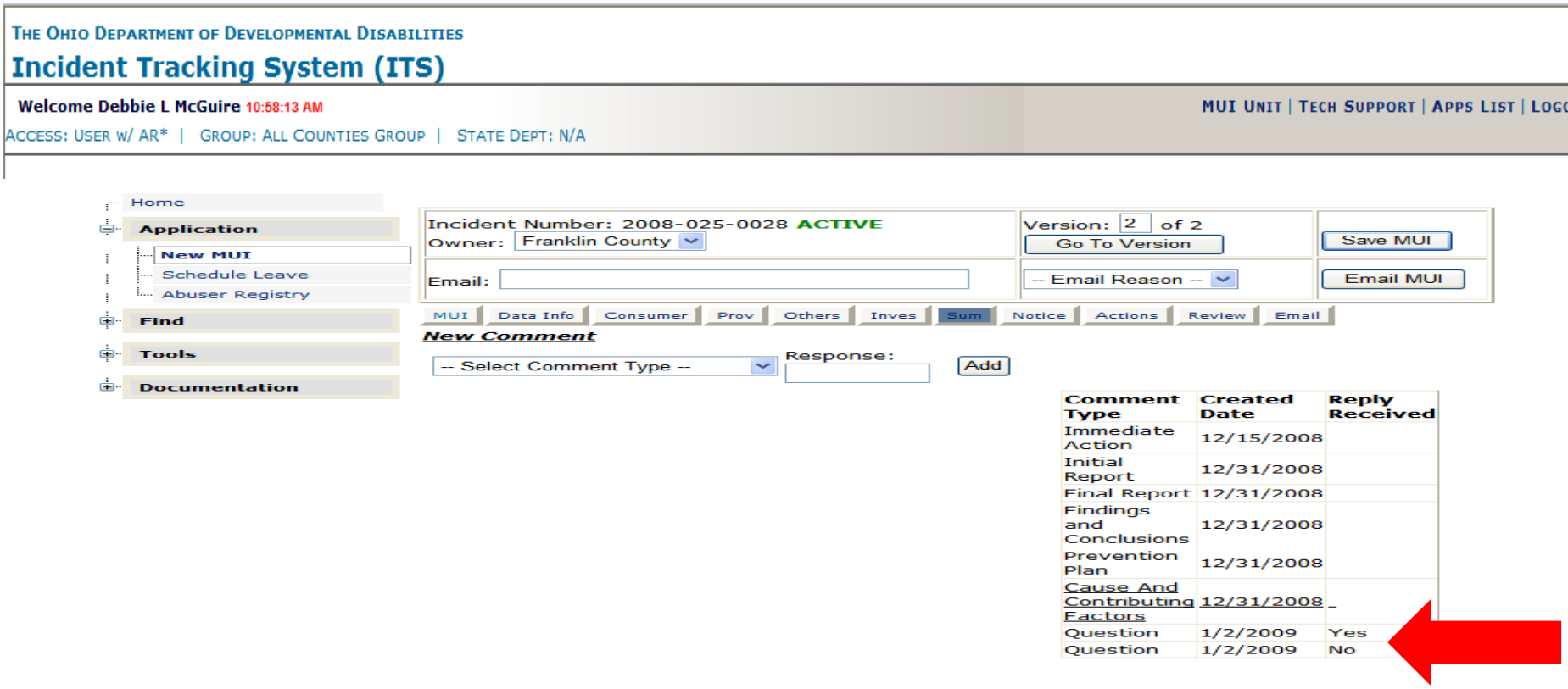
- In this example, a question has been entered by the regional manager and the individual who entered this MUI has received an automatic email notification of the question.
- To answer the question, go to the “Sum” section and a box listing all the comments for the MUI will appear in the lower right hand corner of the screen; click on the word “Question” listed in the first column.



- The question will appear in a comment box along with the date the response is due.
- To answer the question, type the response in the “New Response” text box and then click “Add.”

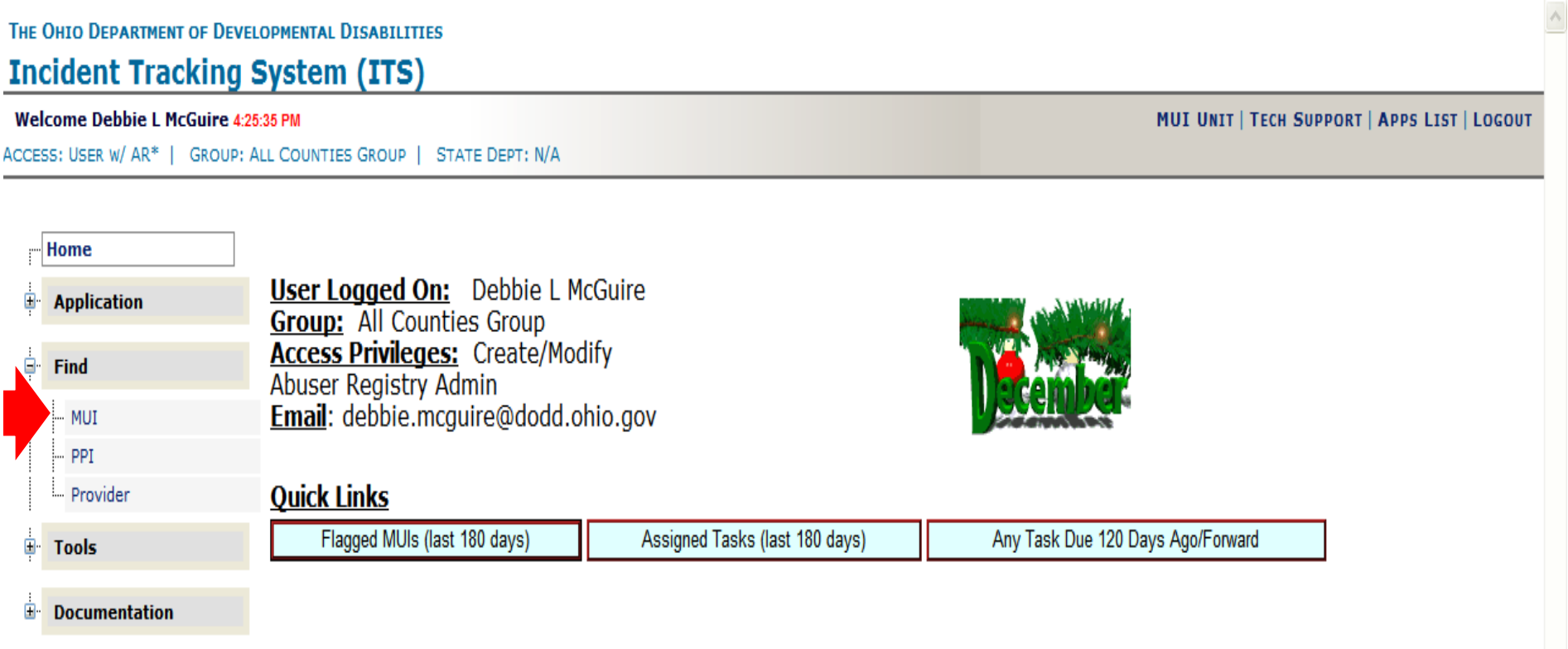


- The response entered will appear below the question and an automatic email notification is sent to the regional manager informing them of the response.



- If there is more than one question, each one is listed along with the date created.
- After a question is answered, the “Reply Received” column changes to “Yes” so questions and replies can be tracked.

How to Find an MUI



- Click on the + sign to the left of the word “Find.” This menu can be accessed at any time while logged in to ITS; however, if an MUI is being entered and has not yet been saved, any information entered will be lost.
- Select “MUI.”

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 4:30:08 PM

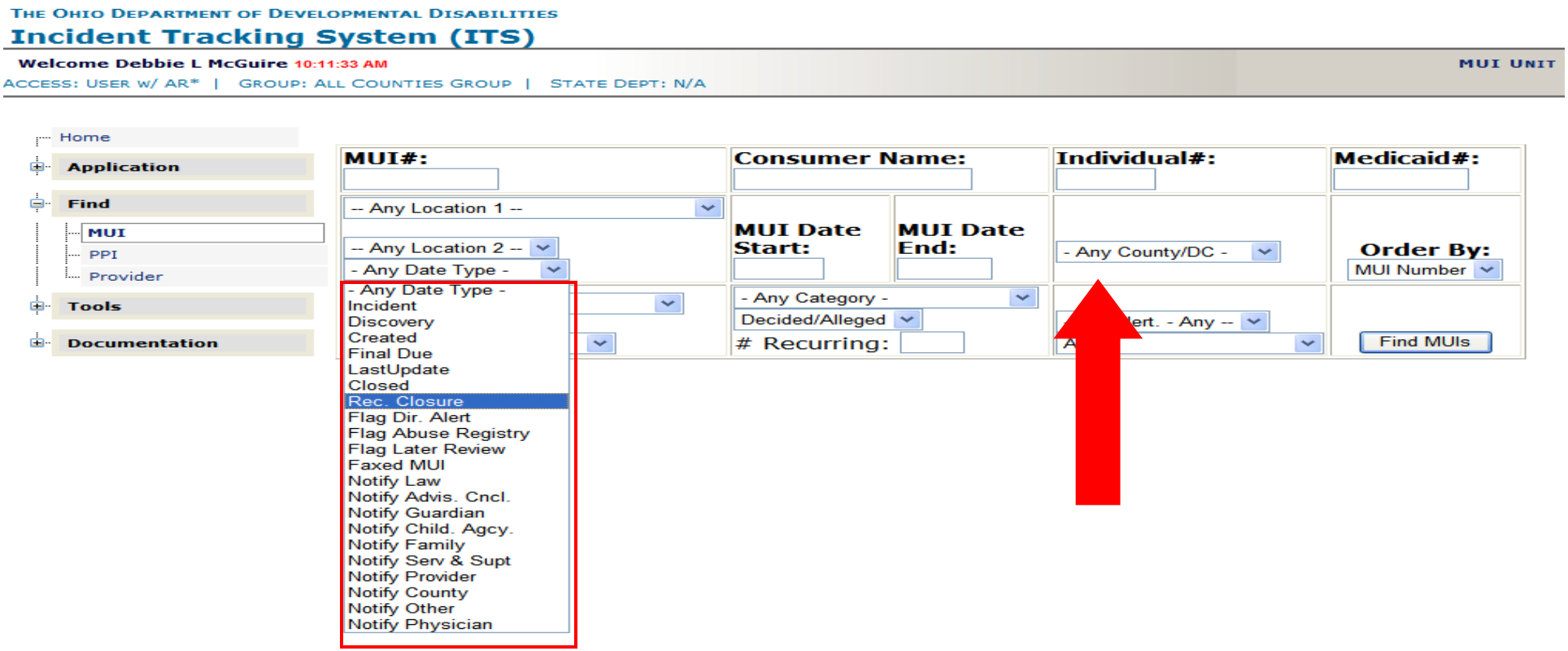
MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

