

# Incident Management & NIMRS



*Fall 2014 Provider Training*

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**NIMRS unit director**

# Today's Topics

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- Background
- Overview of incident “life-cycle”
- NIMRS modifications
  - JC Import list
  - JC Incident List by Status
    - Email Notifications for VPCR reports
  - Linking Functionality
  - Revised “Report of Death to the Justice Center”
- NIMRS Web Page
- Additional Resources

# Background

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- ❑ NIMRS is “integrated” with the JC Vulnerable Person’s Central Register (VPCR)
- ❑ “Reportable Incidents” (Abuse/Neglect, Significant Incidents) & Deaths - first reported to VPCR then XML transferred to NIMRS for report to OMH
- ❑ “Updates” sent from VPCR to NIMRS
- ❑ Incidents reportable only to OMH (e.g. off-site suicide attempts) – report only to OMH using NIMRS
- ❑ Work continues to adapt NIMRS to reflect recent reg. changes

# OMH LED INVESTIGATIONS

VPCR STAFF WILL CLASSIFY THE REPORT AS:  
1. ABUSE/NEGLECT  
2. SIGNIFICANT INCIDENT  
3. DEATH  
4. NON-NY JC INCIDENT  
5. NOT AN INCIDENT

**XML DETAILING THE INCIDENT IS SENT TO OMH CENTRAL OFFICE FROM THE NYS JUSTICE CENTER**

**XML DETAILING THE INCIDENT IS ASSIGNED TO THE PROVIDER'S NIMRS "JUSTICE CENTER IMPORT" QUEUE**

**ALLEGATIONS OF ABUSE/NEGLECT**

APPROVED COVER PAGE AND ALL INVESTIGATIVE MATERIALS NEED TO BE SUBMITTED TO THE OMH CRM WITHIN FORTY-FIVE (45) DAYS

INVESTIGATION IS REVIEWED AND SUBMITTED TO THE NYS JUSTICE CENTER BY THE OMH CRM WITHIN FIFTY (50) DAYS OF THE REPORT DATE

MUST BE:

1. IMPORTED INTO NIMRS
2. REPORTED TO OMH
3. INVESTIGATED
4. REVIEWED BY IRC
- And
5. CLOSED WITHIN FIFTY (50) DAYS

IF APPLICABLE, CORRECTIVE ACTION PLAN IS DOCUMENTED IN NIMRS "FOLLOW UP" 1 AND 2 TABS

**SIGNIFICANT INCIDENTS**

MUST BE:

1. IMPORTED INTO NIMRS
2. REPORTED TO OMH
3. INVESTIGATED
4. REVIEWED BY IRC
- And
5. CLOSED WITHIN FIFTY (50) DAYS

**DEATHS**

MUST BE:

1. IMPORTED INTO NIMRS
2. E-MAILED TO OMH AND
3. NIMRS BASED DEATH FORM SUBMITTED TO JC WITHIN FIVE (5) DAYS

**NON-NY JC INCIDENTS**

MUST BE REVIEWED TO SEE IF THE INCIDENT IS A:  
1. SERIOUS CRIME IN THE COMMUNITY  
2. MISSING SUBJECT of AOT ORDER  
Or  
3. SUICIDE ATTEMPT OFF SITE

**NO**

IF INCIDENT IS NOT REPORTABLE:  
CLICK "NOT AN INCIDENT"

