Incident Tracking System Changes-MUI Rule

December 18, 2018
About the Department

The Ohio Department of Developmental Disabilities (DODD) oversees a statewide system of supports and services for people with developmental disabilities and their families. DODD does this by developing services that ensure an individual’s health and safety, encourage participation in the community, increase opportunities for meaningful employment, and provide residential services and support from early childhood through adulthood.

Mission and Vision

Our mission is continuous improvement of developmental disabilities and their families. Our vision is that Ohio’s citizens with developmental disabilities and their families will experience lifestyles that provide opportunities for personal security, physical and emotional well-being, full community participation, productivity, and equal rights.
Housekeeping

• Proof of Continuing Professional Development (CPD) units will be emailed for those who actively participated in the webinar within 30 days of Webinar.

• Those logged into the Go To Webinar System do not need to send in a group attendance sheet. You must participate via computer to get credit.

• Please only send in Group Attendance if you are watching with more than one person. Each person must supply their own email address for certificate.

• Follow up by e-mail or phone to MUI Office at 614-995-3810.
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**Attendee List** - Displays all the participants in-session (if enabled by the organizer)

**Grab Tab** – Allows you to open/close the Control Panel, mute/unmute your audio (if the organizer has enabled this feature) and raise your hand

**Audio pane** – Displays audio format. Click **Settings** to select Mic & Speakers devices

**Questions pane** – Allows attendees to submit questions and review answers (if enabled by the organizer). Broadcast messages from the organizer will also appear here

**Webinar details** – Provides a quick reference, and the Webinar ID can be given to someone to join through www.joinwebinar.com
Incident Tracking System (ITS) Enhancements

• Application changes to align with MUI Rule revisions

• Creating efficiencies and minimizing administrative burden while maintaining a high quality system (filings, data tab changes)

• Addressing known bugs

• Children's Services Board Disposition
Incident Tracking System (ITS) Enhancements

• Process
  Testing
  Go Live 1/2/19
  Making adjustments and further enhancements based on your feedback

• Consultation and utilizing guidance documents

• Intake reviews to ensure the MUI rule is being applied and implemented consistently and correctly across the state

• Implication on existing Data Reports
Application changes to align with MUI Rule Revisions
Category Name Changes

• Unscheduled Hospitalization changed to Unanticipated Hospitalization

• Unapproved Behavior Support changed to Unapproved Behavioral Support
Prone Restraint

Prone restraint will be filed as Unapproved Behavioral Supports and upgraded to Physical Abuse, when appropriate.
Medical Emergencies

ITS will include selections for different Medical Emergency Types:

The Medical Emergency definition no longer includes the use of an IV and add the used of an AED.
Data Information Tab - Law Enforcement

- Law Enforcement will include Tazing. Currently the tab includes: Charged, Incarcerated and Arrested.
Creating Efficiencies
Filings

• In addition to existing group MUIs like Peer to Peer, Neglect and Misappropriation, there will be the ability to add multiple related categories for one individual stemming from same event.

• Failure to Report MUIs will need to be filed separately from the neglect, abuse or misappropriation due to different discovery dates and PPIs. However, Failure to Report MUIs can still be filed for a group.

• We will continue to work with you to develop guidance on filings based on what makes the most sense from an investigation, efficiency and data stand point.
Adding Multiple Categories

<table>
<thead>
<tr>
<th>Allegation Category</th>
<th>Add Alleged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decided Category</td>
<td>Add Decided</td>
</tr>
</tbody>
</table>

### Injuries
- **Severity**
- **Cause**
- **Result**
- **Location**

### Location
- **Adams County**
- **Location**
- **Area Type**
- **Room**

### Referring MO1

<table>
<thead>
<tr>
<th>Allegation Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Category -</td>
</tr>
<tr>
<td>- Category Type -</td>
</tr>
</tbody>
</table>
| - Allegation 3 -  
| - Allegation 4 -  
| - Allegation 5 -  
| - Allegation 6 -  

