PA Department of Health (PA-DOH)
Event Reporting System Instructions
Effective April 18, 2016

Purpose: To streamline the notification process used by the Area Agencies on Aging (AAA) and the Department of Human Services Adult Protective Services (APS) (under 60) network when informing DOH that a RON has been received by the AAA or APS regarding an older adult or care dependent individuals between the ages of 18 and 59, residing in a licensed setting or receiving services from a DOH licensed entity. This system will allow for consistent data, submission and the ability to confirm notification was completed.

Regulatory Reference:

Under the Older Adults Protective Services Act (OAPSA), 35 P.S. §§10225.101 *et seq.,* it is required that Area Agencies on Aging (AAAs) make notification to the appropriate licensing agency under procedures developed by the Department, in consultation with the licensing agency, for all reports involving an individual residing in a state licensed facility.

Under the Adult Protective Services Act, Act of October 7, 2010, P.L. 484, No. 7, Section 303 (b)(1), it is required that APS report any received reports received regarding an adult residing in a state-licensed facility to DOH as the state licensing department.
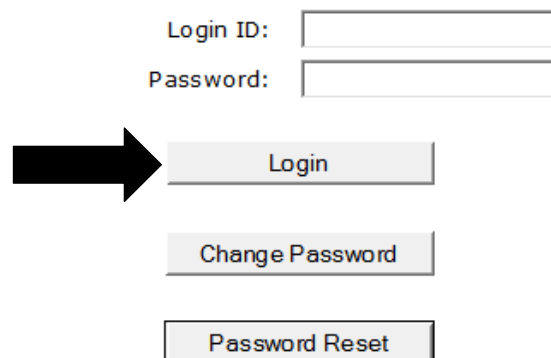
Web Site Address: The web site address for the Event Reporting System (ERS) is:

https://sais.health.pa.gov/Incidents/facilitylogin.asp

Login: When first entering the site, AAAs and APSs will be required to login. This is accomplished by entering the the Login ID and the Password. (NOTE: Whenever you type in the ● password field, a is shown instead of what is typed – this helps to keep passwords confidential). Once the login id and password are entered, click the Login button:
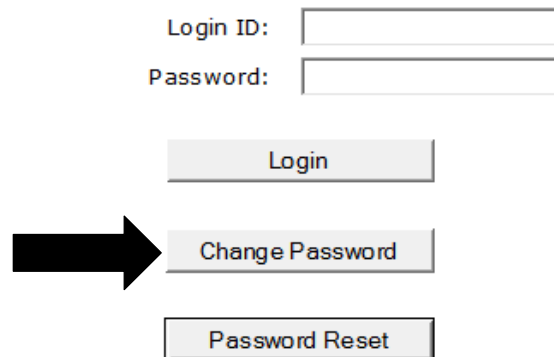
Event Reporting System - Facility Login

Login ID: [   ]

Password: [   ]

➡ Login

Change Password

Password Reset

Change Password:

Event Reporting System - Facility Login

Login ID: [   ]

Password: [   ]

Login

→ Change Password

Password Reset

A password change should NOT be done unless the appropriate authorized personnel communicate that a password change is in order and are, in turn, properly notified of a successful password change. To change your password first enter your Login ID and current Password on the login page and then: (1) click the Change Password button on the login page, and on the next page that opens, (2) enter the AAA/APS ID, (3) the current password, (4) the new password, (5) re-type the new password, and finally (6) click the Change Password button.

Immediately after selecting the Change Password button, you will receive a message telling you that the "Password Changed Successfully."

Note: If you have a password problem, please contact the Division of Nursing Care Facilities at 717-787-1816.
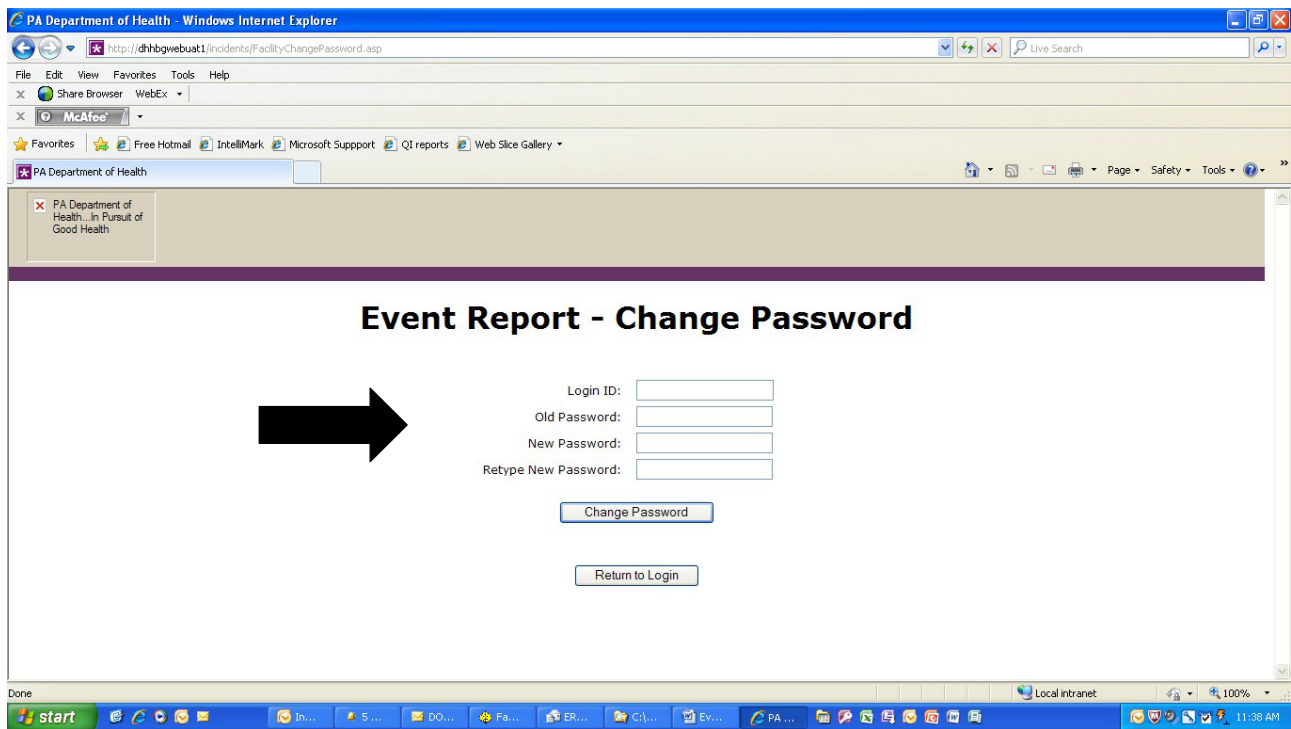
The final button on the Event Reporting System – Facility Login page is used to generate a temporary password.