**YES**

IF INCIDENT IS REPORTABLE:  
IMPORT AND CLOSE THE INCIDENT IN NIMRS

**NOT AN INCIDENT**

NO FURTHER ACTION REQUIRED



Incident Type		Definition	Required Report
Abuse/ Neglect	<b>ALLEGATION OF ABUSE &amp; NEGLECT:</b> Abuse and neglect involve an act (or failure to act) by an employee.		<b>Report to JC &amp; OMH</b> <ol style="list-style-type: none"> <li>1. Report to the JC: Call 1-855-2122 or submit the web form. The report can be accessed at <a href="https://vpcr.justicecenter.ny.gov/">https://vpcr.justicecenter.ny.gov/</a></li> <li>2. Report to OMH: After the report is made to the JC, the information must be transferred to the Justice Center Import queue in NIMRS. The report must be imported into NIMRS incident and then "emailed" to OMH.</li> <li>3. Investigate, document and "close" report in NIMRS within 45 days</li> </ol>
	- Physical Abuse	Non-accidental contact with a client which causes or potentially causes physical pain or harm	
	- Psychological Abuse	Includes any verbal or nonverbal conduct that is intended to cause a patient emotional distress.	
	- Sexual Abuse	Any sexual contact involving a custodian and a patient, or any sexual contact involving a patient that is encouraged or allowed by a custodian	
	- Neglect	Any action, inaction or lack of attention that breaches a custodian's duty and that results in or is likely to result in physical injury or serious or protracted impairment of the physical, mental or emotional condition of a patient.	
	- Deliberate Inappropriate Use of Restraint	Restraint that is done for the purpose of punishment, for the convenience of a custodian, or with deliberate cruelty.	
	-Obstruction of reports of Reportable Incidents	Conduct by a custodian intended to impede the reporting or investigation of a reportable incident.	
	- Unlawful use/administration of a controlled substance	Any illegal administration, use, or distribution by a custodian of a controlled substance (e.g. codeine, Oxycontin, Ambien, cocaine)	
Death	<b>DEATH:</b> Death of a client of a State operated or licensed mental health provider who was enrolled in or receiving services from the facility or program at the time of the death. Must include any patient death occurring within 30 days of discharge from a mental health program. (Although Part 524 Regulations condenses the definition, NIMRS will continue to use the following discrete sub-types).		<b>Report to JC &amp; OMH</b> <ol style="list-style-type: none"> <li>1. Report to the JC: Call Justice Center Reporting Line at 1-855-2122 to make initial report</li> <li>2. Report to OMH: After the report is made to the JC, the information must be transferred to the Justice Center Import queue in NIMRS. The report must be imported into NIMRS incident and then "emailed" to OMH.</li> <li>3. Submit <i>Report of Death</i> to the Justice Center using NIMRS within 5 days of the initial report</li> </ol>
	Death Subtypes in NIMRS:	Death of a client due to known medical causes following the expected course of illness or disease, while under treatment consistent with standard medical practices (a natural death)	
	- Natural Causes, Expected	Death of a client due to unexpected natural causes.	
	- Natural Causes, Unexpected	Death of a client apparently caused by an act by another individual.	
	- Homicide of Client	Death of client caused by deliberate self-inflicted injury intended to end his/her own life.	
	- Suicide	Accidental and unexplained, except those related to treatment provided.	
	- Accidental	Death of a client which is related to the lack of treatment provided in accordance with generally accepted medical standards.	
	- Lack of Appropriate Treatment	Death of a client associated with the use or attempted use of restraint or seclusion.	
Report to JC & OMH	- Restraint or Seclusion	Cause of death is not known.	
	- Unexplained		

Ver. 9.1.2014

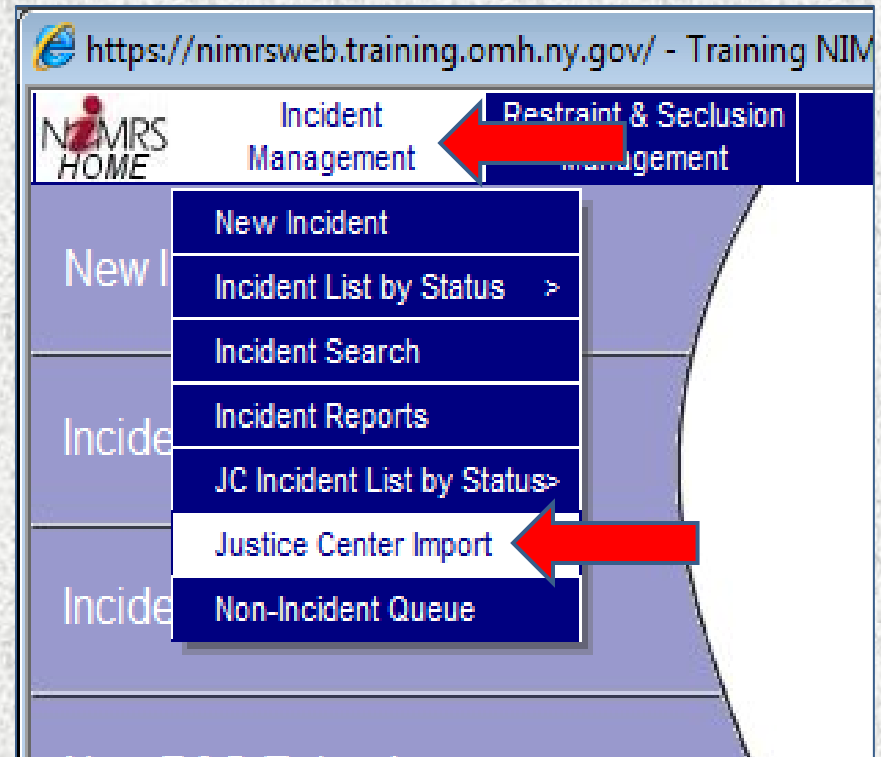
\* In some cases definitions are abbreviated. The revised 14 NYCRR Part 524 contains full incident definitions.