<table>
<thead>
<tr>
<th>Decided Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Category -</td>
</tr>
<tr>
<td>- Category Type -</td>
</tr>
<tr>
<td>- Decided 3 -</td>
</tr>
<tr>
<td>- Decided 4 -</td>
</tr>
<tr>
<td>- Decided 5 -</td>
</tr>
<tr>
<td>- Decided 6 -</td>
</tr>
<tr>
<td>Scenario</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Individual has 2 or more “related” MUIs on the same day</td>
</tr>
<tr>
<td>*Additional Failure to Report will be filed separately</td>
</tr>
<tr>
<td>Individual has 2 or more “unrelated” MUIs on the same day</td>
</tr>
</tbody>
</table>
Example of Related Incidents Initial Statement

Scott White, DSP was working with Timmy on 11/29/18 at 5:12 p.m. Scott went into the kitchen and Timmy ran out the front door. Scott ran out after him. Scott could not locate him after checking the immediate area. Timmy’s plan says he needs supervised in community because he has no pedestrian skills and runs into street and will go into people’s homes.

One of Timmy’s neighbors called Scott over and said Timmy was in their garage. Scott went over and verbally redirected several times but Timmy wouldn’t leave. Scott did a 1-person escort for approximately 2 minutes until Timmy was safely at home.

Later that evening, Timmy was acting very physically aggressive towards staff and his roommates. At one point, Timmy said he wanted to go to the hospital for help. Staff took Timmy to Mercy Hospital where he was admitted for inpatient psychiatric hospitalization.

What MUI categories would you select?
Related categories for an individual

<table>
<thead>
<tr>
<th>Allegation Category</th>
<th>Decided Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Individual</td>
<td>Add Decided</td>
</tr>
<tr>
<td>Missing longer than IPP indicates</td>
<td></td>
</tr>
<tr>
<td>Unapproved Behavioral Support</td>
<td></td>
</tr>
<tr>
<td>Physical (Restraint)</td>
<td></td>
</tr>
<tr>
<td>Unanticipated Hospitalization</td>
<td></td>
</tr>
<tr>
<td>Psychiatric</td>
<td></td>
</tr>
<tr>
<td>One Person Escort</td>
<td></td>
</tr>
<tr>
<td>- Investigation -</td>
<td></td>
</tr>
</tbody>
</table>
Multiple categories for one incident

• Peer to Peer and Neglect
Deaths and Unanticipated Hospitalizations

• If a person is hospitalized and dies while in the hospital (and the MUI is still open), a death category must be added to the Allegation category ASAP.

• Both the Unanticipated Hospitalization and Death should be added under the decided category. Both are needed for Mortality Review purposes.

<table>
<thead>
<tr>
<th>Allegation Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unanticipated Hospitalization</td>
</tr>
<tr>
<td>Non Accidental/Suspicious Death</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Decided Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unanticipated Hospitalization</td>
</tr>
<tr>
<td>Non Accidental/Suspicious Death</td>
</tr>
</tbody>
</table>
Deaths and Unanticipated Hospitalizations

• If the person dies after the Unanticipated Hospitalization is closed, a new MUI for the Death must be filed.

• As the incident date of Hospitalization and Death may be different, it is critical to ensure date of death is accurately completed under the Individual tab.
Transportation related neglects

- Due to the increase of transportation related incidents, additional fields have been added in the neglect category to capture the different types of trends. This information is critical for prevention planning, education and reduction of injuries.
Data Information Tab

- Removed some sections such as supervision and behavior supports that were required on all MUIs and made data requirements incident specific based on Decided Categories.

<table>
<thead>
<tr>
<th>MUI</th>
<th>Data Info</th>
<th>Consumer</th>
<th>Prov</th>
<th>Others</th>
<th>Inves</th>
<th>Sum</th>
<th>Notice</th>
<th>Actions</th>
<th>Review</th>
<th>Email</th>
</tr>
</thead>
</table>

### Supervision

- **Supervision Level**
  - **Supervision Met**
    - Yes
    - No
  - **Other Details**

### Behavior Support Plan

- **Yes**
- **No**
- **N/A**

- **Type Restraints Used**
  - **Restraint From**
    - To
    - Days

- **Staff Informed about BSP**
  - Yes
  - No
  - N/A

- **Staff Trained on Implementation**
  - Yes
  - No
  - N/A

- **Restrained By**: 
- **Type of Injury As Result of Restraint**: 
- **Location on Body**: 
Individual Tab

