



BUS Update Memorandum

TO: All BUS Users
FROM: Rhonda Johnson - BUS Administrator
DATE: October 10, 2018
RE: BUS Log Notes Reporting Enhancements

What is changing?

On October 15, 2018, twelve (12) enhancements will be made to the Critical Incident Reporting (CIR) module, and an enhanced Case Manager Quick Links workspace will be made available for use by Case Management Agencies (CMAs).

Why is this change being made?

These changes are being made to enhance the reporting of CIRs. These changes will allow CMAs to report more accurate CIRs, improve preventive measures, create improved reporting capabilities for the Department, and will ensure compliance with Centers for Medicare and Medicaid (CMS) federal guidelines. This upgrade will also allow Agency Administrators to pull CIRs data for their agency.

Change #1

CIR Add Page - New Questions

Four (4) new questions will be added to the CIR Add Screen

1. Case Manager Incident Notification Time. The time the Case Manager is notified of the CIR is needed to ensure that CIRS are entered within 24 hours of notification. Case Managers must now enter the time the CIR notification is received.

CIRS - Critical Incident Report - vanilla pudding - ****-**-0000	
You must complete all sections to enter the Critical Incident Report correctly.	
Definition: A Critical Incident is an actual or alleged event or situation that creates a significant risk of substantial or serious harm to the health or welfare of a client that could have, or has had, a negative impact on the mental and/or physical well-being of a client in the short or long term. A critical incident includes accidents, suspicion of abuse, neglect, or exploitation, and criminal activity.	
Critical Incident Reporting	
CIRS ID:	Allocated after Save
Date of Incident:	<input type="text"/> (mm/dd/yyyy)
Time of Incident:	<input type="text"/> (HH:MM) Military time.
Case Manager Incident Notification Date:	<input type="text"/> (mm/dd/yyyy)
Case Manager Incident Notification Time:	<input type="text"/> (HH:MM) Military time.
Entry Date:	05/08/2018
Entry Time:	11:44
Client Name:	vanilla pudding
Client Medicaid ID:	G100000
Client Medicaid DOB:	05/06/1965
HCBS Waiver Program:	HCBS-Brain Injury

2. Was this incident reported and reviewed by the Human Rights Committee (HRC)? This question is a Yes/No radio button and will only be visible if the question “Did this incident involve Restrictive Interventions” is answered Yes.

Was Law Enforcement involved in this CIR? Yes No

Location of Incident: **Expect refresh

Did this incident involve Restrictive Interventions? Yes No **Expect refresh

Type of Intervention:

Explanation of Intervention:

Was this incident reported and reviewed by the Human Rights Council (HRC)? Yes No

Was the use of Restrictive Intervention used appropriately? Yes No

Did the incident result in an admission and/or treatment in the Emergency Room? Yes No

Did the Incident Result in Hospitalization? Yes No **Expect refresh

Did this incident result in a Skilled Nursing Facility Rehab Stay? Yes No

Did this incident result in Nursing Facility placement? Yes No

3. “Was the Restrictive Intervention used appropriately?” This is a yes/no radio button. CMS is now requiring HCPF to measure the appropriate use of Restrictive Interventions.

Was Law Enforcement involved in this CIR? Yes No

Location of Incident: **Expect refresh

Did this incident involve Restrictive Interventions? Yes No **Expect refresh

Type of Intervention:

Explanation of Intervention:

Was this incident reported and reviewed by the Human Rights Council (HRC)? Yes No

Was the use of Restrictive Intervention used appropriately? Yes No

Did the incident result in an admission and/or treatment in the Emergency Room? Yes No

Did the Incident Result in Hospitalization? Yes No **Expect refresh

Did this incident result in a Skilled Nursing Facility Rehab Stay? Yes No

Did this incident result in Nursing Facility placement? Yes No

4. "Could this critical incident have been prevented?" This will now be Yes/No radio button. If the answer is Yes, then the text box "What could be done to prevent this type of incident in the future?" will appear for the Case Manager. If the answer is No, the text box will not appear.

Question with a Yes answer:

Did this incident involve Restrictive Interventions?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did the incident result in an admission and/or treatment in the Emergency Room?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did the Incident Result in Hospitalization?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did this incident result in a Skilled Nursing Facility Rehab Stay?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did this incident result in Nursing Facility placement?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did this incident result in a change and/or additional waiver services?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did this incident result in Reverse Deinstitutionalization(RDI)?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did the incident require an occurrence report to CDPHE?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Could this critical incident been prevented?	<input checked="" type="radio"/> Yes <input type="radio"/> No

What could be done to prevent this type of incident in the future?