\*\* Meets definition of Significant Incident reportable to JC and OMH only when Harm or Risk is Level 2 or 3. See Incident Severity Rating below for details.

# NIMRS – *Justice Center Import* list

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- Contains incident information transferred from the VPCR. Reports require follow-up based on incident type.
- Email notifications sent to provider contacts when new incidents added to the list.



# NIMRS – Justice Center Import list

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gov/ - Training NIMRS Web ~ - Windows Internet Explorer

aint & Seclusion  
Management

Maintenance

Med Event  
Management

Tools

Help

Log Off

## Justice Center Import

The incident information listed below was originally reported to the Justice Center Vulnerable Persons' Central Register (VPCR). The information has been transferred from the VPCR to NIMRS to allow completion of data entry and reporting to OMH. To continue the reporting process, click "View Details" to display additional information.

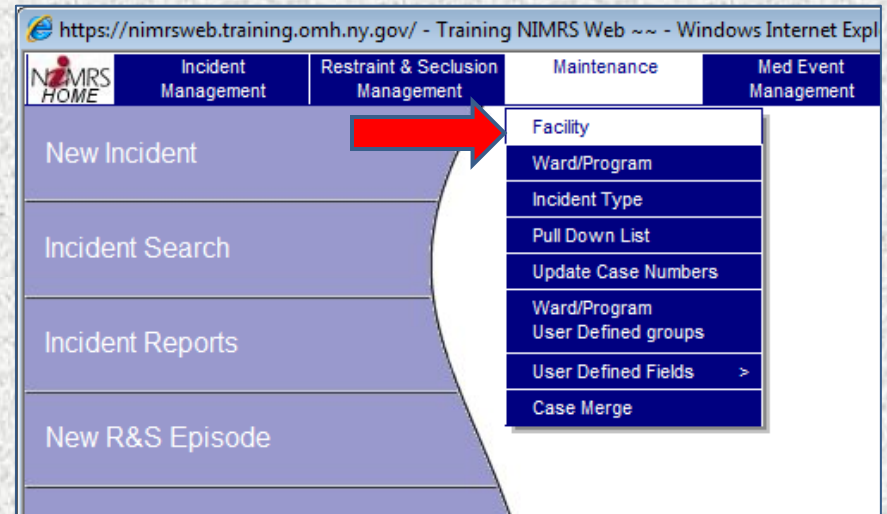
	VPCR ID	VPCR Number	JC Incident Type	Incident Date	Incident Summary	Client Names
<a href="#">View Details</a>	1- TRAINDemo2	301- TRAINDemo2	Non-NYJC Incident	03/01/2014 21:00:00	DCPT LXDKKDLE RTJJ HS HXT UDSKPL	JANE LXDKKDLE
<a href="#">View Details</a>	1- TRAINDemo3	301- TRAINDemo3	Non-NYJC Incident	03/01/2014 21:00:00	LCPFTJ DST CHHTRZHTL EKFIPL.	JOHN DST
<a href="#">View Details</a>	1- TRAINDemo4	301- TRAINDemo4	Non-NYJC Incident	03/01/2014 21:00:00	LCPPW WCHX CHHTRZHTL EKFIPL.	JOHN XCHX
<a href="#">View Details</a>	1- TRAINDemo5	301- TRAINDemo5	Non-NYJC Incident	03/01/2014 21:00:00	IXCET DSLUTDE FE PSH ZJTCETL RFHX HXT RSSL	JOHN DSLUTDE
<a href="#">View</a>			Abuse and	03/13/2014		