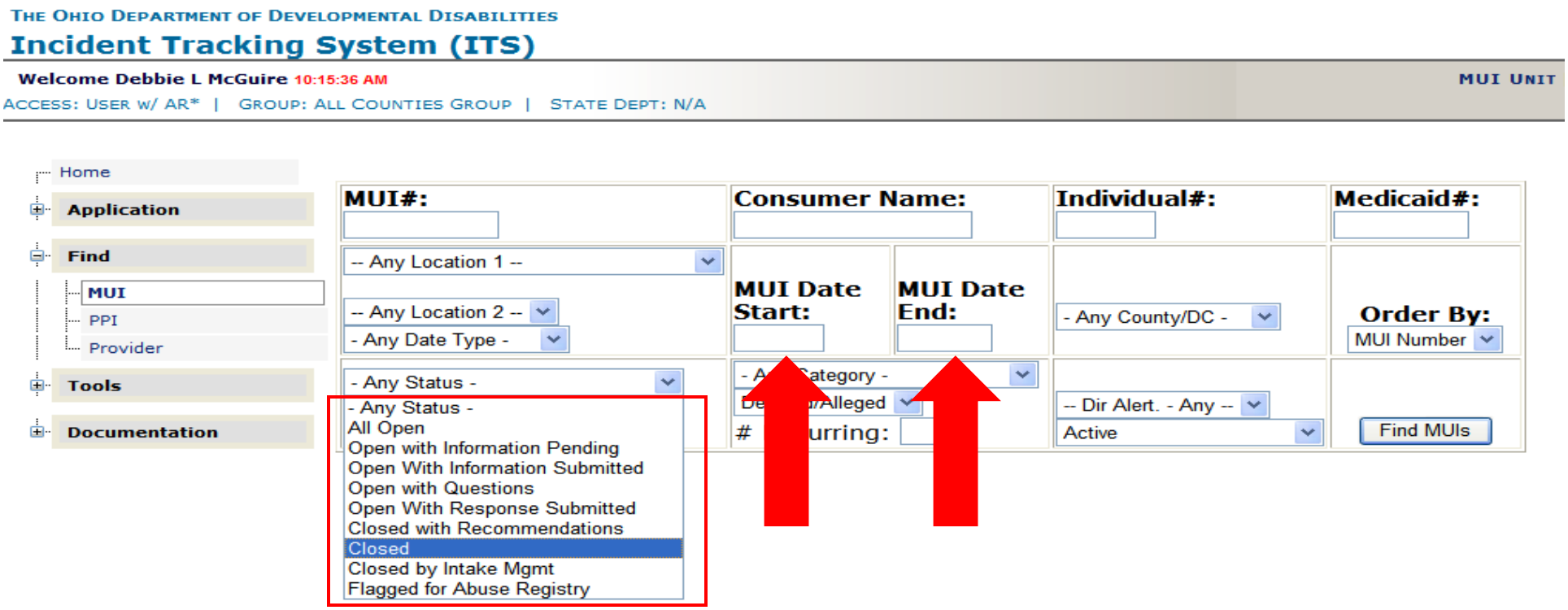
- Home
- Application
- Find
  - MUI
  - PPI
  - Provider
- Tools
- Documentation

MUI#:	Consumer Name:		Individual#:	Medicaid#:
-- Any Location 1 --	MUI Date Start:	MUI Date End:	- Any County/DC -	Order By: MUI Number
-- Any Location 2 -- / - Any Date Type -				
- Any Status -	- Any Category - / Decided/Alleged		-- Dir Alert. - Any --	
-- Any Invest Type --	# Recurring:		Active	Find MUIs

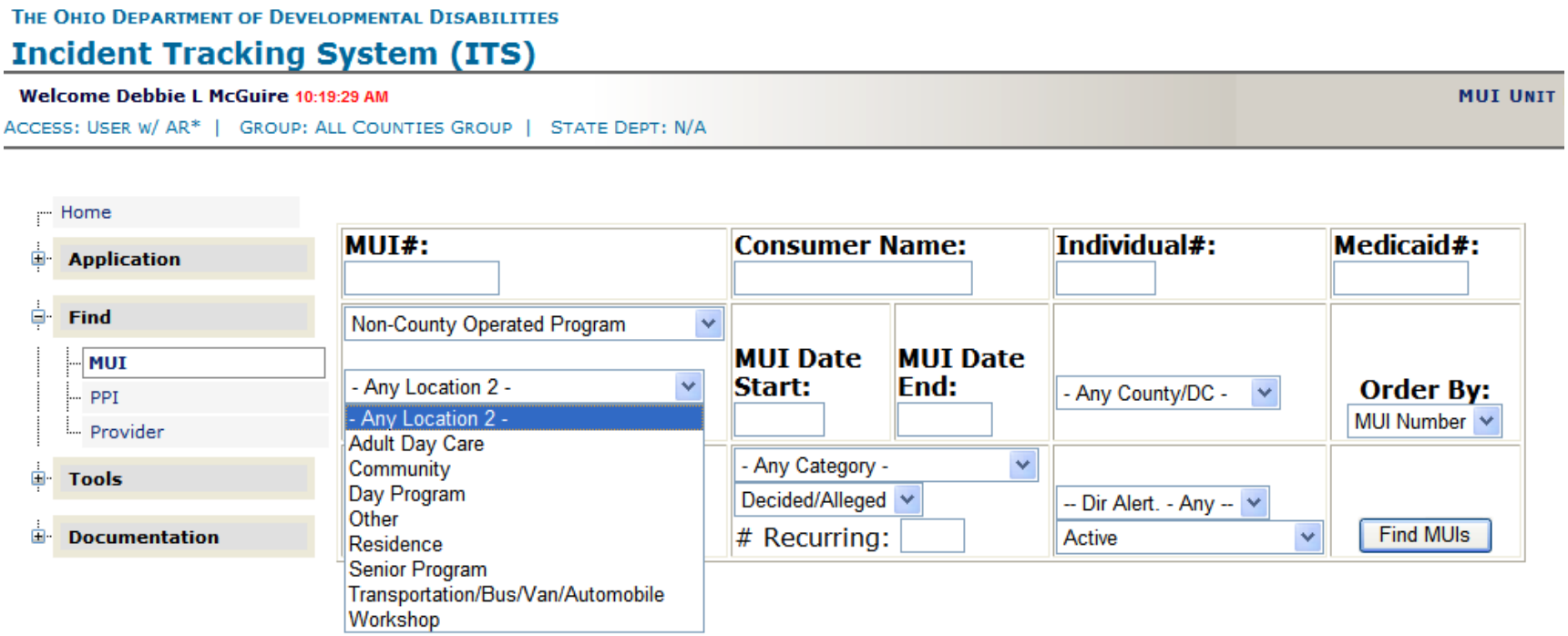
- Search for an MUI using any of the fields on the screen above.
- MUIs can be searched by the following criteria:
  - MUI number (any part of it).
  - Any part of a consumer's name, their IDS number or Medicaid #.
- When using part of a name as search criteria, the results will include anywhere those letters are in the name. For instance, "Deb" will find Debbie, Debra, Deborah, Deboard, Debit, etc.
- The search will return only the first 200 results. If that occurs, you will need to refine the search data.



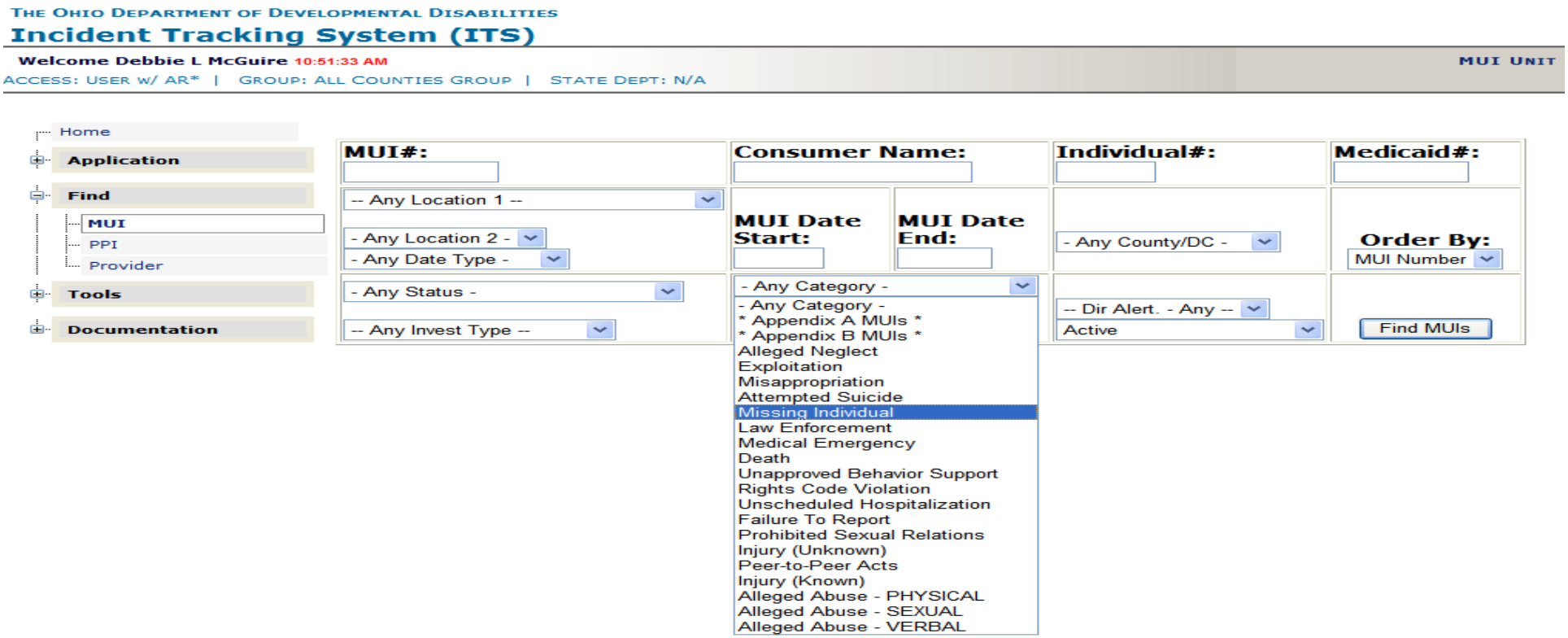
- MUIs can also be sorted by date type. For example, to sort by created date, select “Created” from the “Any Date Type” drop down and then enter the date range in the “MUI Date Start” and the “MUI Date End” boxes.
- The search could be further refined to include a specific county/DC if you had access to more than one.



- MUIs can also be searched by the current status. For instance, to list only those incidents that are Open with Questions, select that status on the “Any Status” drop down and enter the date range in the same boxes similar to a date type search.



- MUIs can also be searched by location. If, for instance, you want to see only MUIs that occurred at workshops at Non-County Operated Programs, you could get a list of them by entering in the location fields and start and end dates.



