Complaint and Incident Intake (CII)

Training Guide

How to submit an incident report for Non-Long-Term Care (LTC) facilities.

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Texas Health and Human Services Commission has introduced a new incidents submission page under the existing Texas Unified Licensure Information Portal (TULIP) for the following licensed and/or certified Texas Health and Human Services providers to submit incidents online to notify the agency if someone in their care has been or may be physically or mentally abused, neglected or exploited.

- Ambulatory surgical centers
- Birthing centers
- Clinical laboratories
- Community mental health center
- End stage renal disease facilities
- Freestanding emergency medical care facilities
- Hospitals
- Private psychiatric hospitals and crisis stabilization units
- Psychiatric hospitals
- Special care facilities
- Substance abuse treatment facilities
- Narcotic Treatment Providers
1. How to submit an incident report

1.1. Create and submit an incident report

To submit an incident online, please visit the link (https://txhhs.force.com/nonltc). We highly recommend anyone submitting the incidents online to bookmark this page for future use.

If you have an existing TULIP account, the incident portal can also be accessed from your TULIP dashboard button ‘Submit a Non LTC incident’ as shown in the image below.

![Figure 1. TULIP Provider Homepage](image-url)
1. To begin with the incident report, you will need to identify the facility.

![Image of facility identification page]

**Figure 2. “Identify your facility” page**

2. Search for the facility you want to submit the incident for using facility ID, facility name, CMS Certification Number (CCN) or address and click on search button. System displays the search results and you must select the facility you want to submit an incident for and click on next button.
Figure 3. Identify your facility

3. Enter incident data

The following screenshots will show the layout of incident report. The incident report will vary depending on the type of provider, we have 12 different provider types and the system will automatically load the form applicable to the provider type you choose on the “search for facility” page. The available provider types are

- Abortion facilities
- Ambulatory Surgical Centers
- Birthing centers
- Clinical laboratories
- Community Mental Health Center
- End Stage Renal Disease (ESRD)
- Freestanding Emergency Medical Care Facilities (FEMC)
- Hospitals
- Private Psychiatric hospitals and Crisis Stabilization units
- Psychiatric Hospitals
- Substance Abuse and Narcotic Treatment Providers
- Special care facilities
The fields will also vary in type:

- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes

Fields that have red asterisk (*) at the beginning of the field label name are required fields.

Figure 4. Selected facility information
Figure 5. Incident report – Incident details, Incident type and Reporter information
4. Enter all the required information and click on “next” to proceed to next step/screen.

![Texas Unified Licensure Information Portal](image)

**Figure 6. Incident Report – Client/resident information**

5. If the report contains no identifiable clients, click next to proceed to the next step.

6. Click on “Add New Client” button to add client information, if there are any identifiable clients.
* Please note: Social Security Number (SSN) and Date of Birth (DOB) are required fields when adding client information. If you do not have the client’s SSN or DOB, please call 1-888-973-0022 to make your report.
Figure 8. Incident Report – Add Client/resident treatment information screen
7. Add Client Vitals information (Applicable to ESRD facilities only) – Click on the “Add Record” button next to each vital type to add multiple vitals for each client.

**Figure 9. Incident Report – Add Client/resident vital information**
8. Enter client information and click on the “Add Client” button to add and save client information
9. To edit previously entered client information, click on the “Edit” button next to the client you want to edit
10. To remove previously entered client, click on the “Remove” button next to the client you want to remove
11. Click the “Next” button to proceed to next screen/section

![Home]

List all clients involved in this self-report and their corresponding information using ‘Add client’ button below. Do not skip the client section if clients are involved. If no clients are involved or if this incident affects all clients of the facility, please click “Next” to move to the next section.

**Client/Resident Information**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>DOB</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith</td>
<td>John</td>
<td>1930-01-01</td>
<td>Edit</td>
</tr>
</tbody>
</table>

![Figure 10. Incident Report – Client/resident Actions]

12. Click the “Next” button to proceed to next screen/section
13. Some incidents, such as those involving abuse, neglect, or exploitation, may involve a specific alleged perpetrator. **If there are no alleged perpetrators, click “next” to proceed to the next step.**

14. Click on the “Add Alleged Perpetrator” button to add alleged perpetrator information, if there are any identifiable alleged perpetrators.
15. Enter alleged perpetrator information and click on the “Add Alleged Perpetrator” button to add and save alleged perpetrator information.
   * Please note: SSN and DOB are required fields when adding alleged perpetrator information. If you do not have the alleged perpetrator’s SSN or DOB, please call 1-888-973-0022 to make your report.

