

**MUI Intake**  
**The Do's and Don'ts of how to**  
**properly enter an MUI**

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**MUI Unit**




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**Entering a**  
**New MUI**  
**into the**  
**Incident Tracking**  
**System**  
**also known as ITS**

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**Why is it so important that**  
**information in ITS be accurate,**  
**concise and professional?**

- You may not be aware but the Incident Tracking System (ITS) is viewed daily by representatives of the Department, Ohio Department of Medicaid, Disability Rights Ohio, Advocacy and Protective Services Inc. and the Ohio Department of Health.
- Investigation reports are subject to review by Law Enforcement and the Attorney General's office
- Utilized in Administrative Hearings (Abuser Registry and Suspension/Revocation)

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## The Process

- o Entering an MUI into ITS occurs at the beginning stages of the investigation.
- o O.A.C. 5123:2-17-02 (D)(8)- Enter preliminary information on ITS and in the manner prescribed by the department by 3 p.m. on the working day following notification by the provider or becoming aware of the MUI.
- o Only basic information and facts should be entered

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## The Basics

- o Individual name or names
- o Provider
- o The allegation
- o PPI - if applicable
- o Immediate actions
- o Assigned I.A.
- o Notifications

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o To file a new MUI click on the "+" beside "Application" and a list of choices will appear (Schedule Leave only appears for supervisory users).

o Select "New MUI," being sure to click on part of the word and not just in the gray box.

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### Allegation Category

- Category -
- Accidental/Suspicious Death
- Alleged Abuse - PHYSICAL
- Alleged Abuse - SEXUAL
- Alleged Abuse - VERBAL
- Alleged Neglect
- Attempted Suicide
- Exploitation
- Failure To Report
- Law Enforcement
- Medical Emergency
- Misappropriation
- Missing Individual
- Non Accidental/Suspicious Death
- Peer-to-Peer Acts
- Prohibited Sexual Relations
- Rights Code Violation
- Significant Injury
- Unapproved Behavior Support
- Unscheduled Hospitalization

Make sure that you complete all drop down boxes under the chosen category.

The decided category should not be completed when entering a MUI.

19 major categories of MUIs under the Allegations and Decided Categories

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Consumer Tab

- Home
- Application
- New MUI
- Schedule Leave
- Abuser Registry
- Find
- Tasks
- Documentation
- Administration

Incident Number: 2014-001-XXXX UNSAVED

Owner: Adams County

Year:

Version: 0 of 0 MUI Saved As Suspended [\(Save MUI\)](#)

Go To Version

Email:  Email Reason Email MUI

Remove Consumer

Individual:  Medicaid:  SSN:  DOB:

Intellectual Disability:  Gender:  Age:  Waiver:  DOD:

Living Arrangement:  Race:  Save Information Issues:

Community Living:  City:  State (2):  Zip (5):

Previous MH Dx:  Receiving Treatment:  Substance Abuse (Describe Substance):

Unknown  Yes  No  Unknown  Yes  No

Type CLEAR in box to the right to clear selection:  
 Place Selection Here if No Consumers Served Can Be Located!  
 Place Selection Here if Consumers Are Not Served!

Other MUIs:  \*DOB:

\*Name:

(Click Consumer Name to Add)

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Consumer Tab Cont.

- o Use consumer name or IDS# to find the individual
- o If the individual cannot be located, complete the consumer not located section.
  - o Click the radio button "No Consumers Served Can Be Located"
  - o Enter the individuals name AND DOB
- o If the individual is not served click that radio button
  - o A not served individual will give you a MUI that begins with 00 followed by 14 (year) number. I.e. 0014-025-0111
- o When filing a group incident, add the next individual the same way as you entered the first individual. The names will appear in a drop down box.
  - o If more that one individual cannot be located, list the names and DOB for each individual in the initial report so that they can be added by DODD MUI staff.

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## Peer to Peer MUIs

- With revised ITS, P2P Acts will be filed as **group incidents**.
- Every individual involved is added to the consumer tab
- This will allow us to focus on all involved, review for trends and plan accordingly.
- Please remember, these are Peer to Peer Acts (Physical Act, Sexual Acts, etc.)
- Individuals (peers) served and should not be identified as a PPI (Primary Person Involved)

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## Peer to Peer Acts Multiple Individuals

Under the **Consumer Tab**, you would add any individual involved in the MUI. This would be the same way that any other group incident would be captured. Every individual involved would have information populated on the Consumer Page.

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## P2P Acts Marking the Others Tab

- If it is a group incident, add the next individual the same way. The names will appear in a drop down box
- A drop down has been added for Peer (as opposed to PPI)
  - Once Peer is selected, a drop down with the involved peers names will appear
  - Please enter the peer or peers who are perceived to be the aggressor
  - Reports will be developed to capture this information

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### What to do...when peers are from different counties

- All counties involved must file an MUI for the individual they serve
- Include in initial statement information which county serves the other individual and if they have been notified
- Counties can work together to decide how best to do investigation

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### Peer to Peer Incident Do's and Don'ts

- Add all individuals involved
- Complete the Others Tab-Peer with the aggressor
- Complete notification section.
- Explain in initial statement if Law Enforcement notification was warranted for any allegation of a crime. Please note LE notification is not required if no criminal act has occurred.