Information from Individual Tab is populated from CRM now and not IDS
## Provider Tab – Multiple Incident Providers

<table>
<thead>
<tr>
<th>MUI</th>
<th>Data Info</th>
<th>Individual</th>
<th>[Other]</th>
<th>Others</th>
<th>Inves</th>
<th>Sum</th>
<th>Notice</th>
<th>Actions</th>
<th>Review</th>
<th>Email</th>
</tr>
</thead>
</table>

**Provider at time of incident (Find must be clicked to Search Again)**
Name: 
- Provider Type -
Find

**Residential Provider (Find must be clicked to Search Again)**
Name: 
- Provider Type -
Find

**Adult Day and/or Employment Provider (Find must be clicked to Search Again)**
Name:
Find

Add Provider (Click to Add)
Order By: Provider Name

Current Provider
(Check and Click Button to Remove)

- CUYAHOGA COUNTY BOARD OF DEVELOPMENTAL DISABILITIES [Incident: 3279] [1]
- Ipoloud2 Happypath [Incident: 82237] [1]
- CSS - Testing [Resident: 15846] [4]
- Benjamin Rose Institute [AdultDay: 56] [0]

Remove Checked Providers
# Provider Tab-Multiple Incident Providers

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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Agency</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>alpha</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Agency</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>alpha</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Adult Day and/or Employment Provider (Find must be clicked to Search Again)

<table>
<thead>
<tr>
<th>Name:</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Add Provider (Click to Add)

#### Order By: Provider Name

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha &amp; Omega Supported Living Agency</td>
<td>25</td>
</tr>
<tr>
<td>Alpha Care LTD</td>
<td>47</td>
</tr>
<tr>
<td>Alpha Home Health Agency, LLC</td>
<td>18</td>
</tr>
<tr>
<td>Alpha Home Healthcare, Inc</td>
<td>48</td>
</tr>
</tbody>
</table>

### Current Provider

- Delaware Co Bd DD [Incident: 2814] [1]
- The Alpha Group of Delaware, Inc. [Incident: 7957] [1]
- The Alpha Group of Delaware, Inc. [Resident: 7957] [1]
Provider Tab

- Incidents occurring in ICF should be listed under the specific ICF which may or may not contain the parent company name it
- Provider names appear on provider reports and so it is important that this information be correct

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOCA/42ND STREET HOME</td>
<td>76</td>
</tr>
<tr>
<td>VOCA/DAVID STREET HOME</td>
<td>76</td>
</tr>
<tr>
<td>VOCA/GARFIELD</td>
<td>84</td>
</tr>
<tr>
<td>VOCA/HILLCREST</td>
<td>84</td>
</tr>
<tr>
<td>VOCA/KAYLYNN STREET HOME</td>
<td>76</td>
</tr>
</tbody>
</table>

☐ VOCA/42ND STREET HOME [Incident: 3036] [5]
Others Tab

• Moved Unknown PPI to Relationship box to separate from Systems

Current

Revised
Others Tab

• If there are multiple incident providers, the system neglect will be associated with all listed providers.

• The PPI(s) can be associated with any listed incident providers.
Incident Provider shows with the PPI name and relationship here.
Summary Tab – Initial Report Help

• These prompts will go away when Decided Category is selected.

<table>
<thead>
<tr>
<th>Comment Type</th>
<th>Created Date</th>
<th>Reply Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Report</td>
<td>11/30/2018</td>
<td></td>
</tr>
<tr>
<td>Immediate Action</td>
<td>11/30/2018</td>
<td></td>
</tr>
</tbody>
</table>

Initial Report Help

- Medical Assessment obtained
- Was treatment received, if so what type?
- Team recommendations/plans in place to reduce recurrence
- Due to previous medical condition?
- Plans currently in place to address the condition
Addressing known bugs
Addressing Known Bugs

• Adding SSA to the Others Tab Relationship Drop Down

• Ensuring that punctuation can be utilized in open text boxes (Summary Tab fields) without giving an error message

