

Incident Management & Investigation
Web-based ♦ 24/7 Access



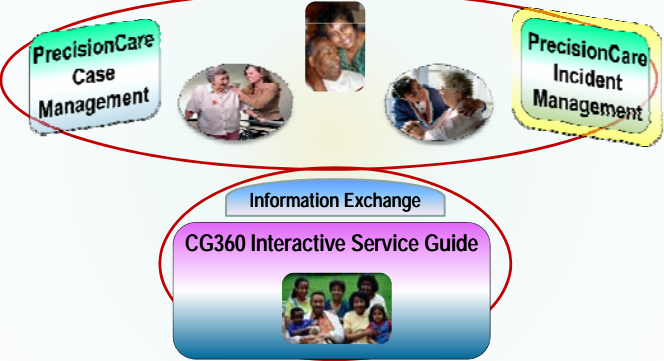
Protect Your Agency & the People You Serve

♦

Complete Incident Management System
Combined with
Incident Investigation Best Practices

SOFTWARE AS A SERVICE
SUITE OF PLATFORMS

Operational Efficiency ♦ Regulatory Compliance
Incident Management



Information Exchange
CG360 Interactive Service Guide

Secure ♦ Web-based ♦ HIPAA Compliant ♦ 24/7 Access

Incidents

Forms

- Create Individual Incident Record
- Create Group Incident Record
- Work With Incident Records
- Work With Investigations
- Work With Incident Review Committee Meeting Minutes

Reports

- View/Print A Consumer ID Sheet
- View/Print An Internal Incident Report
- View/Print an Incident Meeting Agenda
- View/Print Minutes of an Incident Review Committee Meeting
- View/Print an Incident Follow-up Report
- View/Print an Incident Summary Report

Gen'I investigation info. includes incident description, individual's background & questions to be addressed. **Words & phrases can be identified for redaction.**

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations Details

(+) Required

* Investigation Number: INV13_2000

Date Investigation was Assigned: 8/0/2008 Time: 1:30 PM

Investigation Status: OnGoing

Lead Investigator's Name: Johnson, Fred

Additional Investigators: Broderick, Dennis

Detailed Description of Incident:

I was with Harry in his bedroom at Main St. It was about 1:00 p.m. He was standing up and when he started walking, **Fred**, another resident tipped him. He fell to the floor. As he fell he hit his head on the side of the dresser. He complained of pain and the area seemed to be discolored. We took Harry to the doctor's office. There was no one else in the room. When it happened, **Fred** immediately said, "He tripped on something on the floor."

To insure best practices, optional explanatory notes can be opened by placing cursor over ? symbol

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations Redaction

(*) - Required

Investigation Number: INV15_2008

Date Investigation was Assigned: 8/9/2008 Time: 1:20 PM

Investigation Status: Ongoing

Local Investigator's Name: Johnson, Fred

Additional Investigators: Hindenck, Dennis

Detailed Description of Incident:

- The incident report field represents the information the investigator has gathered "in-tact" of the incident report. Most commonly this material originates on the incident report form itself, and can be copied from there.
- Investigators will use this information to decide whether something must be investigated. The test would be: "If the report were true, does it describe an event that could be arguably characterized as abuse, neglect or other serious incident requiring an investigation?" If the answer to that question is yes, then the investigator should proceed. If the investigator believes that this should not be investigated, he or she should enter the name who assigned the case to address that issue.
- Sometimes the initial report is incomplete. An investigator can add to this paragraph as information emerges that would help provide sufficient detail to address the issue noted in the previous paragraph. For example, an abuse report might indicate something "had" happened in the room. What does that mean? Would it require an investigation? One of the first activities in which the investigator would engage would be to contact the reporter and clarify what "that" meant? The answer to that question would be apparent in the initial report in this field.

Evidence page includes entries for method of securing the scene; physical, demonstrative, testimonial & documentary evidence; & method interviewer used to select interviewees

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations Redaction

The Manner in which the Scene was Secured:

I visited the scene at 1:45 p.m. but found no physical evidence that I would actually collect. I did locate demonstrative evidence (see below).

Physical Evidence:

Debris/Det: Add Evidence Edit Evidence Delete Evidence

Demonstrative Evidence:

Photo of Victim's Face Photo of Equipment Diagram of Bedroom Photo of Room: Add Evidence Edit Evidence Delete Evidence

The manner in which the investigator decided whom to interview:

The incident report mentioned Fred Jones, Mary Lynn and the supervisor (Lou Debbis) as well as the reporter (Lucy Barnes). When speaking with the supervisor, I learned that Lou Debbis, a supervisor, had just changed in and he incident occurred before an employee's break that had been left on the next answer that day. I checked the attendance records, room schedules and house records and found that Fred Jones was in the home that time of day. I tried to interview the doctor who treated Mary but was unable to establish an interview.