Incident Type: **Expect refresh

Question with a No answer:

Did this incident involve Restrictive Interventions?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did the incident result in an admission and/or treatment in the Emergency Room?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did the Incident Result in Hospitalization?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did this incident result in a Skilled Nursing Facility Rehab Stay?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did this incident result in Nursing Facility placement?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did this incident result in a change and/or additional waiver services?	<input type="radio"/> Yes <input checked="" type="radio"/> No **Expect refresh
Did this incident result in Reverse Deinstitutionalization(RDI)?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did the incident require an occurrence report to CDPHE?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Could this critical incident been prevented?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Incident Type: **Expect refresh

Change #2

Visual Changes to the CIR Screens

There are seven (7) changes that will affect the appearance of the CIRS screens.

1. All questions are now mandatory on the Add and Edit CIRs pages. There will be a message across the top of the page indicating all questions must be answered, and all red asterisks will be removed.

Definition: A Critical Incident is an actual or alleged event or situation that creates a significant risk of substantial or serious harm to the health or welfare of a client that could have, or has had, a negative impact on the mental and/or physical well-being of a client in the short or long term. A critical incident includes accidents, suspicion of abuse, neglect, or exploitation, and criminal activity.

Critical Incident Reporting

All Questions are Mandatory and Must Be Answered

CIRS ID: Allocated after Save

Date of Incident: (mm/dd/yyyy)

Time of Incident: (HH:MM) Military time.

2. Removal of four (4) Risk Issues Type choices under "Other High Risk Issues" Critical Incident Type. These types were created as their own Critical Incident Type in a previous update.

Incident Type: **Expect refresh

Other High Risk Issues

Reporting incidents to HCPF does not relieve the facility or provider from reporting requirements of other regulatory or law enforcement agencies.

Description of Incident:

Risk Issue Type:

- Abusive/Violent Behavior by Client
- Client Fraud
- Criminal Justice Involvement/Incarceration
- Critical Service Interruption
- Loss of Home/Eviction
- Lost/Missing Person
- Mental Incompetency/Alzheimer's/Dementia
- Provider Fraud
- Substance Abuse
- Suicide Attempt
- Suicide Ideation/Talk
- Unsafe Living Situation
- Victim of Crime
- Other

**Expect refresh

3. Rewording of the Injury/Illness Type of "Skin Wound due to Poor Care". The new selection will be only "Skin Wound", "Poor Care" is a choice listed under cause.

Current View:

Injury/Illness to Client

Injury or illness requiring treatment beyond first aid includes: lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc. Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.

Incidents resulting in Serious Injury to Client must be reported to HCPF by the next business day following discovery of the incident or allegations.

Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

Description of Incident:

Injury/Illness Type: Skin Wound Due to Poor Care **Expect refresh

Cause of Injury/Illness: **Expect refresh

New View:

Injury/Illness to Client

Injury or illness requiring treatment beyond first aid includes: lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc. Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.

Incidents resulting in Serious Injury to Client must be reported to HCPF by the next business day following discovery of the incident or allegations.

Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.

Description of Incident:

Injury/Illness Type: Skin Wound **Expect refresh

Cause of Injury/Illness: Poor Care **Expect refresh

- All IDD waivers will now be visible in the Add CIR Screen. This dropdown is only available when the waiver is not selected in the Service Plan.

Date of Incident:	HCBS-Brain Injury HCBS-Community Mental Health Supports HCBS-Developmental Disabilities HCBS-Elderly, Blind, Disabled HCBS-Persons Living with AIDS HCBS-Spinal Cord Injury - LTCO, JEFFCO Only HCBS-Supported Living Services HCBS-Childrens Waiver HCBS-Children with Autism HCBS-Children with Life Limiting Illness HCBS-Childrens Extensive Support Colorado Choice Transitions - HCBS-BI Colorado Choice Transitions - HCBS-CMHS Colorado Choice Transitions - HCBS-DD Colorado Choice Transitions - HCBS-EBD/18-64 Colorado Choice Transitions - HCBS-EBD/65+ Colorado Choice Transitions - HCBS-SLS
Time of Incident:	
Case Manager Incident Notification Date:	
Entry Date:	
Entry Time:	
Client Name:	
Client Medicaid ID:	
Client Medicaid DOB:	
HCBS Waiver Program:	
Case Manager Name:	
Case Manager Agency Name:	Imagine!

**Expect refresh

- The question "Was APS/CPS involved in this CIR?", has been updated to "Was a Referral Made to APS/CPS?"

Was Anyone other than the client involved in the incident?	<input type="radio"/> Yes <input type="radio"/> No
Has this critical incident been substantiated?	<input type="radio"/> Yes <input type="radio"/> No
Was a Referral Made to APS/CPS?	<input type="radio"/> Yes <input type="radio"/> No
Was Law Enforcement involved in this CIR?	<input type="radio"/> Yes <input type="radio"/> No
Location of Incident:	<input type="text"/> **Expect refresh
Did this incident involve Restrictive Interventions?	<input type="radio"/> Yes <input type="radio"/> No **Expect refresh
Did the incident result in an admission and/or treatment in the Emergency Room?	<input type="radio"/> Yes <input type="radio"/> No

- Question verbiage has been updated on the View and Edit CIR Screens to match the question verbiage on the Add CIRS Screen.

