



Eric Holcomb, Governor  
State of Indiana

*Division of Disability and Rehabilitative Services*  
402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083  
1-800-545-7763

To: Self-Advocates, Families, Bureau of Developmental Disabilities Services Providers, Case Managers  
From: Jessica L. Harlan-York, Director, Bureau of Quality Improvement Services  
Re: BQIS Webinar: Incident Management, Investigations  
Date: October 6, 2021

The Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement Services believe that a true person-centered system measures a service or program by its ability to achieve quality, person-centered outcomes for the individuals being supported. We also recognize that providers play a key role in helping individuals achieve their good life by facilitating choice, control and community integration for the individuals receiving services.

As part of BQIS's work to balance facilitating choice, control and community integration with ensuring the health and welfare of individuals receiving BDDS services, we use a variety of tools including an incident reporting and management system as well as a complaint system. Investigations related to these processes are critical in helping providers to gather the factual information of Who, What, Where, When and How. Once this information has been gathered, providers can analyze the incident and identify the Why or the root causes in order to understand how to mitigate future incidents.

To ensure robust and meaningful investigations, BQIS is offering a training on Incident Management and Complaint Investigations on Oct. 26, 2021, at 10 a.m. EDT. [To register please click here.](#)

Participants will learn about investigation requirements, types and components; what constitutes an effective investigation; and best practices, including root/cause analysis and quality improvement.

The webinar will be recorded and made available for later viewing. If you have any questions, or need accommodations to participate in the live event, please contact BQIS at [bqis.help@fssa.in.gov](mailto:bqis.help@fssa.in.gov).