Summary page includes summaries of both direct & circumstantial evidence

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations Redaction

Summary of Direct Evidence:

Everyone who was in Harry's bedroom at approximately 1:00 p.m. reports on the immediate cause of the injury to Harry's face. Each person (Lucy Barnes, Mary Lynn and Fred Jones) said that Harry fell, striking the side of his head against the window. The critical issue of fact is the cause of the fall. Harry Barnes, the reporter, states that he observed that after Fred had made a break of Harry to come Harry to her side. She could recall a number which Fred extended not exactly which of Harry's legs with which made contact. Fred said that Harry simply fell as he began walking. He said he wasn't sure what caused the fall. Fred said that he could remember what happened, only that he knew William and felt something as if it was grabbing his face.

Summary of Circumstantial Evidence:

According to Lucy, Fred had been teasing Harry just before the accident, trying to get him to walk across the room for the window without assistance. She said that Fred told Harry he would give him five dollars if he could do it, and when Harry began to walk toward the wall he, that was when Fred extended his feet. Fred stated that he had made an offer of money, and simply said he said Harry was talking about how Harry should try to get the walk without help. Fred said that Fred had grabbed him something, but couldn't remember what it was.

Analysis & Findings requires the investigator to answer with specificity the investigatory questions stated on the "general" page.

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations Redaction

Analysis and Findings:

Based on the evidence collected during the investigation, I conclude that the Harry's fall was caused when Fred extended a foot over which Harry tripped. It is not clear why Fred did this. I come to this conclusion of fact based on the eye witness testimony of the reporter, Lucy Barnes. Her testimony that she saw Fred extend his leg seems credible. It is true that she didn't remember which leg was extended, missing information that seems altogether likely when something unexpected happens lasting for a second or two. What is equally compelling is the comment Fred made to Lou soon after the incident: "Don't believe anything she says." Who had not tripped Harry, why would he have made that comment to Fred? I found it particularly credible when I asked him the reason. He told me, "I really don't remember that. I was very upset about Harry's fall." Also, the physical evidence in the case is consistent with Mr. Barnes story. The tender area just above the ankle seems consistent with Fred's leg coming in contact with Harry. The fact that the review of Harry's daily notes did not identify any other incident that could have caused the injury makes the injury all the more supportive of Mr. Barnes story.

Investigatory Question(s) Resolved? Yes

Abuse or Neglect? Unsubstantiated

Final Report Date: 8/9/2008 Time: 2:10 PM

Save and Continue Save and Close Cancel

Redaction rules identify all redaction methods. For audit purposes, all entries, edits & redactions on all pages log the changes made, the person making the entry or edit, & the time & date of entry, edit or redaction.

Consumer: Henderson, Harry Incident#: 1 Type: Injury Status: Pending

General Evidence Summary of Evidence Analysis and Findings Recommendations **Redaction**

Redaction Rules

Jane	Consumer #1	Add Redaction
Lou Dobbs	House Manager	Add Redaction
Lynn	Redaction 1	Edit Redaction
Harry	Victim 1	Delete Redaction
Fred	Redaction 2	Delete Redaction

Save and Continue Save and Cancel Cancel

Final investigative report reflects every step of the investigative process

Print Date: 2/12/2010

Case Number: INV13_2008

Section 1: General Information

Initial Report:

I was with Harry in his bedroom at Main St. It was about 1:00 p.m. He was standing up and when he started walking, Fred another resident tripped him. He fell to the floor. As he fell he hit his head on the side of the dresser. He complained of pain and the area seemed to be discolored. We took Harry to the doctor's office. There was no one else in the room. When it happened, Fred immediately said, "He tripped on something on the floor."

Background of Individual:

Harry is a 22 year old Caucasian male with an IQ of 67. He has lived at 35 Main Street for 3 years. He is dually diagnosed with mild mental retardation and borderline personality disorder. His psychiatric diagnosis results in a variety of behaviors that are likely to put him in conflict with his peers. He is able to speak clearly, but has ambulatory problems due to partial paralysis (10 per cent) of his right side. He sometimes uses a walker, although at times he can ambulate well without assistance.

Redacted investigative report replaces redacted information with pre-selected alternate reference, or with *** if no alternate reference was chosen.**

Print Date: 2/12/2010

Case Number: INV13_2008

Section 1: General Information

Initial Report:

I was with Victim 1 in his bedroom at Main St. It was about 1:00 p.m. He was standing up and when he started walking, ***** another resident tripped him. He fell to the floor. As he fell he hit his head on the side of the dresser. He complained of pain and the area seemed to be discolored. We took Victim 1 to the doctor's office. There was no one else in the room. When it happened, ***** immediately said, "He tripped on something on the floor."

Background of Individual:

Victim 1 is a 22 year old Caucasian male with an IQ of 67. He has lived at 35 Main Street for 3 years. He is dually diagnosed with mild mental retardation and borderline personality disorder. His psychiatric diagnosis results in a variety of behaviors that are likely to put him in conflict with his peers. He is able to speak clearly, but has ambulatory problems due to partial paralysis (10 per cent) of his right side. He sometimes uses a walker, although at times he can ambulate well without assistance.