- MUIs can also be sorted by Category.
- It is best to enter a date type and start/end dates so the search will not be overly cumbersome to the system.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

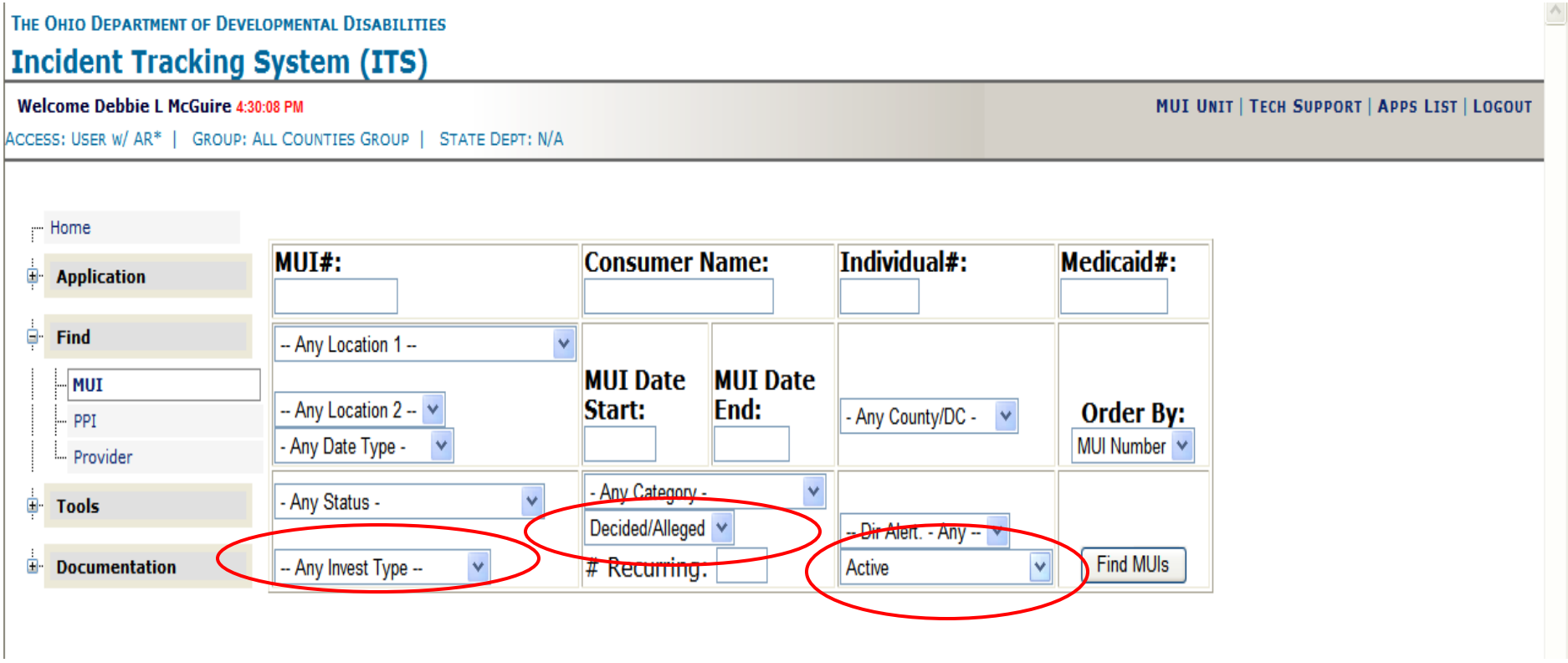
Welcome Debbie L McGuire 11:00:07 AM — MUI UNIT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- **Application**
- **Find**
  - **MUI**
  - PPI
  - Provider
- **Tools**
- **Documentation**

MUI#:	**Consumer Name:**	**Individual#:**	**Medicaid#:**
-- Any Location 1 -- - Any Location 2 - - Any Date Type -	**MUI Date Start:** / **MUI Date End:**	- Any County/DC -	**Order By:** MUI Number MUI Number Name Category
- Any Status - -- Any Invest Type --	- Any Category - Decided/Alleged # Recurring:	-- Dir Alert. - Any -- Active	Find MUIs

- During any search you can also define the sort order by MUI number, consumer Name, or incident Category.



- MUIs can also be sorted by decided/alleged categories or either one separately; for any director's alerts, by investigator type, and by number of MUIs.
- The "Active" drop down can be changed to inactive to view those MUIs that have been deleted or marked as a UI.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 11:30:03 AM — MUI UNIT

ACCESS: USER w/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
  - MUI
  - PPI
  - Provider
- Tools
- Documentation

MUI#:	Consumer Name:	Individual#:	Medicaid#:
-- Any Location 1 --	MUI Date Start: 11/1/09 / MUI Date End: 11/30/09	- Any County/DC -	Order By: Name
-- Any Location 2 -- / - Any Date Type -			
- Any Status -	- Any Category - / Decided/Alleged	-- Dir Alert. - Any -- / Active	Find MUIs
-- Any Invest Type --	# Recurring: 4		

Records Found: 55

Incident Number	Category	Last Name First Name	Discovery	Final Due
2009-025-1295	Unapproved Behavior Suppor		10/2 /2009	11/16/2009
2009-025-1371	Injury (Known)		10/20/2009	12/3 /2009
2009-025-1384	Injury (Unknown)		10/23/2009	12/7 /2009
2009-025-1448	Alleged Abuse - PHYSICAL		11/2 /2009	12/16/2009
2009-025-1454	Attempted Suicide		11/4 /2009	1 /15/2010
2009-025-1493	Attempted Suicide		11/13/2009	12/28/2009
2009-025-1532	Missing Individual		11/23/2009	1 /7 /2010
2009-025-1535	Unscheduled Hospitalization		11/24/2009	1 /8 /2010
2009-009-0453	Missing Individual		11/5 /2009	12/21/2009
2009-009-0468	Missing Individual		11/15/2009	12/30/2009

1 2 3 4 5 6

- By using the # Recurring option, you can get a list of individuals with a certain number of MUIs within a time frame. This example also had the MUIs listed by name so that I could see incidents belonging to individuals with 4 or more MUIs in a one month time frame.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 11:04:23 AM — MUI UNIT

ACCESS: USER w/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- **Application**
- **Find**
  - **MUI**
  - PPI
  - Provider
- **Tools**
- **Documentation**

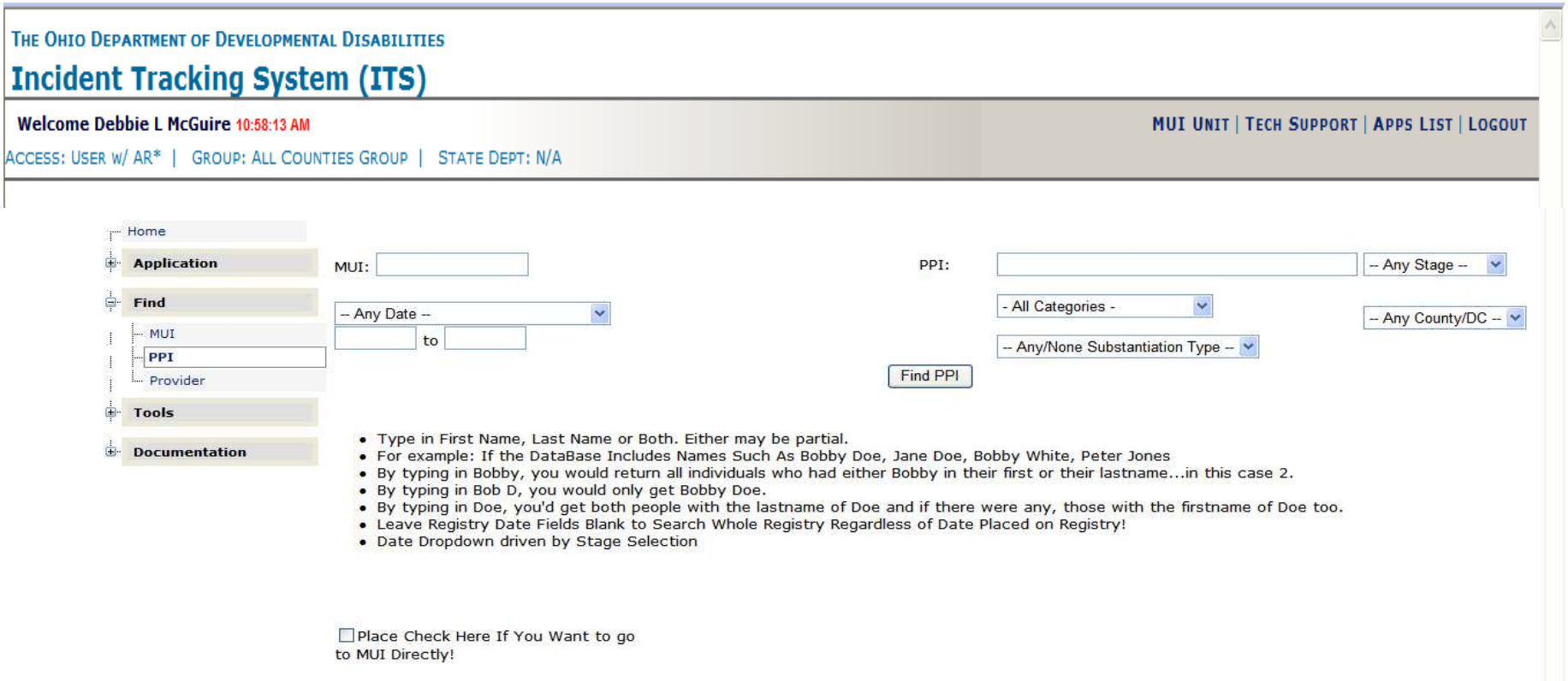
MUI#:	**Consumer Name:**	**Individual#:**	**Medicaid#:**
-- Any Location 1 --	**MUI Date Start:** 12/28/09 / **MUI Date End:**	- Any County/DC -	**Order By:** MUI Number
- Any Location 2 - / Created			
Open with Questions	- Any Category - / Decided/Alleged	-- Dir Alert. - Any --	
-- Any Invest Type --	# Recurring:	Active	Find MUIs