7. The verbiage in the CIRS email subject line for an Edited CIR or a Deleted CIR has been updated to eliminate the extra word "Created".

Current Email View:

Reply Reply All Forward IM
Wed 4/25/2018 8:53 AM
BUS@state.co.us
Created Edit Critical Incident Report 59572 Notification
To rhondab.johnson@state.co.us; rhondab.johnson@state.co.us; rhondab.johnson@state.co.us
***** Edit CIRS Notification *****

Thu 4/5/2018 2:56 PM
BUS@state.co.us
Created Deleted Critical Incident Report 59555 Notification
To michael.pasillas@state.co.us; andrea.behnke@state.co.us; rhondab.johnson@state.co.us; michael.pasillas@state.co.us; rhondab.johnson@state.co.us
***** Deleted CIRS Notification *****

New Email View:

Wed 9/26/2018 5:33 AM
BUS@state.co.us
Edit Critical Incident Report 68592 Notification
To rhondab.johnson@state.co.us; michael.kissinger@state.co.us; michael.pasillas@state.co.us
***** Edit CIRS Notification *****

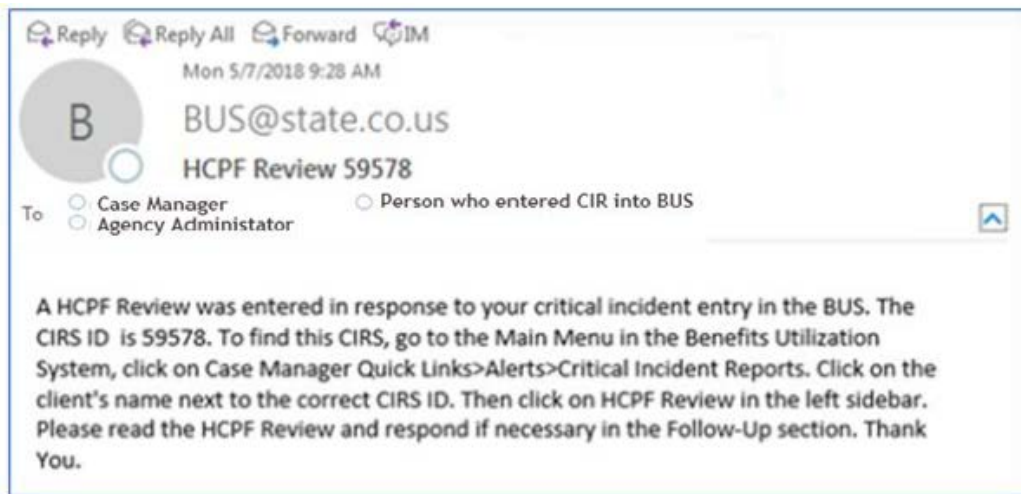
Thu 4/5/2018 2:56 PM
BUS@state.co.us
Deleted Critical Incident Report 59555 Notification
To michael.pasillas@state.co.us; andrea.behnke@state.co.us; rhondab.johnson@state.co.us; michael.pasillas@state.co.us; rhondab.johnson@state.co.us
***** Deleted CIRS Notification *****

Change #3 New Functionality

There are six (6) changes to the functionality for Critical Incident Reporting.

1. CIR PDF and HTML Print features. These two print options have been updated so the fields are no longer editable upon print.
2. CIRs email will now be sent encrypted.
3. CIR email text will be updated to include additional client information to allow the recipients to more easily identify the client.

Current View:



New Encrypted Email View:



4. Edit CIR Screen will be updated to populate previous answers in the fields. Case Managers will be able to change only the questions they need to update without filling out the entire form again.
5. When viewing a CIR, the CIRS Edit Description will now be visible on CIRS that have been edited.

Did the incident require an occurrence report to CDPHE?	Yes
What could be done to prevent this type of incident in the future?	*What could be done to prevent this type of incident in the future?
DAMAGE TO CONSUMER'S PROPERTY/THEFT	
Deliberate damage, destruction, theft, misplacement or use of a client's belongings or money without the client's consent. Also, includes the deliberate diversion of medications. Must be reported to HCPF by the next business day following discovery of the incident.	
Reporting incidents to HCPF does not relieve the facility from reporting requirements of other regulatory or law enforcement agencies.	
Type of Property Damage, Theft or Loss:	Damage to property
Description of Incident/Loss:	Injury or illness requiring treatment beyond first aid includes: lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, etc. Illness or injury requiring immediate emergency medical treatment to preserve life and/or limb; or resulting in emergency admission to the hospital.
CIRS Edit Description :	Edit CIR. Entered the wrong type of incident. Changed from Missing person to Injury.

