

ISDH Long Term Care
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- Incident Reporting System

Incident Reporting System

Overview

The Indiana State Department of Health (ISDH) is pleased to announce a new Incident Reporting System. Many health care facilities are required by regulation to report certain "incidents" to the ISDH. The Incident Reporting System is an online system intended to make it easier for health care facilities to submit incident reports.

The Incident Reporting System is not to be used to file complaints about a health care facility or report a reasonable suspicion of a crime.

The ISDH encourages health care facilities to use the new system. For the time being, facilities may continue to submit incident reports through other means. The ISDH will eventually require all incidents to be submitted through the online system. The ISDH has updated several web sites to include information about the system. Information about incident reporting may be found at:

- Incident reporting by long term care facilities - <http://www.in.gov/isdh/23638.htm>
- Incident reporting by acute care facilities - <http://www.in.gov/isdh/23626.htm>

Technical Information

The Incident Reporting System is located along with the Survey Report System on our ISDH Gateway. It is one entry point. To access the Incident Reporting System, go to <https://gateway.isdh.in.gov> as you do for the Survey Report System. Your identification and password to access the Incident Reporting System is the same as for the Survey Report System.

Attached is a [Quick Guide to the Incident Reporting System](#) that provides instructions for submitting incident reports.

If you have any questions about the system or need assistance, send an email to rsrhelpdesk@isdh.in.gov.

A couple of items to be aware when using the system:

- If you are able to see multiple facilities under your login, ensure that you are reporting for the correct facility. The initial login will provide the list of facilities under that user and the Incidents link will correspond to that facility.
- Clicking on "report new incident" at step four will create a shell of an incident that will be available only to the facility. If the shell remains online without any activity, the facility will receive an email in three days as a reminder to delete the incident or provide the follow up or missing information.

Background and Benefits of the Incident Reporting System

The online Incident Reporting System is a continuation of our efforts to improve our efficiency and accuracy by shifting to electronic records. The system was completed in November 2013 and piloted. The system has actually been live for several months. Several facilities discovered the system when logging into the Survey Report System and successfully submitted incident reports through the system.

The ISDH receives an average of 1,400 incident reports each month. These have been generally received in the form of a faxed report. Upon receiving reports, ISDH staff enters the information into our database. Obtaining the reports electronically improves our efficiency by eliminating data entry and reducing paper. Receiving reports electronically improves the accuracy of information by eliminating data entry errors and legibility issues.

For health care facilities, the system is based in the same system as the Survey Report System so accessing the system is through the same process and location. The system saves the facility time by automatically populating facility information. The system provides the facility flexibility in preparing an incident report. The facility may begin the report and then save for later while gathering more information prior to submitting. The system also allows a facility to go back after submitting to submit follow-up information and even submits reminders if you fail to submit follow-up information.

Implementation

The ISDH is pleased to offer this new online system. It is now ready and available for your use. We hope that you will use the system in submitting incident reports.