Records Found: 7

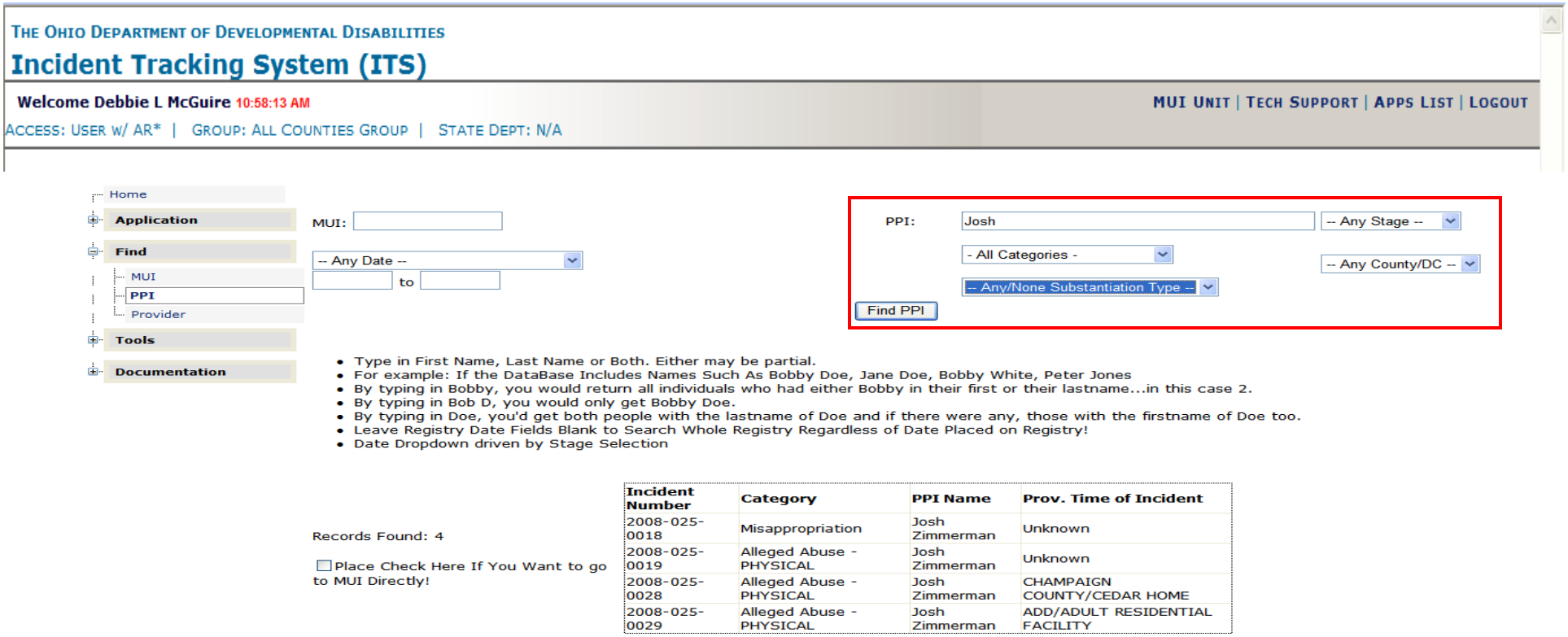
Incident Number	Category	Last Name	First Name	Discovery	Final Due
2009-012-0339	Unscheduled Hospitalization			12/26/2009	2 /10/2010
2009-012-0340	Unscheduled Hospitalization			12/28/2009	2 /10/2010

- After the search is performed, clicking on an incident number will open that specific MUI.
- To return to this search screen after reviewing an incident, use the web browser “back” button.

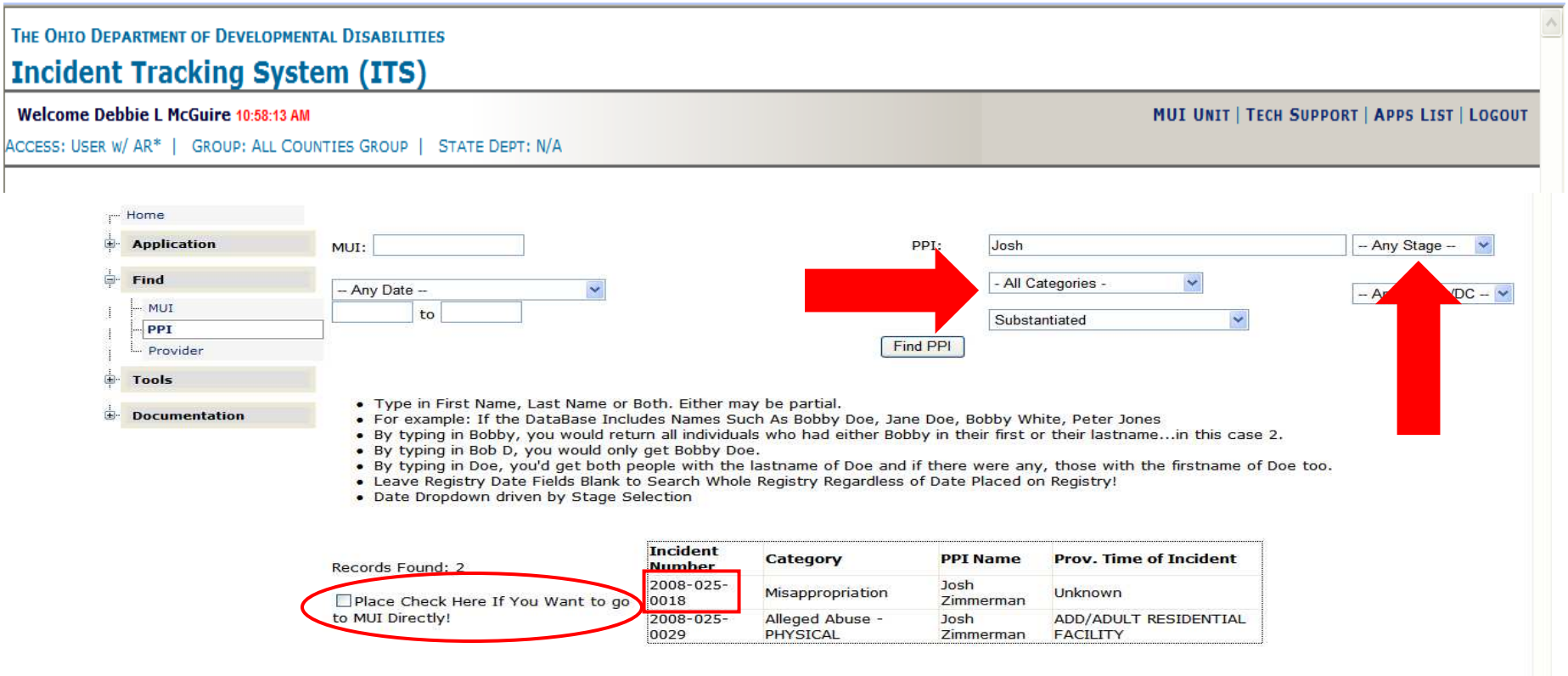
Searching for a PPI



- MUIs can now be searched by PPI. This can be used to review the status of an abuser registry case or to see if the PPI has been previously listed.
- The search can be conducted By MUI number, if known and all or part of the PPI's name. Dates can also be entered.
- There are additional instructions on the screen to help aid in entering search criteria.



- In this example, a search for Josh resulted in all PPI's with the name "Josh."
- PPIs can also be searched by any Abuser Registry stage or any incident category to limit your search.



- This example shows the same search, but limited to include only those cases substantiated.
- To go directly to the MUI rather than the abuser registry section of this MUI, select the box to the left of the search results before clicking on the incident number.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

Home

Application

New MUI

Schedule Leave

Abuser Registry

Find

Tools

Documentation

Incident Number: 2008-025-0029 ACTIVE

Owner: Franklin County

Version: 2 of 2

Go To Version

Save MUI

Email:

-- Email Reason --

Email MUI

MUI | Data Info | Consumer | Prov | Others | Inves | Sum | Notice | Actions | Review | Email

Other Identification

Name:

- Other Type -

Direct Care Staff

Identifying Information:

Social Security Number

Add Other

List of Others

PPI

Josh Zimmerman - (Social Security Number)

Unsaved Others

- To go directly to the abuser registry information from a substantiated MUI, click on the “Others” section, expand the “Application” menu by clicking on the “+” sign, choose “Abuser Registry” and a list of PPIs and others for that incident will appear towards the bottom of the screen.
- A message will appear if the case has not yet been substantiated.
- Clicking on the PPI’s name will move you to the abuser registry section of ITS.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

Home
- Application
- Find
- Tools
- Documentation
- Administration

Registry Intake | Receipt of File | Registry Review | Processing | Notice | Service of Notice | Hearing | Affidavit | Final Decision

MUI#	PPI Name	# MUIs w/ PPI	Category	# MUIs w/ PPI and w/ Category
2008-025-0029	Josh Zimmerman	5	Alleged Abuse - PHYSICAL	3
SSN:		DOB:	1/1/1900 12	

Alias:

Alias2:

Provider Stds/Cert Date

Closed Date 1/2/2009 12

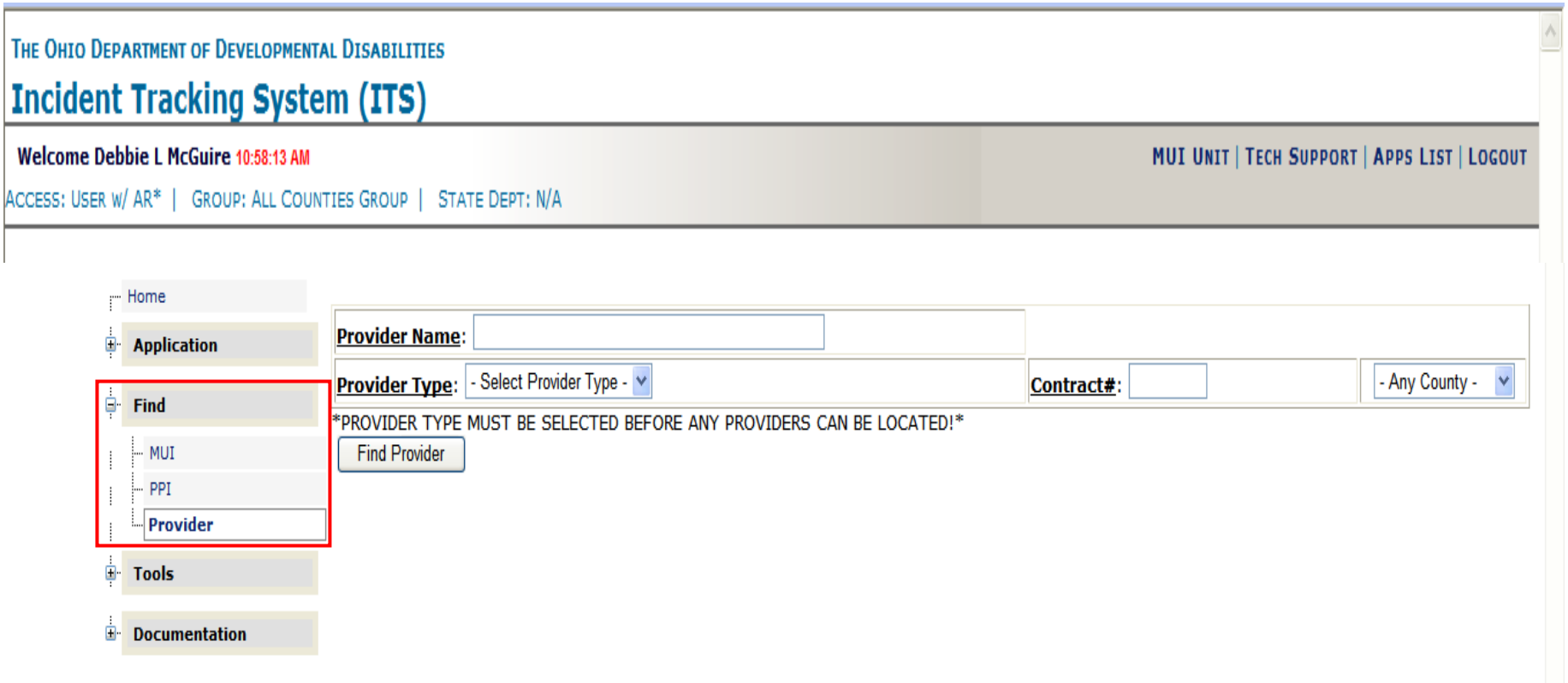
Need More Info Date

Request File Date

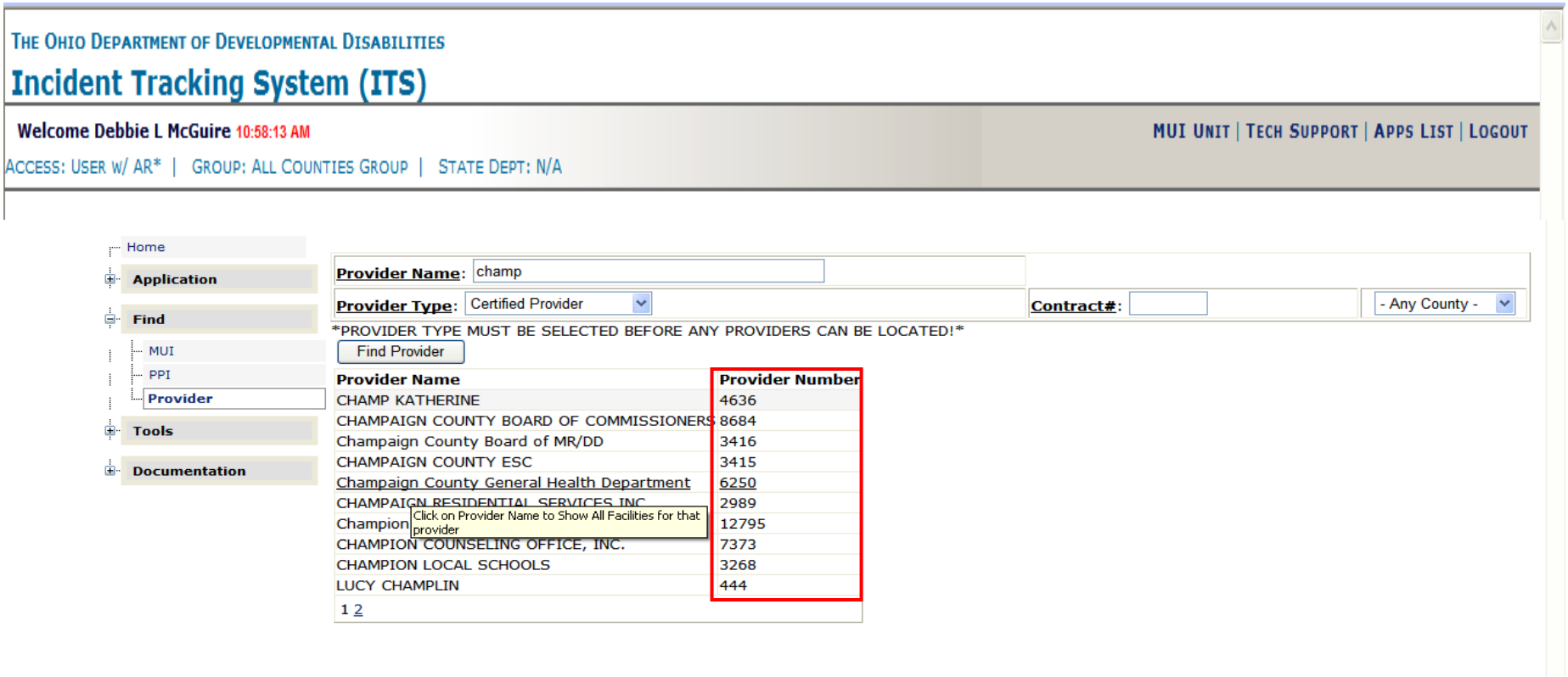
Save to Registry

- In the abuser registry section of ITS, there are different sections at the top of the page, which represent the various steps in the abuser registry process.
- A case can be closed at any time during the abuser registry review process. In this example, the closed date of 1/2/09 under the "Registry Intake" (first step) section indicates this case will not be considered for the abuser registry.

Searching for a Provider



- To search for a provider, click on the “+” sign to the left of the word “Find” and select “Provider.”
- Enter the provider name (or any part of), select a provider type (this is required!) and, if applicable, contract number or county and click on “Find Provider.”



- In this example, “Champ” was entered (for Champaign Residential Services) and Certified Provider as the Provider Type, which resulted in two pages of results.
- The Provider Number listed to the right of the Provider Name is the number used for the Cognos Report--MUI by facility number.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 10:58:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
  - MUI
  - PPI
  - Provider
- Tools
- Documentation

Provider Name: champ

Provider Type: Certified Provider

Contract#:

- Any County -

PROVIDER TYPE MUST BE SELECTED BEFORE ANY PROVIDERS CAN BE LOCATED!

Find Provider

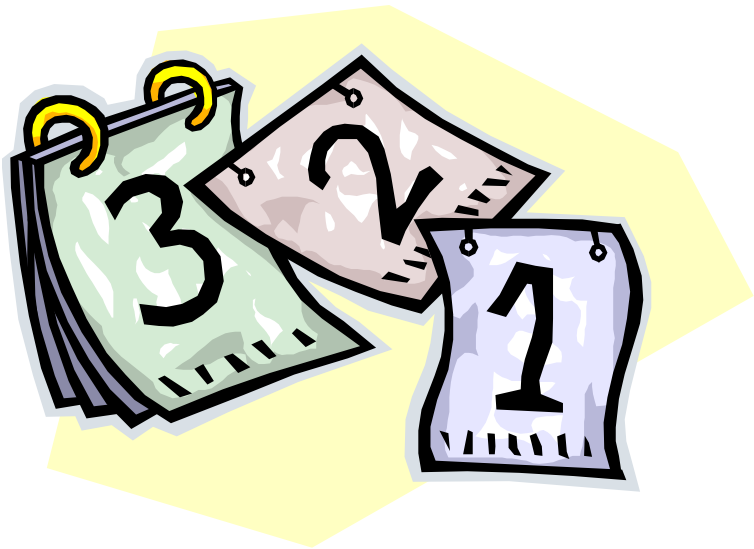
Provider Name	Provider Number	MUI
CHAMP KATHERINE	4636	2002-025-0074
CHAMPAIGN COUNTY BOARD OF COMMISSIONERS	8684	2002-025-0319
Champaign County Board of MR/DD	3416	2002-025-0444
CHAMPAIGN COUNTY ESC	3415	2002-025-0567
Champaign County General Health Department	6250	2002-025-1292
CHAMPAIGN RESIDENTIAL SERVICES INC.	2989	2002-025-1301
Champion City Windows & Siding, LLC	12795	2002-025-1356
CHAMPION COUNSELING OFFICE, INC.	7373	2002-025-1604
CHAMPION LOCAL SCHOOLS	3268	2002-025-1809
LUCY CHAMPLIN	444	2002-025-1866