16. To edit previously entered alleged perpetrator information, click on “Edit” the button next to the alleged perpetrator you want to edit.

17. To remove previously entered alleged perpetrator, click on the “Remove” button next to the alleged perpetrator you want to remove.
Figure 13. Incident Report – Alleged Perpetrator Actions

*Note: The following sections “Fetus Information” and “Physician Information” may not be present for all provider types. Please skip ahead to the “Intake Summary” section if these do not apply to your provider type.

18. Click the "Next" button to proceed to next screen/section
19. If this report does not have any fetus information, click “next” to proceed to the next step.
20. Click on the “Add Fetus Information” button to add fetus information, if there are any fetus

![Fetus Information Table]

Figure 14. Incident Report – Fetus information
21. Enter fetus information and click on the “Add Fetus” button to add and save fetus information

**Figure 15. Incident Report – Add Fetus information**
22. To edit previously entered fetus information, click on the “Edit” button next to the fetus you want to edit.

23. To remove previously entered fetus, click on the “Remove” button next to the fetus you want to remove.

**Figure 16. Incident Report – Fetus actions**

24. Click the “Next” button to proceed to next screen/section.

25. If this report does not have any physician information, click “next” to proceed to the next step.

26. Click on the “Add physician Information” button to add physician information, if there are any physician.

**Figure 17. Incident Report – Physician information**
27. Enter physician information and click on the “Add physician” button to add and save physician information.

**Figure 18. Incident Report – Add Physician Information**
28. To edit previously entered physician information, click on the “Edit” button next to the physician you want to edit.
29. To remove previously entered physician, click on the “Remove” button next to the physician you want to remove.

![Physician Information Table]

**Figure 19. Incident Report – Physician Actions**

30. Click the “Next” button to proceed to next screen/section.
## Summary of Incident

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>When did you first learn of the incident?</td>
<td>Date, Time</td>
</tr>
<tr>
<td>On what shift did the incident occur?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>Provide a brief summary of the incident (what happened, who was involved, what action was taken when the incident occurred):</td>
<td></td>
</tr>
<tr>
<td>Was this reported to law enforcement?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>Was this reported to another organization?</td>
<td>Select an Option</td>
</tr>
<tr>
<td>If Yes, list name of organization</td>
<td></td>
</tr>
<tr>
<td>Provide a narrative report of your investigation (how was the incident handled, what actions will be taken to reduce the potential of similar incidents in the future):</td>
<td></td>
</tr>
<tr>
<td>Action you will take as a result of this incident. (check all that apply):</td>
<td>Corrective action and monitoring, Development of policy/procedure, Education of caregiver, Education of patient, Education of staff, Measure, analyze and track in QAPI (Quality Assessment and Performance Improvement), Revision of policy/procedure, Suspension of Perpetrator, Termination of Perpetrator, Other</td>
</tr>
</tbody>
</table>

**Figure 20. Incident Report – Summary of Incident**
Figure 21. Incident Report – Patient Transfer

Figure 22. Incident Report – Attestation Screen
**Figure 23. Incident Report – Summary of incident**
Figure 24. Incident Report – Summary of incident actions

31. To edit report, click on the “Back” button to proceed to the step you want to edit information on
32. To print summary of incident, click on the “Print Page” button
33. To submit report, click on the “Submit” button
34. Submission confirmation page with intake number will be displayed after submitting the report
Figure 25. Incident report – Confirmation Page

35. To add an attachment to the incident report, click on "Browse" button, select the attachment and then click on "Upload" button
Figure 26. Incident report – Add attachments

36. To add additional attachments, click on “Browse” button
37. To delete recently uploaded attachment, click on “Delete” button next to attachment to delete attachment
38. If you have completed the report, click on “Done” button to submit attachments and return to HHSC CII Non LTC incidents home page.