• Fixing spacing issues within application

• Investigator Tab will be corrected so IA name is only saved once. This will prevent multiple email notifications from being sent.
Individual Information

• Consumer Tab renamed to Individual Tab

• Each place that Consumer was used has been replaced with Individual
Provider Tab

• Provider Type is consistent with Provider Services Management (PSM)

Replaced Workshop with Adult Day/Employment Provider
Children’s Services
Disposition
Children Services Investigations

**Traditional Response** is required for reports of sexual abuse or abuse resulting in serious injury or serious immediate risk. This process results in an investigation and finding much like our MUI investigations. Outcomes may involve the intervention of the court (protective supervision or removing the child) and include a comprehensive assessment of safety, risk and family strengths and needs and development of a case plan that is required to be met by the family to address any ongoing service needs.

**Alternative Response** is an option when the allegation does not involve serious or imminent harm, which is defined in statute. With Alternative Response, there is still an accepted report of abuse or neglect but based on the lack of serious or imminent risk the alternative option is selected. There is no formal finding or substantiation of the allegation when this method is selected. The focus is on developing a partnership between the child protective representative and the family. A comprehensive assessment of safety, risk and family strengths and needs is still required to be completed but the emphasis here is on front loading any necessary services to assist the family without waiting on the outcome of a formal finding. Research has shown that many families respond better to this approach as it is less punitive and focuses on collaboration rather than placing blame on the parties involved.
CSB Traditional Investigation Findings

• “Substantiated report” means the report disposition in which there is an admission of child abuse or neglect by the person(s) responsible; an adjudication of child abuse or neglect; or other forms of confirmation deemed valid by the PCSA.

• “Indicated" means the report disposition in which there is circumstantial or other isolated indicators of child abuse or neglect lacking confirmation; or a determination by the caseworker that the child may have been abused or neglected based upon completion of an assessment/investigation.

• “Unsubstantiated report" means the report disposition in which the assessment/ investigation determined no occurrence of child abuse or neglect.

OAC 5101:2-1 Children Services Definition of Terms
Investigations Tab-CSB

- When CSB is selected as the Investigator, a CSB Findings Section will appear on the Actions Tab.
## CSB Lead Cases

<table>
<thead>
<tr>
<th>CSB Lead Case</th>
<th>Incident Category</th>
<th>Findings</th>
<th>Date Added</th>
<th>Added By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>Alternative Response</td>
<td>Alleged Abuse - SEXUAL</td>
<td>Not Applicable</td>
<td>11/19/2018 1:39:08 PM</td>
</tr>
<tr>
<td>Delete</td>
<td>Traditional</td>
<td>Alleged Abuse - SEXUAL</td>
<td>Indicated</td>
<td>11/19/2018 1:39:19 PM</td>
</tr>
</tbody>
</table>

## Closure

<table>
<thead>
<tr>
<th>Date</th>
<th>Done By</th>
</tr>
</thead>
</table>
Actions Tab-CSB Traditional Investigations

CSB Lead Cases

- CSB Lead Case -
  Traditional
  Alternative Response

Shown:

---

CSB Lead Cases

- Incident Categories -
  Alleged Neglect
  Alleged Abuse - PHYSICAL
  Alleged Abuse - SEXUAL
  Alleged Abuse - VERBAL

- Findings -

Add CSB Case

---

CSB Lead Cases

Traditional

Alleged Neglect

- Findings -
  Substantiated
  Indicated
  Unsubstantiated
  Not Applicable

Add CSB Case

---

Closure
Actions Tab-CSB Alternative Response Investigations

**CSB Lead Cases**

- CSB Lead Case
  - Traditional
  - Alternative Response

- Incident Categories
- Findings
- Add CSB Case

**CSB Lead Cases**

- Alternative Response
- Alleged Neglect
- Not Applicable
- Add CSB Case
Moving Forward

• MUI Rule Webinar December 19, 2018 to be taped and posted

• Live Chat January 23, 2019

• Frequently Asked Questions and Interpretative Guidelines

• Agency and Independent Provider Requirements at a Glance

• Revised Incident Tracking System User Guide

• Consultations and feedback-on-going
Abuse and Neglect Hotline
(866)313-6733

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