



Critical Incident Reporting

Online System Training

January 13, 2022

Agenda

- ▶ Team Introductions
- ▶ Why and What?
- ▶ Submitting a Critical Incident Report - Flow Chart
- ▶ CIR System Demo
- ▶ Support & Technical
- ▶ Next Steps and Go-Live
- ▶ Q&A

Team Introductions

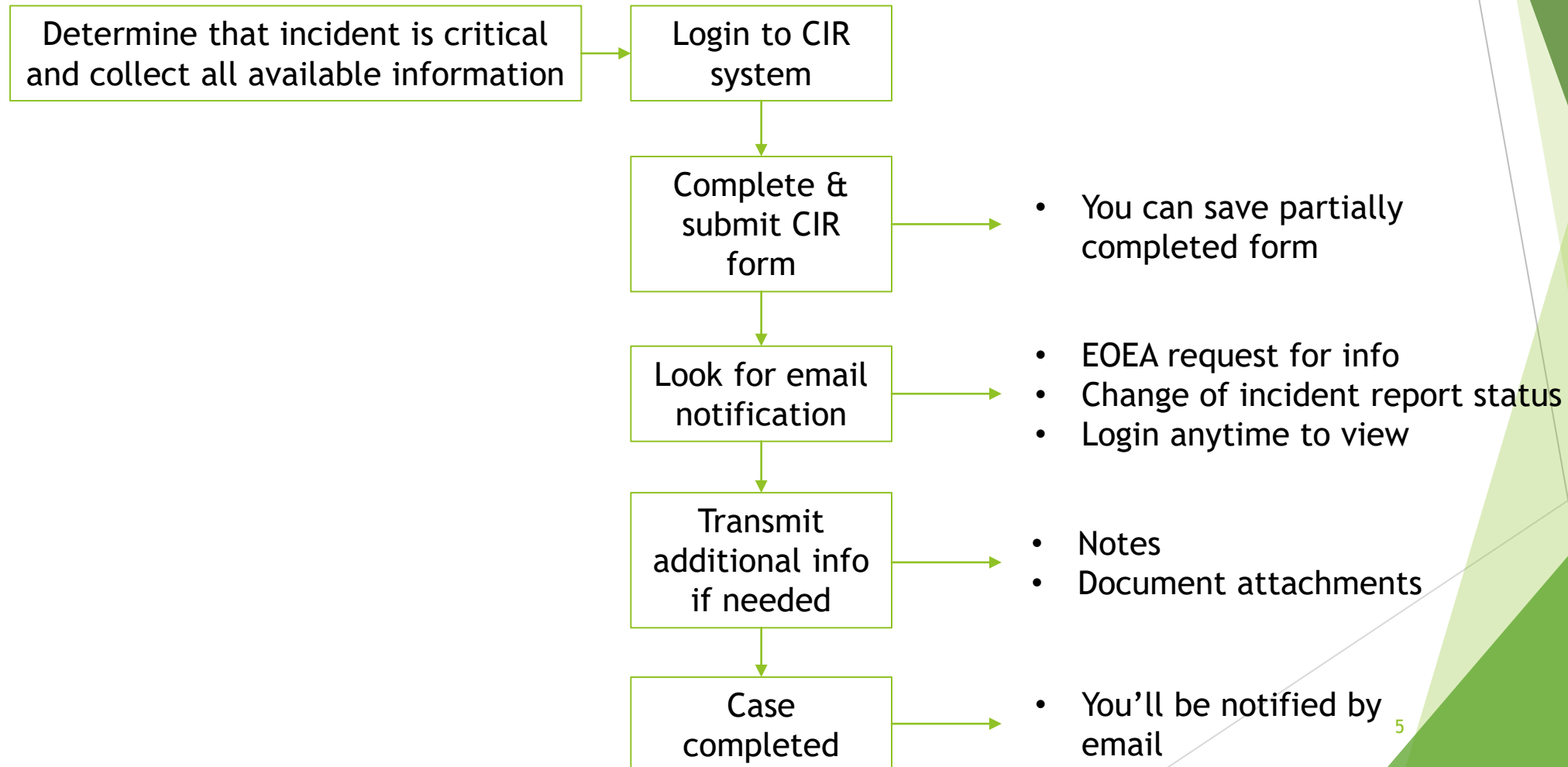
- ▶ IT Lead: Andy Grigorov andy.grigorov@mass.gov
- ▶ Home Care: Lynn Vidler, Devon Garon, Melissa Enos, Brian Glennon
- ▶ Protective Services: Bree Cunningham, Sonia Cambria
- ▶ Housing: Emily Cooper
- ▶ Thanks to our agency pilot team!

Kathie Hudson - ESWA
Caroline Sullivan - ESWA
Mark Maciolek - GSSSI
Diane Thomas - Bristol
Jessica Aylward - Coastline
Mary Parenteau - ESWA
Israel Rivera - GSSSI
Judy Klein - Bristol
Anne Jarvis - Bay Cove

Why and What?