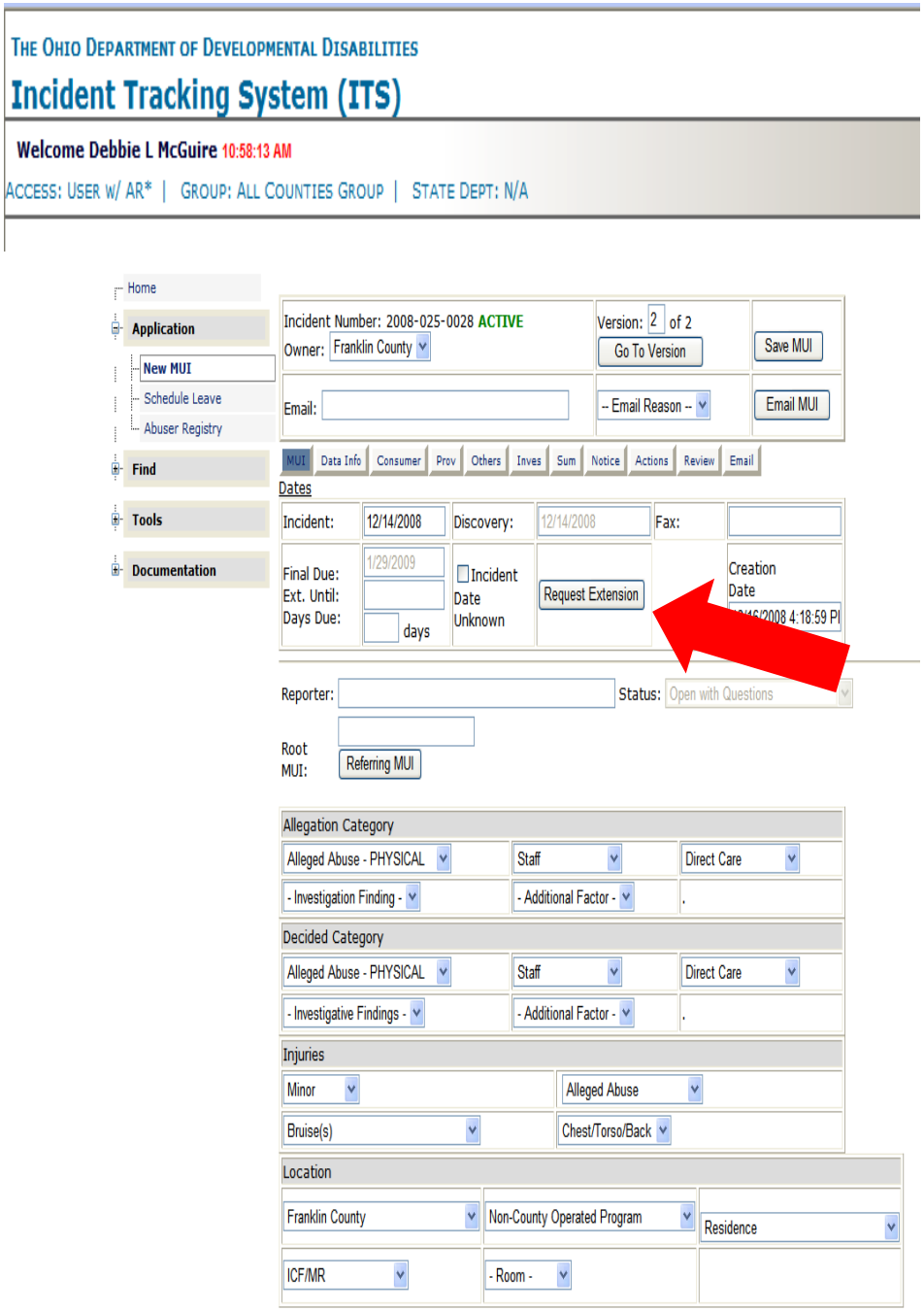
1 2

1 2 3 4 5

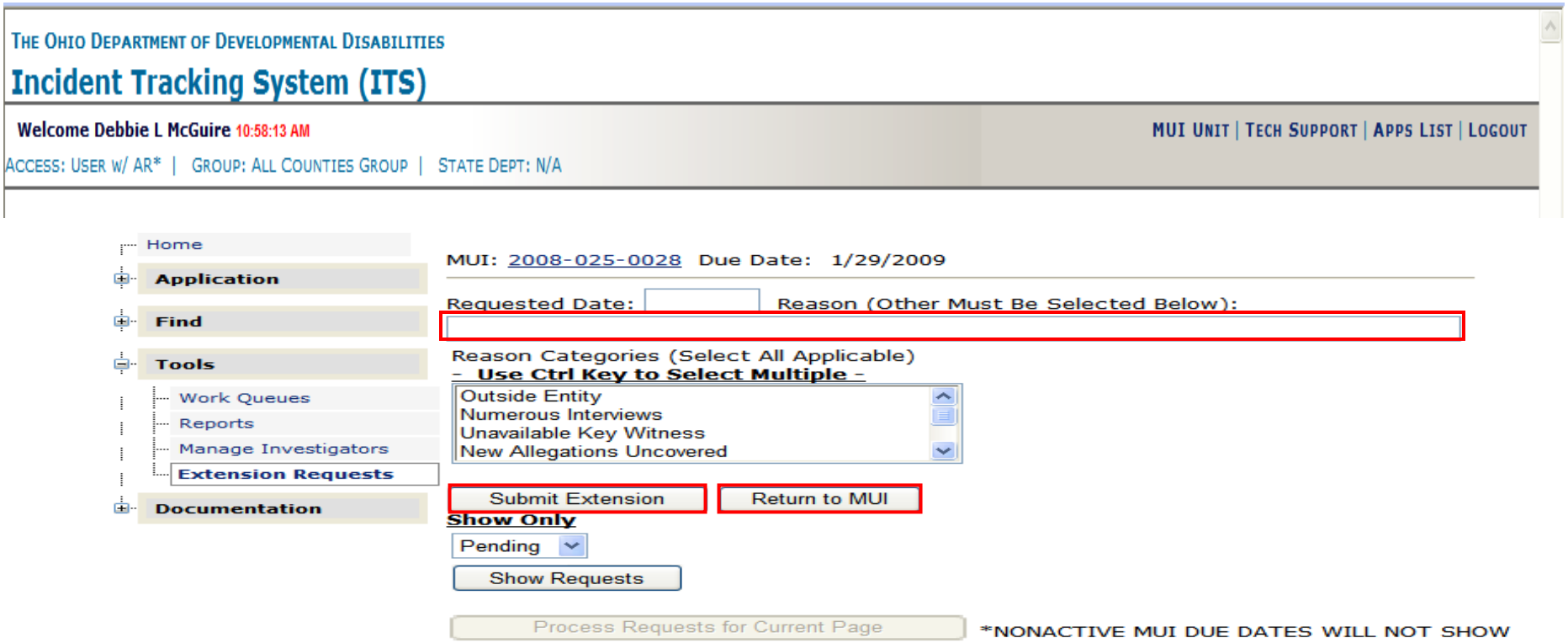
- After selecting the provider to view, a list of all MUIs for that provider will appear to the right of the results.
- For more specific information on the MUIs listed, the provider number could be entered in the Cognos Report – MUI by facility number.

Extension Requests



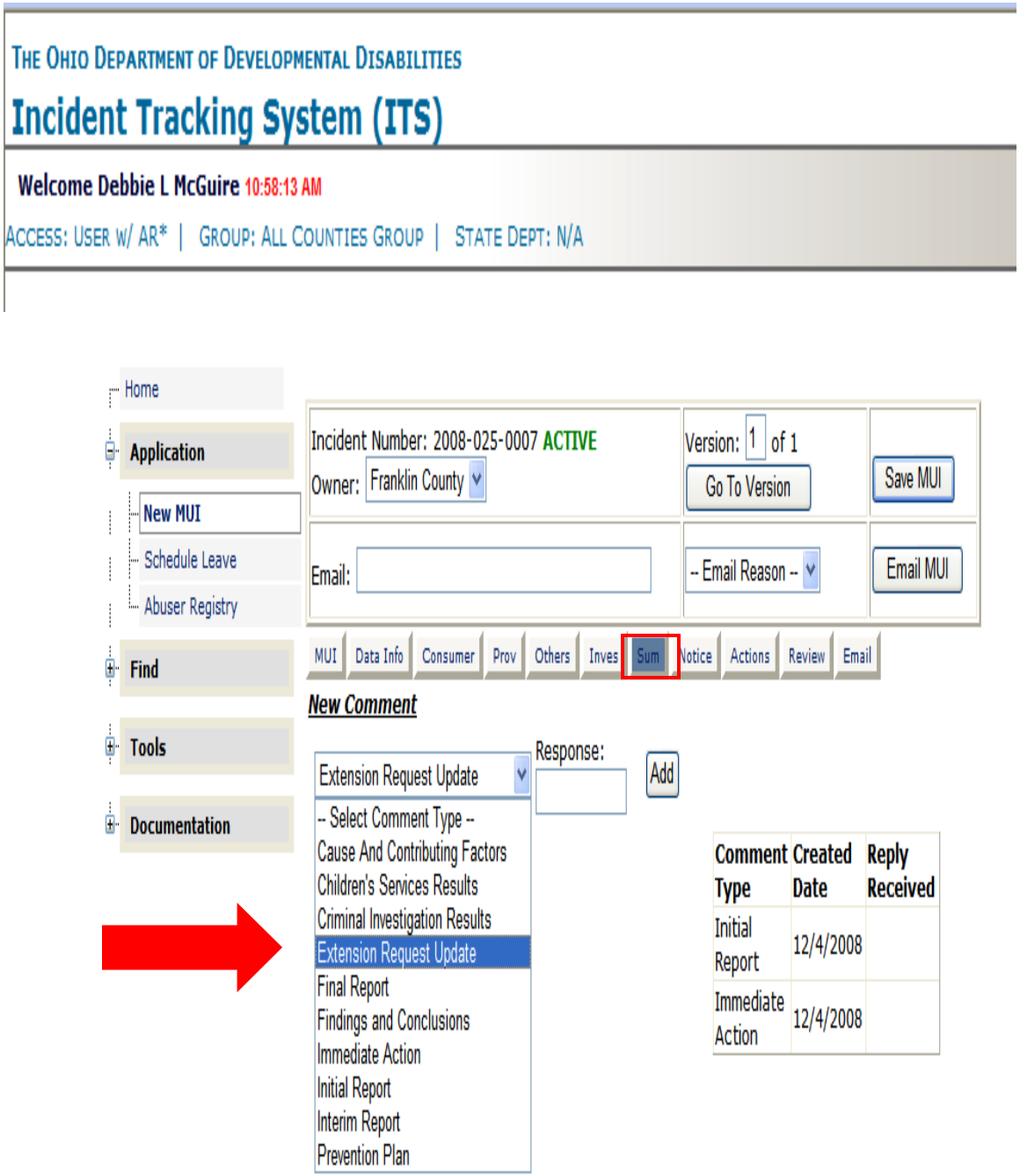


- To request an extension for an incident, go to the incident and select the “Request Extension” box on the initial screen.

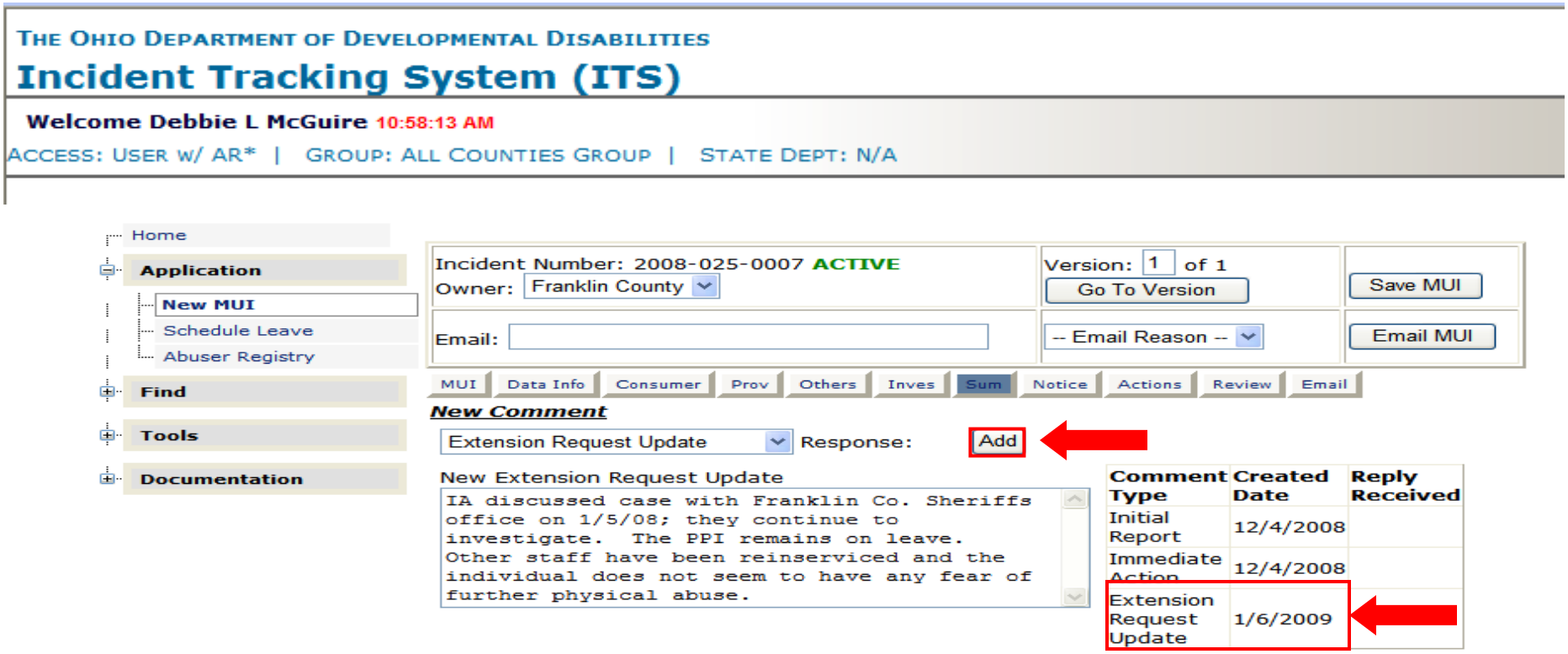


- Enter the requested final due date for the extension and then select the reason(s) for the extension (to select more than one, hold down the Control key and click on each reason) - include “OTHER.”
- OTHER should be chosen for ALL extension requests!
- In the box under “Requested Date,” enter the specific reason for requesting the extension. For example, if the reason is Outside Entity, explain who the entity is and when they were last contacted.
- Click on the “Submit Extension” button.
- Return to the MUI by clicking on the “Return to MUI” button.

A requirement for all extension requests is a statement indicating the status of the consumer and/or PPI, including what current steps are being taken to ensure the health and safety of the individual while the investigation continues. This statement should be entered as an “Extension Request Update” under the SUM tab of the incident.