6. Agency Administrators will have the ability to pull critical incident reports for all clients within their agency.

This reporting is available through the Administration link on the left side of the BUS menu.

Administration > Critical Incident Report Search

CIRS Report

CIRS Administrator Reports

1 Month Report 3 Months Report 6 Months Report 9 Months Report 12 Months Report

Search - Items

Weekly Report of Priority Cases Weekly Report

CIRS ID : is []

State ID : []

Keyword Search : []

Entry Date Range : FROM [] TO []

Program Area - LTSS : [All]

Program Area - DIDD : [All]

Program Area - HCBS : [All]
HCBS-Brain Injury
HCBS-Community Mental Health Supports

Program Area - CCT : [All]
Colorado Choice Transitions - HCBS-BI
Colorado Choice Transitions - HCBS-CMHS

Incident Type : [All]

Location : [All]

Agency Name : **The Resource Exchange**

Date of Incident Range : FROM [] TO []

Follow Up

Report Completed

Report Unnecessary

Over Due

Not Completed

Incident Description

Multiple CIRS

Delete CIRS

Timely Reporting

Submit Clear

7. The Case Manager CIR Quick Links List has been enhanced for Case Managers to be able to better manage their CIRS. The Case Manager will have all the information needed at a glance, as well as the ability to remove completed CIRS from their list. The list will also populate for the person entering the CIR as well as the Case Manager.

This screenshot shows the top portion of the Case Manager interface. On the left is a vertical navigation menu with items: Main Menu, Search, BUS Forms, Administration, and Logout. The 'Administration' item is currently selected. In the center, the text 'Welcome Thomas Test' is displayed. To the right of the welcome message, a link labeled 'Case Manager Quick Links' is highlighted with a red rectangular box. Further right, the text 'Main Menu' is visible. Below the navigation menu, there is a section titled 'ALL BUS USERS: Critical Incident Reporting Upgrade:' followed by a paragraph of text and a link to 'Rhonda Johnson'.

This screenshot shows the 'Case Manager Reports' section of the interface. On the left is the same navigation menu as in the previous screenshot, with 'Administration' selected. The main content area is titled 'Case Manager Reports' and contains several links: 'Case Manager Log Notes Report', 'Referral Dates Report', and an 'Alerts' section. The 'Alerts' section contains a list of links: 'Critical Incident Reports', 'Referrals Not Final', 'Assessments Not Final', 'Service Plans Not Final', and 'Program Area Not Entered'. The 'Critical Incident Reports' link is highlighted with a red rectangular box.

Current View:

This screenshot shows the 'Critical Incident Reports' view for Case Manager Thomas Test. The navigation menu on the left is the same, with 'Administration' selected. The main content area is titled 'Case Manager: Thomas Test' and 'Critical Incident Reports'. Below this, there is a heading 'Critical Incident Reports for Case Manager Thomas Test' followed by a numbered list of six reports. Each report entry consists of a number, a text box containing the report name, and the CIRS ID. The reports are: 1. 'Pudding, Rice' (CIRS ID :59579), 2. 'pudding, Baklava' (CIRS ID :59577), 3. 'Pudding, Butterscotch' (CIRS ID :59575), 4. 'Pudding, Strawberry' (CIRS ID :59574), 5. 'pudding, Baklava' (CIRS ID :59572), and 6. 'Pudding, Hasty' (CIRS ID :59571).

New View:

Case Manager CIR Worklist												
	Client Name	CIRS ID	CIRS ID old	Date Reported	Incident Date	Agency	Case Manager	Program Type	Incident Type	HCPF Review Entered	Follow Up Entered	
View	Pudding, Banana	62309		06/11/2018	02/07/2018	DENVER OPTIONS, INC/Rocky Mtn Human Services	Tester, Thomas	HCBS-Supported Living Services	Injury/Illness to Client	1 HCPF Review	1 Follow Up	Remove from List
View	Pudding, Rice	62308		07/06/2018	02/07/2018	DENVER OPTIONS, INC/Rocky Mtn Human Services	Tester, Thomas	HCBS-Supported Living Services	Death	None	None	Remove from List
View	Pudding, Figgy	60144		12/19/2017	12/17/2017	Health Care Policy and Financing	Tester, Thomas	HCBS-Supported Living Services	Damage to Consumer's Property/Theft	1 HCPF Review	None	Remove from List

If you have any questions about this change to the Critical Incident Reporting, please contact:

CIRS Administrator

Michael Pasillas, Michael.Pasillas@state.co.us

BUS Administrator

Rhonda Johnson, Rhondab.Johnson@state.co.us