# NIMRS Email Notification

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- ❑ Provider contacts receive email notification when JC incidents are assigned
- ❑ Ensures providers are aware of incidents reported to the VPCR and facilitates timely follow-up
- ❑ Function requires set-up by provider



The screenshot shows the NIMRS Web application interface for setting up provider contacts. It includes dropdown menus for 'Evening Shift From' (04 : 30 : PM), 'Evening Shift To' (11 : 00 : PM), 'Night Shift From' (11 : 00 : PM), and 'Night Shift To' (08 : 30 : AM). Below these is a table of provider contacts with columns: 'First Name', 'Last Name', 'Email Id', and 'Active?'. A red arrow points to the 'Edit' link next to the first row of the table.

	First Name	Last Name	Email Id	Active?
<a href="#">Edit</a>	mark	s	marks@provider.org	True
<a href="#">Insert</a>				Active ▾

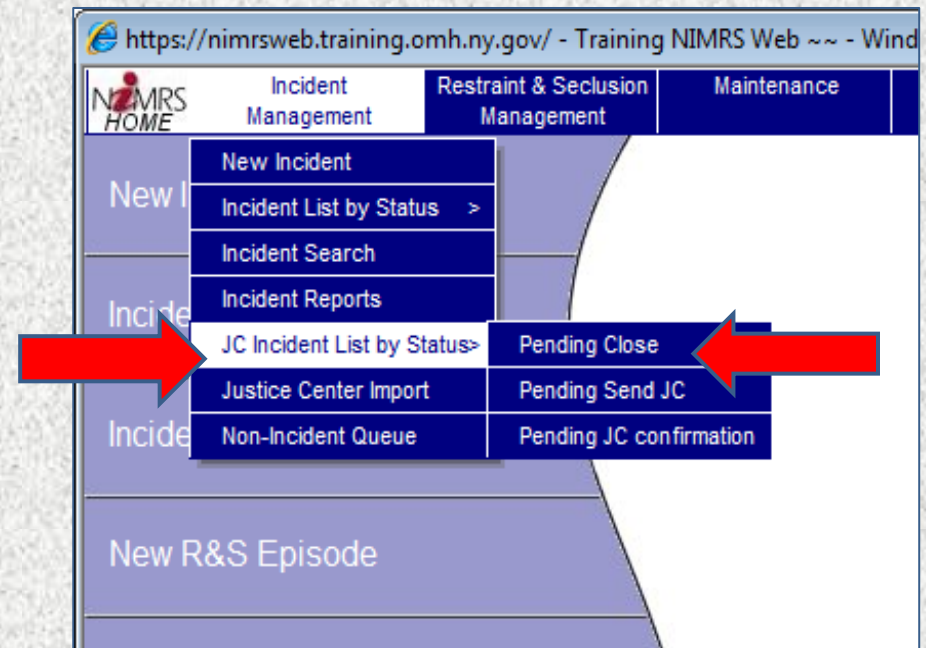
Buttons: [Help](#) [Save](#) [Cancel](#)



# NIMRS – *JC Incident List by Status*

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- ❑ The ***Pending Close*** list shows **Significant Incidents** which are required to be investigated and closed within 50 days of acceptance by VPCR.
- ❑ The list should be monitored as needed to ensure timely closure in NIMRS



# NIMRS – JC Incident List by Status

## Pending Closed

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eb.training.omh.ny.gov/ - Training NIMRS Web ~~ - Windows Internet Explorer

Incident Management	Restraint & Seclusion Management	Maintenance	Med Event Management	Tools	Help	Log Off
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The list below contains Significant Incidents which are required to be investigated and closed within 50 days of acceptance by the Justice Center Vulnerable Persons' Central Register. Investigation findings are required to be documented in the Findings/Conclusions and Recommendations sections on the Follow-up tabs prior to closing the incident.

