# Introduction to CIMS™

**Critical Incident Management System**
**April 26, 2022**

# Introduction to CIMS™

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# What Is CIMS™

## What is CIMS™?

The Critical Incident Management System (CIMS™) is an easy-to-use critical incident reporting tool for providers to report critical incidents.

# Reporting Critical Incidents

- Critical Incidents are reports of Abuse/Neglect/Exploitation (ANE) allegations and non-ANE allegations, including deaths of Medicaid enrolled participants reported by providers to include:
  - A/N/E
  - Death
  - Emergency Room Visit
  - Hospital Admission
  - Medication Error
  - Serious Injury
  - Elopement, Lost, Missing Person

# Reporting Critical Incidents

- Law Enforcement Intervention
- Restraint Use
- Seclusion
- Other Incident/Event

**NOTE:** This system does not replace the reporting requirements and guidelines set forth by DFPS for A/N/E allegations.

# CIMS™: Programs Required to Report Critical Incidents

**Impacted Programs**

- Deaf Blind with Multiple Disabilities (DBMD);

- Home and Community-based Services (HCS);

- Texas Home Living (TxHmL);

- Community Living Assistance and Support Services (CLASS)

# CIMS™: Programs Required to Report Critical Incidents

**Impacted Programs**

- Medically Dependent Children Program (MDCP)—STAR Kids/STAR Health

- STAR+PLUS Home and Community Based Services (HCBS)

- Which include:
  - Local Intellectual and Developmental Disability Authorities (LIDDA's)
  - General Revenue (GR) services

# CIMS™ - System Benefits

**Benefits of using CIMS™**

- Single point of entry to report critical incidents to HHSC

- Allows users to add additional documentation without compromising previous entry

- Allows providers, case managers, MCOs and HHSC to monitor critical incidents through reporting functions within CIMS™

- FEI Systems™ will host and both FEI and HHSC will provide technical support to authorized users

# CIMS™ - System Benefits

- Allow providers, MCOs, case management agencies and local authorities to assign different roles - controlling user access within the system.

- Allows case managers/service coordinators to view reportable incidents for persons assigned to them.

**Note:** HHS highly recommends that no more than two persons (depending on the size of the location) be given 'Location Administrator' rights as users with this access level can add other staff and see case specifics not visible to those with 'User' or basic access

# Using CIMS™

**CIMS™ will be accessible to:**

- HHSC Medicaid Waiver Program Providers—Fee for Service and Managed Care

- Managed Care Organizations (MCO) contracted with the state of Texas

- Designated HHSC Medicaid/CHIP staff

- Local Intellectual and Developmental Disability Authorities (LIDDAS)

# Using CIMS™

- The waiver program provider or case management agency/service coordinator* will be required to enter certain information for each critical incident reported:
  - Name and identifying info for person receiving services involved in incident;
  - Address (place where incident occurred)
  - Details of what occurred and what actions were taken to address health/safety, medical needs etc.
  - Name of Witness(es) (to the alleged incident)
  - Staff Member(s) involved with incident

  *Please note the case management agency/service coordinator would only enter a CI if they witnessed an incident.

# CIMS™ - Training

- **User Training will be based on Users' roles:**
  - Service Coordinator/Case Manager Reporter
  - Incident Reporter
    - General reporters who are not case managers/service coordinators
  - MCO, Case Management Agency, and Local Authority Administrator
  - Provider Administrator
- All users must complete training prior to gaining access to CIMS™

# CIMS™ - User Acceptance Testing (UAT)

- Before CIMS™ is made available statewide, HHSC will conduct User Acceptance Testing* (UAT) with a group of HHSC contracted waiver program providers, local authorities and MCOs.

- The testing period will begin in May.
  - HHSC has received names and contact info for external organizations who will use the system and have agreed to participate in UAT.

# CIMS™ Hardware & OS Requirements

## System Requirements

- **Hardware**
  - Processor (Intel/AMD) 2.5 Ghz or better
  - 4 GB RAM minimum, 8 GB RAM recommended
  - Network Bandwidth Requirements – Broadband Connection
- **Monitor**
  - 1366 x 768 resolution or higher
- **Browser**
  - Current version of Chrome, MS Edge, Safari or Firefox

# CIMS™ Hardware & OS Requirements

| | |
|---|---|
| **Supported Desktop Browsers** | • **Microsoft Edge**<br>• **Mozilla Firefox**<br>• **Google Chrome**<br>• **Safari** |
| **Supported Operating Systems (OS)** | • **Microsoft Windows 8 (or higher)**<br>• **OSX (last two releases)**<br>• **Most Linux Distributions** |
| **Supported OS for Tablets**<br>**(Using the Browser version of the desktop platform)** | • **iOS 13 (or higher)**<br>• **Android 9.0 (or higher)** |
| **Browser Settings** | • **JavaScript must be enabled**<br>• **Third-party cookies must be enabled**<br>• **Local Storage must be enabled**<br>• **TLS Version 1.2** |

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# CIMS™ - Next Steps

- HHSC needs fee-for-service waiver program providers, case management agencies and LIDDAs to ensure organization contacts (CEO, owner) in HHSC systems are accurate.
  - FEITM will use existing provider, CMA and LIDDA contact information to create a user account in CIMS for each entity.
  - If providers, CMAs or LIDDAs find their organization contact info is inaccurate, please send corrected information to HHSC at LTSS_Policy@hhs.texas.gov
  - \* **Accurate email addresses are the most important.**

# CIMS™ - Next Steps

- All system users will register and attend online training classes before gaining access to the system.

- Once training has been successfully completed, the user(s) will have the ability to begin using CIMS™ for reporting critical incidents

- IDD waiver program providers will no longer need to enter and report critical incident data in the CARE/Salesforce system once they begin using CIMS™.

- Go Live date set for **July 25, 2022**

# CIMS™ - Training Resources

**Upon successful completion of training, authorized users will have access to:**

- Frequently Asked Questions (FAQs) which will be available on the system

- HHS Technical Support

- FEI™ Systems Toll-Free Technical Support line from 7:00a.m. to 7:00 p.m. CT, Monday through Friday

- Alerts from HHS regarding "Release Updates" and other important system alerts

# Questions?

**Future questions or corrected info can be sent to:**

[LTSS_Policy@hhs.texas.gov](mailto:LTSS_Policy@hhs.texas.gov)

# Thank You!