- ▶ Current Process:
 - ▶ Secure email + Excel spreadsheets - needs improvements to make more efficient and functional
- ▶ Priorities for New System:
 - ▶ Keep it simple
 - ▶ Secure login
 - ▶ Sharable CIRs between Home Care, PS, and/or Housing (if necessary)
 - ▶ Allow for secure communications regarding incidents
 - ▶ Allow for document attachments
 - ▶ Tracking & reporting
 - ▶ CIR submission requirements not changing; just the *method* of transmitting CIRs

Submitting an Incident Report - Flow Chart



CIR System Demo

Before demo, important to know:

- ▶ What you can see in the system is determined by your *agency*, your *user role*, and the *incident report type*.
 - ▶ You can only see incident reports for your own agency
 - ▶ You select the ***type*** of incident report when you create a new one
 - ▶ Some types of incident reports allow for sharing between departments, when appropriate

User Role	Incident Report Types role can view:
Home Care	Home Care HC & Protective Services HC & Housing HC & PS & Housing
Protective Services	Protective Services PS & HC PS & Housing PS & HC & Housing
Housing	Housing Housing & HC Housing & PS Housing & HC & PS

Support & Technical

User Requests

- ▶ Complete the CIR User Request Form available on the For Professionals blog:
<https://forprofessionals.800ageinfo.com>

Critical Incident Reporting								
User Request Form								
Date	Request Type	Full Name	Agency	Email	ASAP Role(s)			Note
					HC	PS	HC&PS	

- ▶ Send to appropriate support email:
 - ▶ Home Care: EOEAHomeCareUnit@mass.gov
 - ▶ PS: EOEAPSUnit@mass.gov
 - ▶ Housing*: Emily.Cooper@mass.gov

*Housing is defined here as agencies that are contracted with EOEA to provide Congregate Housing services and are not ASAPs
- ▶ Save the form and use it for subsequent requests

Support & Technical (cont)

Program and Technical Support

- ▶ Issues with access, system performance, any technical or program related question- use appropriate department support email. If needed, your request will be forwarded to the appropriate party to address your problem.

- ▶ Home Care: EOEAHomeCareUnit@mass.gov

- ▶ PS: EOEAPSUnit@mass.gov

- ▶ Housing*: Emily.Cooper@mass.gov

*Housing is defined here as agencies that are contracted with EOEA to provide Congregate Housing services and are not ASAPs

Support & Technical (cont)

Support Resources

- ▶ Critical Incident Reporting Agency User Guide
- ▶ Blank User Request Form
- ▶ This PowerPoint presentation

Available on the For Professionals blog: <https://forprofessionals.800ageinfo.com>

For Professionals

Serving Massachusetts Elders & Their Families

[800ageinfo Home](#) | [Home \(For Professionals\)](#) | [Archives](#) | [About 800ageinfo For Professionals](#) | [Subscribe \(RSS\)](#)

Falls Protocol

Falls and fall-related injuries are a geriatric syndrome and a major threat to the independence and well-being of older adults. Falls are the leading cause of both fatal and nonfatal injuries in people over age 65, and are responsible for significant disability, hospitalization, loss of independence, and reduced quality of life. This Program Instruction (PI) has been issued by the Executive Office of Elder Affairs (EOEA) to provide Aging Service Access Points (ASAPs) with the tools necessary to identify and mitigate preventable fall-related injuries.

[Download Falls PI and Attachments final 1.6.2017](#)

[Download Here is the info for the Carolina Geriatric Education Center](#)

Posted on March 30, 2018 in [Announcements](#), [Care Guides](#) | [Permalink](#)

Bed Bugs Best Practices and Resources

[Subscribe to this blog's feed](#)

Welcome to 800ageinfo For Professionals

This area of 800ageinfo.com contains information for Massachusetts

- **Professionals:** human service workers in the elder network
- **Providers:** vendors and other providers of direct services to elders

[Find out more.](#)

Categories

[Announcements \(19\)](#)

[Care Guides \(7\)](#)

[HNOI \(6\)](#)

[Prescription Adherence \(4\)](#)

Homemaker NOI

HNOI stands for Homemaker Notice of Intent.

- [View HNOI Announcements](#)
- [View HNOI Contract Management System](#)

SHINE Counselor

ALR-IR Support

COA Administrator

Critical Incident Reporting

[For Professionals: Critical Incident Reporting](#)

Next Steps & Go-Live

- ▶ Friday, 1/14: Users will receive email with username and temporary password
 - ▶ Your username looks like this: joe.example@umassmedcwm08.onmicrosoft.com
 - ▶ Email looks like this:

A user account has been created or modified

User name: Kathie.Hudson@umassmedcwm08.onmicrosoft.com

Temporary password: Tok18003

Here's what to do next:

- Share this information with your users.
- Once they've signed in with their temporary password, they can create their own by following the instructions on the sign in page.

Sign in to Office 365

Next Steps & Go-Live (cont)

- ▶ Go-Live is Tuesday 1/18/22
- ▶ Don't submit incident reports in new system until that date
- ▶ For first login you will need to go through *Microsoft Authenticator* process, described in detail in the CIR Agency User Guide. Smart phone required to download app.



Microsoft
Authenticator

- ▶ First login - you will need to agree to Umass Data Use Agreement

Q&A