### JC Incident List By Status (Pending Closed)

Incident	Date	Client's First Name	Client's Last Name	Status	Incident Type	Incident Sub Type	De
884682	07/23/2013	JANE	LXX	Reported To CO	Allegation of Abuse o	Physical abuse	▲
2395889	07/12/2013	JANE	JTHF	Reported To CO	Missing Patient		
2396023	07/14/2013	JOHN	JTLDDHTD	Reported To CO	Missing Patient		
2396024	07/14/2013	JOHN	GTDRFLXR	Reported To CO	Missing Patient		
2396212	06/30/2013	JANE	HDDRFLDJ	Reported To CO	Adverse Drug Reactio		
2396927	10/09/2013	JANE	DRLJDE	Reported To CO	Death of Client	Suicide	
2396970	10/09/2013	JANE	PLDE	Reported To CO	Death of Client	Suicide	

# Linking Incidents in NIMRS

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- ❑ Function allows multiple JC reports for the same event to be linked
- ❑ Reduces work and improves data
- ❑ Option to link appears when attempting to create incident with same name and date range

Previous NIMRS incident(s) were found for this patient, facility, and time combination. You can now link the Justice Center incident to an existing NIMRS incident or create a new one.

## Existing Nimrs Incidents:

	Incident Seq	Incident Type
<input checked="" type="radio"/> View Nimrs Incident	884682	Allegation of Abuse or Neglect

[Link JC Incident To Nimrs Incident](#)

[Show All](#)

Incident ID# Date Contacts Narrative Details

# Other Considerations

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- The VPCR assigns incidents to provider where incident occurred, which may be different than the provider that originally called it into the VPCR
- Use 4-digit facility code when reporting to VPCR
- “Unknown” client in JC report – enter as “unknown” NIMRS
- NIMRS Deletions (can no longer delete JC incidents Allegations/SI's/Deaths)
- Maintain adequate # of active NIMRS users
- OMH transition to “Soft-Tokens”
- “NIMRS Administrator” contact info

