



**Aging Program Directive**

**APD#**

16-24-01

**Disposition:**

Supplements regulatory requirement

**Issuance Date:**

11/2/16

**Effective Date:**

11/14/16

**Program Area: Protective Services**

**Origin:**  
Protective Services Office

**Contact:**  
Protective Services Office  
(717) 783-8975

**Subject: REPORT OF NEED (RON) NOTIFICATIONS FOR DEPARTMENT OF HEALTH (DOH) LICENSED FACILITIES**

**To:** Pennsylvania Department of Aging  
Area Agencies on Aging (AAAs)  
Pennsylvania Association of Area Agencies on Aging  
Pennsylvania Council on Aging

**From:**  
\_\_\_\_\_  
Teresa Osborne  
Secretary

**Purpose:** The purpose of this Aging Program Directive is to streamline the notification process used by the AAAs when informing the DOH (the licensing entity for skilled nursing facilities, nursing homes, home health agencies, hospitals, etc.) that a RON has been received regarding an individual residing in a DOH licensed setting or receiving services from a DOH licensed entity. This process will allow for consistent data entry and submission and the ability to confirm that notification was completed.

**Background:** In accordance with Protective Services for Older Adults regulation at 6 Pa. Code §15.45, AAAs are to notify the appropriate licensing agency for all RONs (including RON categorized as No Need for Protective Services and voluntary reports) received that involve an individual residing in a state-licensed facility (see definition of facility under §15.2). Notifications are made immediately and include the name of the facility or entity, name of the older adult, and nature of the report. To date, this has been done by the AAAs calling or sending a facsimile to DOH immediately following the receipt of a report.

**Directives:** Notification to DOH regarding all RONs received for individuals residing in or receiving services from any DOH licensed entity are to be completed

using DOH's online Event Reporting System (ERS). AAAs will no longer notify DOH by telephone or facsimile.

The purpose of this revised notification procedure is to provide an efficient process that is readily available to DOH and the AAA network at any time. This procedural change provides a simple process to ensure consistent data collection and the availability of electronic confirmation that a RON was received.

For immediate notifications being made *when no access to the internet is possible*, voice mail messages may be left on the answering machine when calling the DOH Division of Nursing Care Facilities Complaint Hotline #:1-800-254-5164, in accordance with §15.45(b)(ii). In accordance with §15.45(b)(i), the name of the facility, name of the older adult, and nature of the report is to be provided on the answering machine. Leaving a message and documenting in SAMS the date and time that the voice mail was made will satisfy the immediate notification requirement.

To access ERS, go to:

<https://app2.health.state.pa.us/incidents/facilitylogin.asp>

When first entering ERS, AAAs will be required to login. This is accomplished by entering the AAA ID as both the Login ID and the Password. (NOTE: Whenever you type in the password field, a ● is shown instead of what is typed – this keeps all passwords confidential). Once the login ID and password are entered, click the Login button.

Login information will be emailed by DOH to the Director/Administrator of each AAA on Thursday, November 3, 2016. Any AAA that reports to more than one field office will be provided an additional login ID and password to utilize for each separate field office. AAAs must begin utilizing ERS beginning Monday, November 14, 2016. Attached to this document is the ERS instruction manual.

**Attachments:**

*Event Reporting System Instruction Manual for Reports of Need*