Incident Summary Report

Include all Incident Records that meet the following criteria:

Date of Incident From: 3/1/2010 To: 3/31/2010

<input checked="" type="checkbox"/> All Statuses	<input type="checkbox"/> Status	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Classifications	<input type="checkbox"/> Classification	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Causes	<input type="checkbox"/> Causes	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Reporting Services	<input type="checkbox"/> Reporting Services	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Locations	<input type="checkbox"/> Locations Outside Agency	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
	<input type="checkbox"/> Location Within Agency		
<input checked="" type="checkbox"/> All Decisions	<input type="checkbox"/> Decision	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Types	<input type="checkbox"/> Types	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Targets	<input type="checkbox"/> Targets	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Target Types	<input type="checkbox"/> Target Type	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals

Display Reported By Display Date Discovered

Display Incident Number

For Consumers that meet the following criteria:

<input checked="" type="checkbox"/> All Consumers	<input type="checkbox"/> Consumer		
<input checked="" type="checkbox"/> All Services	<input type="checkbox"/> Service	<input type="checkbox"/> Display	<input type="checkbox"/> Sub Totals
<input checked="" type="checkbox"/> All Service Types	<input type="checkbox"/> Service Type		

Sort By: Consumer Name

Summary / trend reports help identify patterns of incidents: locations, clients involved, staff present &/or involved, other clients present &/or involved, reasons for incident occurrences, etc.

Incident Summary Report			
Consumer	Date	Class	Issue
Barnes, Lucy	07/14/2008	Harassment	Notes of Concernance
Cooper, John	05/05/2010	Abuse Allegation	Action of Employee
Johnson, John	07/02/2010	Harassment	Notes of Concernance
Lawson, Nancy	05/07/2008	Sexual Harassment	Notes of Concernance
Shewhan, John	07/02/2008	Abuse Allegation	Action of Employee

Number of Incidents: 5

Class SubTotals	Issue SubTotals
Harassment: 2	Action of Employee: 2
Abuse Allegation: 2	Notes of Concernance: 1
Sexual Harassment: 1	Actions of 1 employee: 1

Refinement Criteria

Incident Date: From 01/01/2000 To 03/31/2010
 Consumer: All Consumers
 Consumer Service: All Services
 Consumer Service Type: All Service Types
 Incident Status: All Status
 Incident Type: Abuse / Harassment / Sexual Harassment / Reporting / Reporting Unresolved / Unusual Event
 Incident Class: Abuse of Consumer / Abuse of Employee / Abuse of Other Consumer / Abuse of Worker (Drug Misuse) / All / All / Equipment / Workplace Conditions / Harassment / Physical Abuse
 Reporting Service: All Reporting Services
 Incident Location: All Locations
 Incident Decision: All Decisions
 Target: All Targets
 Target Type: All Target Types

IncidentCare generates incident follow-up reports to codify actions recommended & / or taken.

My Agency Incident Follow-up Report

Consumer's Name: Hutchinson, Hatty
Date of Incident: 0/0/2000
Type of Incident: Injury


Follow-Up:
Date and Time: 11/5/2008 12:00:00 AM
Action: Further Investigation Required
Notes: First need to go through additional training

Completed By: Lon Plinkovitz **Date:** _____



- ❖ Enhanced operational quality assurance
 - ◆ Summary & trend reports identify & anticipate serious incidents
 - ◆ Manage all aspects of incident reviews
 - ◆ Tracks recommended follow-up actions
- ❖ Enhanced risk management:
 - ◆ Timely, complete reporting
 - ◆ Time & date stamped audit trail
- ❖ No software or updates to purchase



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Customers

- ACEVIVE
- Adapt Development
- ABC of Rockland
- Autistic Services
- Cardinal Hayes Home for Children
- Cardinal McCloskey Services
- Catholic Charities of Broward County
- Catholic Charities of Chenequo County
- Catholic Charities of Cortland
- Catholic Charities of Fulton and Montgomery Counties
- Catholic Charities of Oswego County
- Catholic Charities of the Syracuse Diocese
- Central Park and Handicapped Children's Association of Chemung County
- Central Park Association of New York State
- Clinton County ARC
- Cluster
- Columbia ARC
- Community Missions of the Niagara Frontier
- Concern for Independent Living
- CP Rochester
- Crysalis Run Village
- Developmental Disabilities Institute
- Dezimus
- Eagle Case Management
- East End Disabilities
- East House
- Evans Royalin Center
- F.F.O.S.
- Fulton Friendship House

- Juvavite
- Liberty ABC
- Liberty Resources
- Lifespace
- Lifetime Assistance
- Maryhaven Center of Hope
- Mary Garcia Children's Center
- Mental Health Association of Rockland
- Mercy Medical Center
- Mill Neck Services
- Mishawak Opportunities
- Montgomery Transitional Services
- New Hope Community
- New Horizons
- North Country Transitional Living Services
- ONE/BAIS Care
- Orange County ARC
- Oswego Opportunities
- Phonnet Health
- Putnam Family and Community Services
- Quality Services for the Jewish Community
- Queens Center for Progress
- Queens Parent Resource Center
- REACH Programs, Inc.
- Restalder ABC
- Restoration Society
- Richmond Community Services
- Riverchase, Inc.
- Search for Change
- Seneca County ARC



Suggested Next Steps

- ❖ Presentation & discussion with leadership
- ❖ Exploration as determined by leadership's objectives and priorities