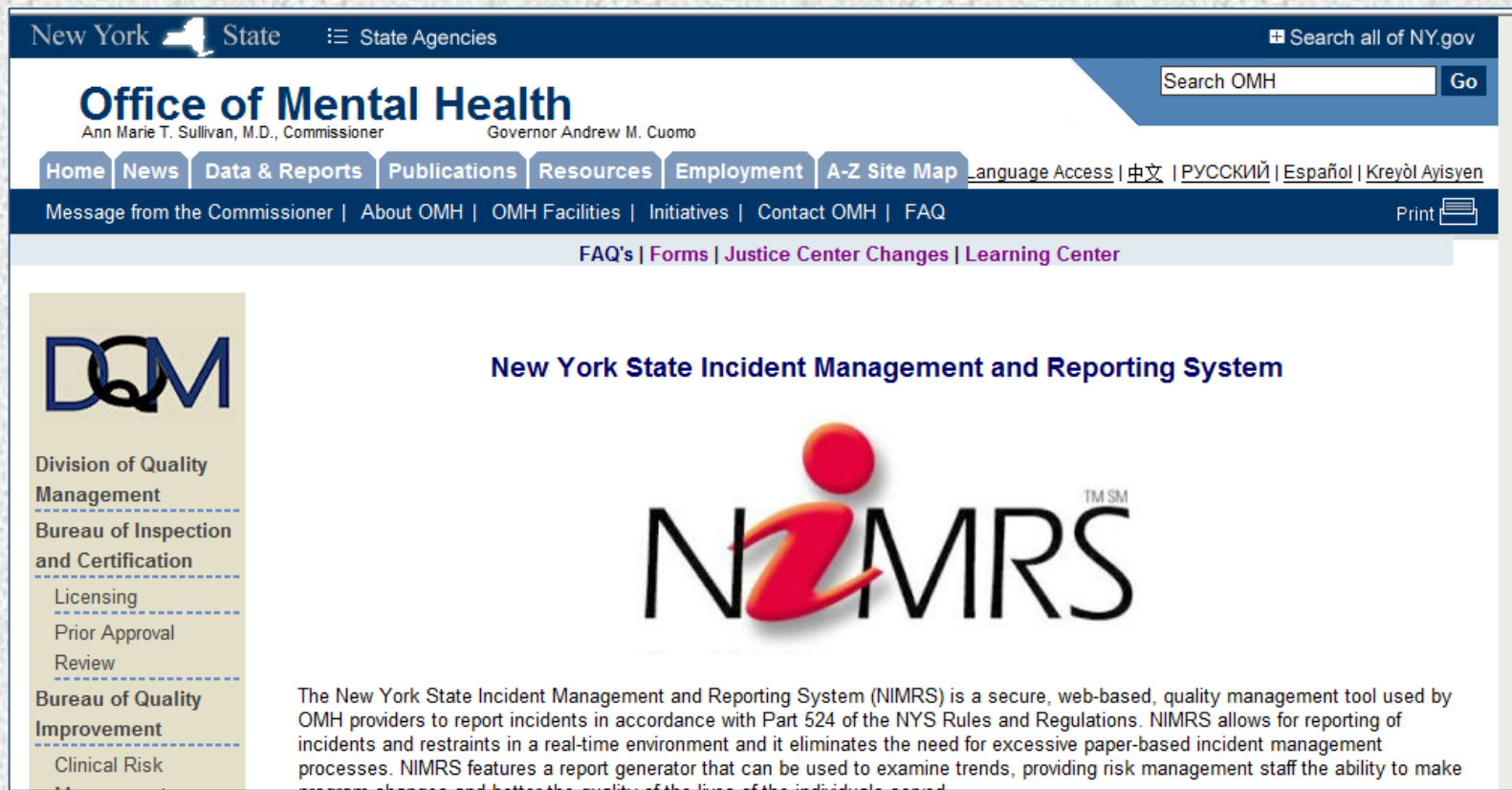


# NIMRS Web Page & Learning Center

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- NIMRS Web page contains training videos and other guidance related to incident management:

<http://www.omh.ny.gov/omhweb/dqm/bqi/nimrs/>



The screenshot displays the official website of the New York State Office of Mental Health. The header includes the state name, a search bar, and navigation links. The main content area features the 'New York State Incident Management and Reporting System' (NIMRS) logo, which consists of a stylized red figure and the text 'NIMRS'. Below the logo, a paragraph describes NIMRS as a secure, web-based quality management tool used by OMH providers for reporting incidents and restraints in real-time, eliminating the need for paper-based processes. The left sidebar contains the 'Division of Quality Management' logo and a list of links including 'Bureau of Inspection and Certification', 'Licensing', 'Prior Approval', 'Review', 'Bureau of Quality Improvement', and 'Clinical Risk'.

New York State State Agencies

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Search OMH Go

**Office of Mental Health**  
Ann Marie T. Sullivan, M.D., Commissioner Governor Andrew M. Cuomo

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**DQM**  
Division of Quality Management  
Bureau of Inspection and Certification  
Licensing  
Prior Approval  
Review  
Bureau of Quality Improvement  
Clinical Risk

**New York State Incident Management and Reporting System**

**NIMRS** <sup>TM SM</sup>

The New York State Incident Management and Reporting System (NIMRS) is a secure, web-based, quality management tool used by OMH providers to report incidents in accordance with Part 524 of the NYS Rules and Regulations. NIMRS allows for reporting of incidents and restraints in a real-time environment and it eliminates the need for excessive paper-based incident management processes. NIMRS features a report generator that can be used to examine trends, providing risk management staff the ability to make program changes and better the quality of the lives of the individuals served.

# Resources

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- ❑ BQI/NIMRS Unit - (518) 474-3619 ([DQM@omh.ny.gov](mailto:DQM@omh.ny.gov))
- ❑ OMH Help Desk (token/access issues) – (518) 474-5554
- ❑ OMH web page with correspondence to the field and Justice Center Updates <http://www.omh.ny.gov/omhweb/dqm/jc/index.html>
- ❑ NIMRS Web Page – Web based training videos other resources for incident management  
<http://www.omh.ny.gov/omhweb/dqm/bqi/nimrs/>

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