

APPENDIX C.5.

EVENT REPORTING SYSTEM-NOTIFICATION TO DEPARTMENT OF HEALTH REQUIREMENTS

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.

Notification to DOH regarding all RONs received for individuals residing in or receiving services from any DOH licensed entity licensed under the Division of Nursing Care Facilities, Division of Home Health, Division of Acute and Ambulatory Care or the Division of Intermediate Care Facilities are to be completed using DOH's online Event Reporting System (ERS). Personal Care and Assisted Living facilities do not fall under the auspices of DOH so should not be reported via the ERS. AAAs no longer notify DOH by telephone or facsimile. The purpose of this notification procedure is to provide an efficient process that is readily available to DOH and the AAA network at any time. This 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://sais.health.pa.gov/Incidents/facilitylogin.asp>

Access to training can be found in Appendix C.6.

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. The password associated with each account must be changed regularly for system security purposes.

Any AAA that reports to more than one field office has been provided an additional login ID and password to utilize for each separate field office. The ERS instruction manual can be found under Appendix C.7.

Frequently Asked Questions:

1. Can one ERS notification be made when there is more than one consumer involved in the same incident at the same facility?

One ERS event can be submitted, and more than one resident can be entered into the notes.

2. Who makes the notification for an Under 60 RON?

Liberty will make this notification.

3. What happens when notification needs to be made to a field office but the AAA does not have access to that field office in ERS?

Log in information can be shared among the AAAs as needed. All AAAs are aware of confidentiality of ERS. A full list of login and password for field offices/AAAs has been provided to the PS office.

4. Does an AAA use ERS to notify DOH of Home Health RONs?

Home Health RONs are to be submitted via ERS at this time. If it is rejected, please inform your specialist.

5. A notification made in the ERS system has been rejected. Why?

There are a number of reasons why a notification may be rejected. If an AAA's notification was rejected, it must be resubmitted with appropriate information. The Event Reporting System Manual should be reviewed for instructions on how to run an event history report. This report will provide you with details as to why it was rejected. If an AAA feels it was rejected in error, please contact the assigned PS Specialist.

Rejected events should be addressed timely. If an event is rejected due to being reported to DOH in error, it will need to be withdrawn by the submitting AAA.

6. I can't access the ERS webinar.

The location has changed. The new access is:

<https://pa.train.org/DesktopShell.aspx>

The AAA will need to create an account and register. Registration code is 12345.

7. Where do I find a history of submitted events?

Refer to the Event Reporting System Manual.

8. Should the AAA provide contact information when submitting a notification?

A phone number should be provided when submitting.

9. How is it possible to see which notification is for which older adult?

The resident's name is entered into the description narrative. The event listing (notification) will need to be opened and acquired this way.

10. If our AAA makes a notification via phone call due to inaccessibility to a computer/internet, does the notification still need to be in the ERS system?

Yes, the notification will need to be entered at a later time when access to a computer/internet is available.

11. Why can't the Field Offices just forward reports to the correct field office when received in error.

Per DOH: If the reports are not submitted under the correct Field Office, the reports are not going to be accurate when pulled. It is understandable that it may be complicated but for accuracy, DOH should reject and have resubmitted. It is another step for the Field Offices to do as well since they can't just forward from ERS.

12. Should my report be rejected because it is missing information other than identity of older adult, facility name, and nature of report?

No, if your report is being rejected for this reason, please contact your specialist.

13. Should anything other than the older adult's name, facility name and nature of report be provided in the ERS report? Example: alleged perpetrator name?

For notification purposes at the receipt of RON, only the older adult's name, facility name and nature of report is required. NO other information should be provided. Please refer to the ERS Manual for entering required information.

14. When an ERS report is rejected by a field office, what happens on DOH's end? Do they not pursue any actions until it is resubmitted?

If action is necessary (survey based on priority of report and if enough information) DOH would pursue. DOH can't take any action on the report in the system until it is resubmitted. If it rises to the level of concern, the Field Office would make a call to the AAA.

15. What should an AAA do when they receive a report for an older adult in a facility not in their county?

The report should immediately be referred to the appropriate planning and service area for categorization, initiation and required notifications.

16. What should an AAA do when the RON is immediately referred to that AAA since the older adult is currently located in their county but the older adult does not reside in that county?

See the answer to question 3. The appropriate planning and service area should be responsible to make required notifications.