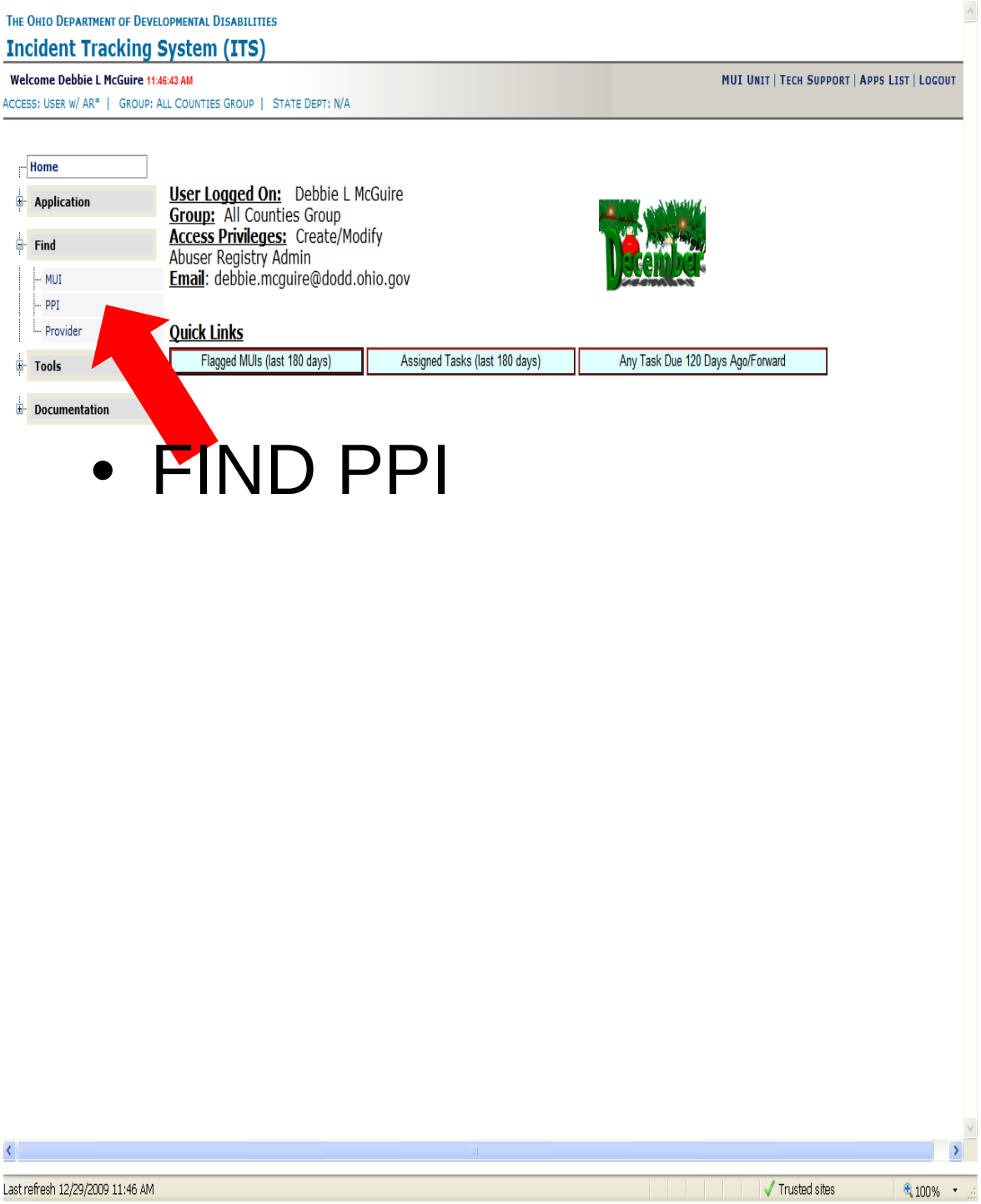


- To add an update to an existing extension request, go to the “Sum” section within the MUI and select “Extension Request Update” under the “Select Comment Type” drop down.



- Enter the necessary update information in the “New Extension Request Update” box and click the Add button.
- The update has been added to the list of comments (located on the right hand side) for this incident.

How to Find the Status of a Registry Case



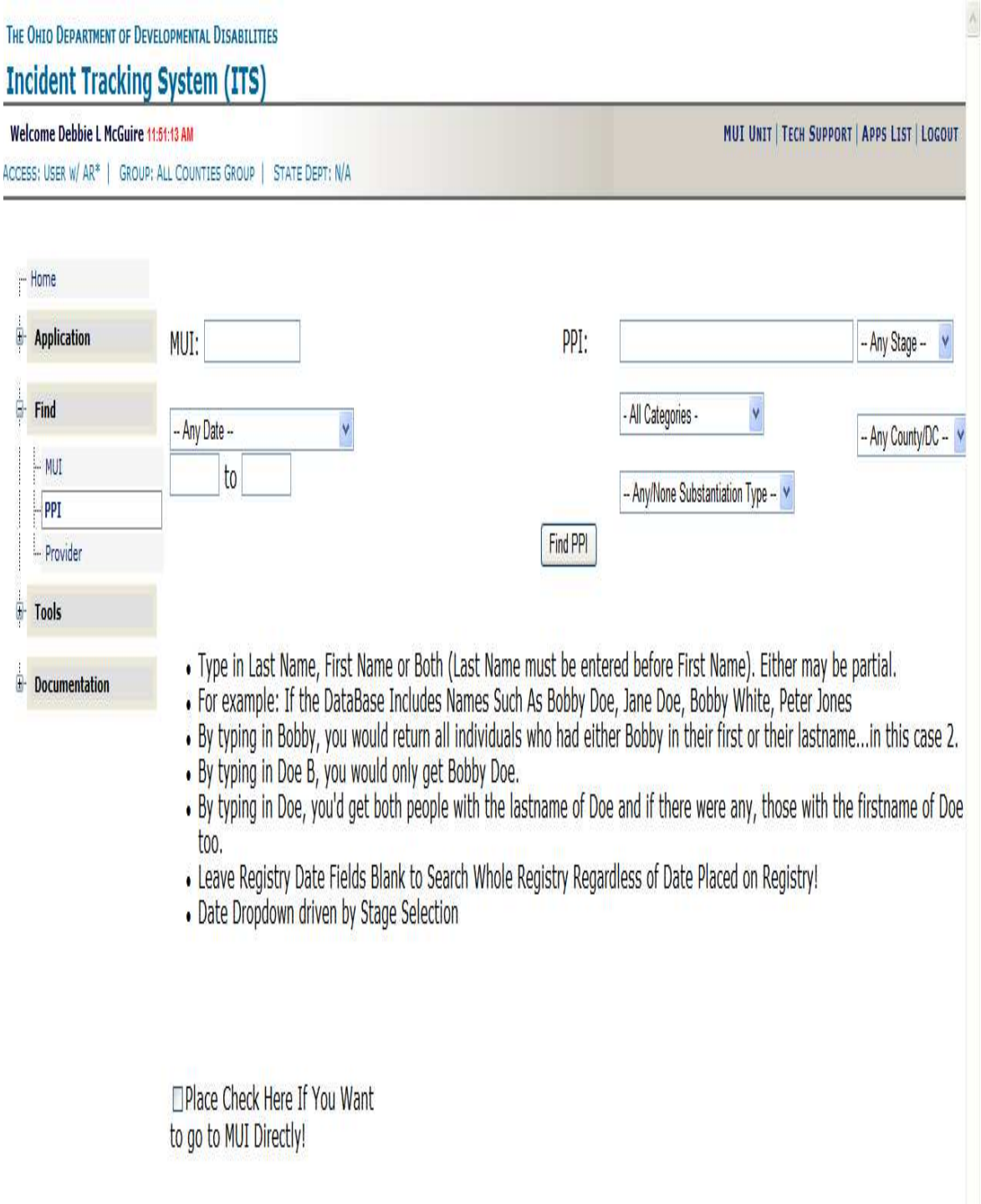
- FIND PPI

There are two ways to find the status of a <u>specific</u> Registry case.

The 1st way is through the Find – PPI screen.

The 2nd way is through the Find – MUI – Others-PPI.

The next slides will walk through the Find – PPI option.



To find a specific case the easiest way is to enter the MUI #.

Entering just the year and the county board / developmental center three digit number will return all cases.

When doing a PPI search remember to do first name, then last name.

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 11:51:13 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
  - MUI
  - PPI
  - Provider
- Tools
- Documentation

MUI:

-- Any Date --

to

PPI:

-- Any Stage --

- All Categories -

-- Any County/DC --

-- Any/None Substantiation Type --

Find PPI

- Type in Last Name, First Name or Both (Last Name must be entered before First Name). Either may be partial.
- For example: If the DataBase Includes Names Such As Bobby Doe, Jane Doe, Bobby White, Peter Jones
- By typing in Bobby, you would return all individuals who had either Bobby in their first or their lastname...in this case 2.
- By typing in Doe B, you would only get Bobby Doe.
- By typing in Doe, you'd get both people with the lastname of Doe and if there were any, those with the firstname of Doe too.
- Leave Registry Date Fields Blank to Search Whole Registry Regardless of Date Placed on Registry!
- Date Dropdown driven by Stage Selection

☐Place Check Here If You Want to go to MUI Directly!

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie L McGuire 11:53:59 AM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

ACCESS: USER W/ AR* | GROUP: ALL COUNTIES GROUP | STATE DEPT: N/A

- Home
- Application
- Find
  - MUI
  - PPI
  - Provider
- Tools
- Documentation

MUI:

-- Any Date --

to

PPI:

-- Any Stage --

-- Any Stage --
Affidavit
Final Decision
Hearing
Notice
Processing
Receipt of File
Registry Intake
Registry Review
Service of Notice

Alleged Abuse - PHYSICAL

Substantiated

Find PPI

- Type in Last Name, First Name or Both (Last Name must be entered before First Name). Either may be p
- For example: If the DataBase Includes Names Such As Bobby Doe, Jane Doe, Bobby White, Peter Jones
- By typing in Bobby, you would return all individuals who had either Bobby in their first or their lastname...in this case 2.
- By typing in Doe B, you would only get Bobby Doe.
- By typing in Doe, you'd get both people with the lastname of Doe and if there were any, those with the firstname of Doe too.
- Leave Registry Date Fields Blank to Search Whole Registry Regardless of Date Placed on Registry!
- Date Dropdown driven by Stage Selection

- Search for registry offesne category;
- Search for any stage of registry processing

THE OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES

Incident Tracking System (ITS)

Welcome Debbie McGuire 12:03:51 PM

MUI UNIT | TECH SUPPORT | APPS LIST | LOGOUT

• Registry Stages

- Home
- Application
- Find
- Tools
- Documentation
- Administration

Registry Intake | Receipt of File | Registry Review | Processing | Notice | Service of Notice | Hearing | Affidavit | Final Decision

MUI#	PPI Name	# MUIs w/ PPI	Category	# MUIs w/ PPI and w/ Category
2001-018-0410	F: M: L: Sur:	2	Misappropriation	2
SSN:		DOB:		

Alias:

Alias2:

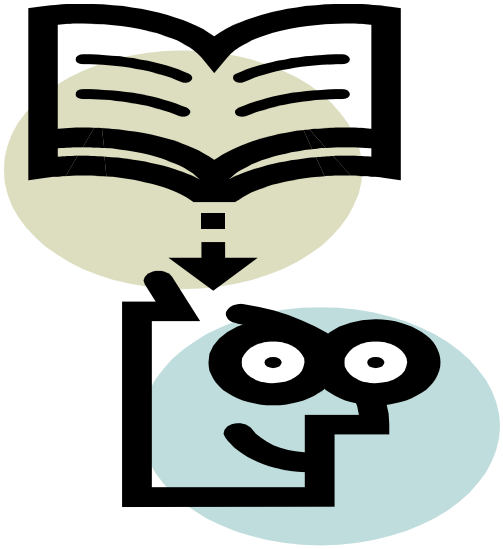
Provider Stds/Cert Date

Closed Date

Need More Info Date

Request File Date

Save to Registry



Appendix

Definitions of Injury Level

- Minor – Did not affect day-to-day activities, e.g., broken toe, fingers, sutures, splint, wrap.
- Moderate – Did affect day-to-day activities, e.g., missed work, crutches, casts, adaptive equipment, bed rest.
- Severe – Injury required hospitalization, off weeks from work.
- None – no injury.
- N/A – not applicable to this category.