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### Provider Tab

Incident Number: 2014-001-XXXX **UNSAVED**

Owner: Adams County

Year:

Version: 0 of 0  MUI Saved As Suspended

Email:  - Email Reason: --

MUI | [Data Info](#) | [Consumer](#) | [News](#) | [Others](#) | [Inves](#) | [Sum](#) | [Notice](#) | [Actions](#) | [Review](#) | [Email](#)

**Provider at time of incident (Find must be clicked to Search Again)**

Name:  - Provider Type:   

**Residential Provider (Find must be clicked to Search Again)**

Name:  - Provider Type:

**Workshop (Find must be clicked to Search Again)**

Name:

Add Provider (Click to Add)

Order By:

Current Provider (Check and Click Button to Remove)

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## Provider Tab

- Provider at the time of the incident – enter who was serving the individual at the time of incident
- Residential provider – enter regardless of where incident occurred if they have one.
- Enter full name of provider and select the type from the drop down box
- Enter no provider if they do not have a residential provider or if no provider was involved.

**What should I do if I cant locate a Provider in the Provider Tab?** Please include the Providers Name in the initial statement and the Intake Manager will try to locate the Provider.

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## Others Tab

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## Others Tab

- This is where you enter the PPI
- Enter all information available
- If you do not have any identifying information when entering, select last name under the drop down box
- Hit the Add other button then hit save MUI

Why is it so important to include the DOB of the PPI?

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### Investigator Tab

- o You must add an IA before you can save an MUI
- o Complete the drop down box beside the name
- o DODD is only for state IAs, not DCs.
- o Choose the lead agency for the MUI under the drop down box

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### Sum Tab

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### Sum Tab

- o The summary tab is where you will enter:  
 The initial statement  
 Immediate actions  
 Which will be reviewed by DODD Intake

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### Initial allegation

- The initial allegation should list only the known facts of the incident
- It should clearly explain the allegation
- The information entered should relate to the current MUI only. History should be entered into the final report, not the initial
- In most cases, the initial report should not be more than a few paragraphs in length

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### Initial Allegation

#### NOTES

- The roles of everyone involved should be listed. Clarify if the person is a staff, family, or individual.
- List any injury and if treatment was required
- List full names, not initials (unless someone served by Provider who is not served by DD)

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### NOTICE TAB

Law Enforcement:		Guardian:
Date: [ ]	Date: [ ]	Date: [ ]
Time: [ ]	Time: [ ]	Time: [ ]
Public Service Children Agency:	Family:	SSA:
Date: [ ]	Date: [ ]	Date: 6/2/2014 [ ]
Time: [ ]	Time: [ ]	Time: 12 : 18 : PM [ ]
Licensed/Certified Provider:	County by Provider:	Other:
Date: [ ]	Date: [ ]	Date: [ ]
Time: [ ]	Time: [ ]	Time: [ ]
		Describe:
Support Broker:	Financial Management Services:	Administrator (ICF):
Date: [ ]	Date: [ ]	Date: [ ]
Time: [ ]	Time: [ ]	Time: [ ]

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**NOTICE TAB**

- THE NOTICE TAB IS USED TO RECORD THE DATES AND TIMES OF ALL REQUIRED NOTIFICATIONS.
- AT LEAST ONE NOTIFICATION MUST BE ENTERED TO SAVE AN MUI
- ENTER TIME AND DATE
- IF DATE IS UNKNOWN, USE THE DEFAULT 12:00AM

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**Example of a Good Initial Report**

- On 5/9/14, Jane Doe (PPI), DSP, ABC workshop, did not use a gait belt when assisting Bob Ross in the bathroom at ABC day program. As a result, Bob fell to the floor, hitting his head on the wall. Bob's service plan states the gait belt is to be used for transfers and the PPI was trained on this method prior to the incident.

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**Unclear Initial Report**

SSA reported the following incident:

- 1. MA (Enrolled Individual) threw a chair at BB (Enrolled Individual), which hit DP in the head, causing a minor injury. (2014-083-0215)
- 2. MA (Enrolled Individual) turned to BB (Enrolled Individual), pointed his finger at BB and stated, "You're next!" (2014-083-0216)
- 3. BB (Enrolled Individual) became upset about the threat, and began pounding on her head and upper back repeatedly.

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## Immediate Actions

- The immediate actions should address the steps taken to ensure health and welfare during the investigation

For example

- Any treatment received
- If funds have been secured
- Actions taken with the PPI
- This should address all individuals that the PPI would come into contact with, not just the individual involved.
- If meds or needed items have been replaced if needed

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## Good Immediate Actions

- PPI was immediately retrained and will receive disciplinary action.
- Bob was sent to the ER for evaluation. No injuries noted.
- The wheelchair was assessed and determined to be unsafe after the accident. A replacement wheelchair was given to Sara until hers can be replaced.

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## Intake Do's and Don'ts



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### Do's

- o Complete all sections
- o Add all individuals involved
- o Add PPI
- o Enter identifying information if individual is not in your system
- o Enter a clear and precise allegation
- o Enter a complete immediate action
- o Complete Notice tab
- o Describe UBS utilized

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### Don'ts

- o Write a book
- o Add history or information not related to current MUI
- o Forget to add PPI
- o Forget to add treatment received
- o Use UBS names from a specific curriculum
- o Use Abbreviations

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### Questions or Comments

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 1-866-313-6733

**Thank You!**

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