Definitions of Neglect

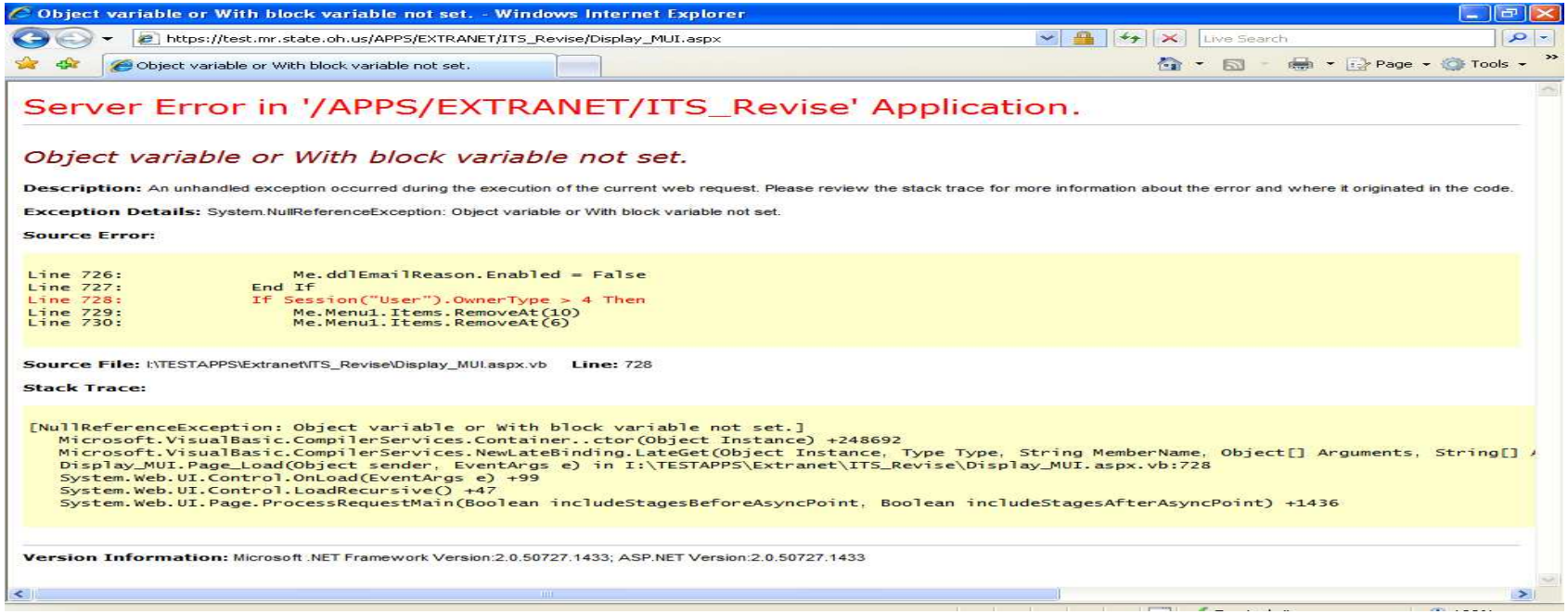
- Home Alone – Individuals are left at home alone and this action places them at risk. Instances can include, but are not limited to, the staff/caregiver leaving the home for a period of time, not showing up for work, leaving the shift early, or leaving prior to being replaced by the next shift.
- Staff Sleeping – While responsible for providing supervision and/or care, staff fall asleep and fail to provide this service, which places the individuals at risk.
- Left In Vehicle – When the individual is left in a vehicle without supervision, which places them at risk of harm, particularly with seasonal concerns (high or low temperature). Examples include, but are not limited to, being left on a school bus after the route is finished, being left in a vehicle while staff shop, or being told to stay in the car while staff visit family members inside.
- Staffing Ratios Not Met – Incidents that are caused due to staffing levels below the required levels. These incidents are typically ones involving a behavior, injury or medical emergency that could have been avoided if the proper staffing were in place.
- Impaired Staff – Incidents where the staff person is impaired by the use of alcohol or another intoxicating substance. Examples include attempting to transport an individual while impaired, failure to supervise due to impairment and failure to provide treatment due to impairment.

- Failure To Follow Policy – Incidents that include any failure of the staff to follow the provider's policies and procedures that result in a risk to the individuals served. Some examples include, but are not limited to, failing to maintain equipment or monitors, failure to use safety belts, failure to train staff or individuals appropriately, or failure to implement preventive measures.
- Failure To Follow Supervision Plan – Incidents that include any failure of staff to follow the specific supervision plan for an individual. Examples of this include, but are not limited to, failing to provide 1:1 supervision, not completing required checks on time, failure to provide a specific type of supervision (visual, auditory, within a certain distance, etc.).
- Medication Errors – Instances where the individual(s) do not receive the appropriate types and/or amounts of medication as directed by the physician, which places them at risk. Examples of this include, but are not limited to, not being administered medication, not being administered all prescribed medications, administration of an incorrect dose, being given medications that are not prescribed to the individual, or that are given at an incorrect time.
- Routine Medical – Incidents where individuals are not taken for regular medical appointments, which places them at risk and includes a failure to access appropriate follow-up care after an incident.

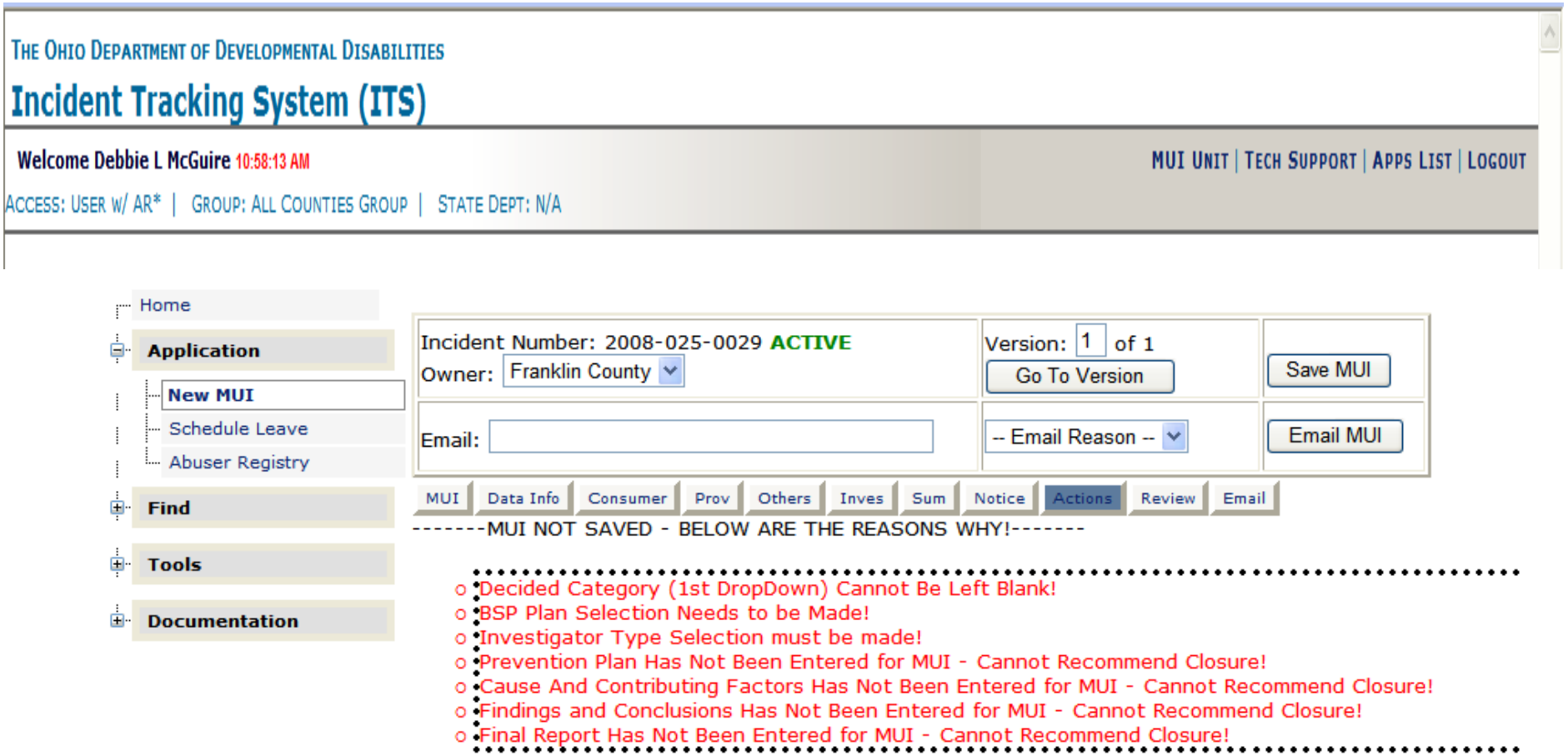
- Dietary – Incidents that are caused by the failure of staff or another caregiver to follow a required special diet. This can include, but is not limited to, failure to follow a diabetic diet plan, failure to provide food in the appropriate texture and/or size, feeding food to which the individual has a known allergy, or not providing the appropriate number of calories.
- Behavior – Incidents where an individual's behavior is not managed appropriately. This includes, but is not limited to, failure to implement part or all of a behavior plan, implementing behavior modification techniques that are not approved and place the individual at risk of harm, and/or intentionally causing behaviors.
- Emergency Medical – Incidents where there is a failure to access emergency medical care, or a failure to access it in a timely manner. This includes, but is not limited to, incidents in which the emergency squad is not called or the individual is not transported to the emergency room despite evidence that this care is needed.
- Other – Incidents, not fitting any other category, where the individual is placed at risk due to the lack of care or treatment by a staff person/caregiver.


Error

Timed Out!



- Solution: Start over by re-accessing the website. Regretfully, any info already entered has been lost.



- When attempting to recommend a case for closure and some required fields have not been entered, an error message will appear listing the specific reason(s).
- To correct the error, add any missing statements in the appropriate section(s) and then recommend the incident for closure again.
- Entries do not need to be saved separately. As long as the “Add” button is used when entering statements, PPI information and Substantiation, the information will save upon recommending closure.