To generate a temporary password, enter the facility Login ID and email. Next click the Request Passcode button.

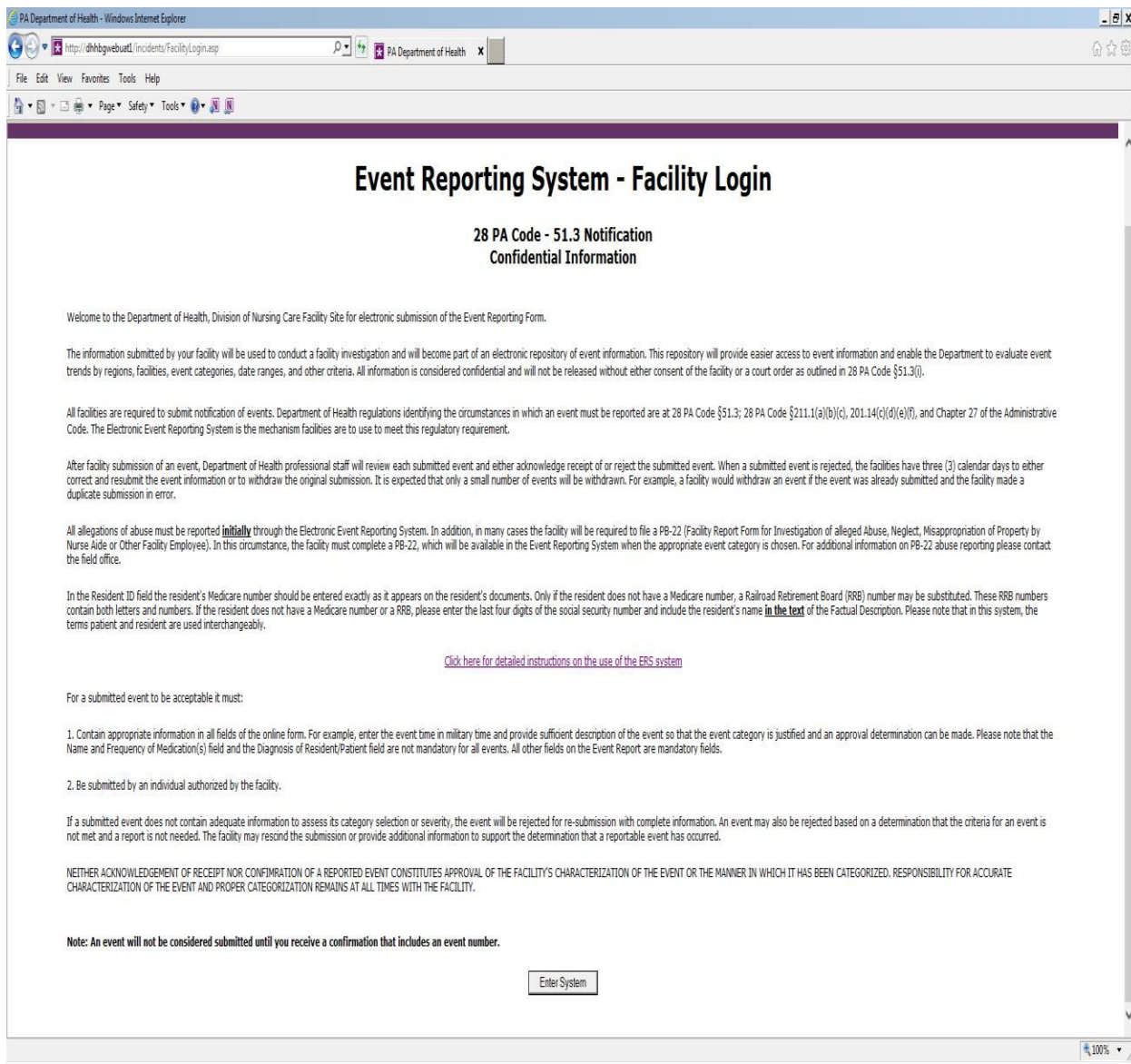# Event Report - Password Reset

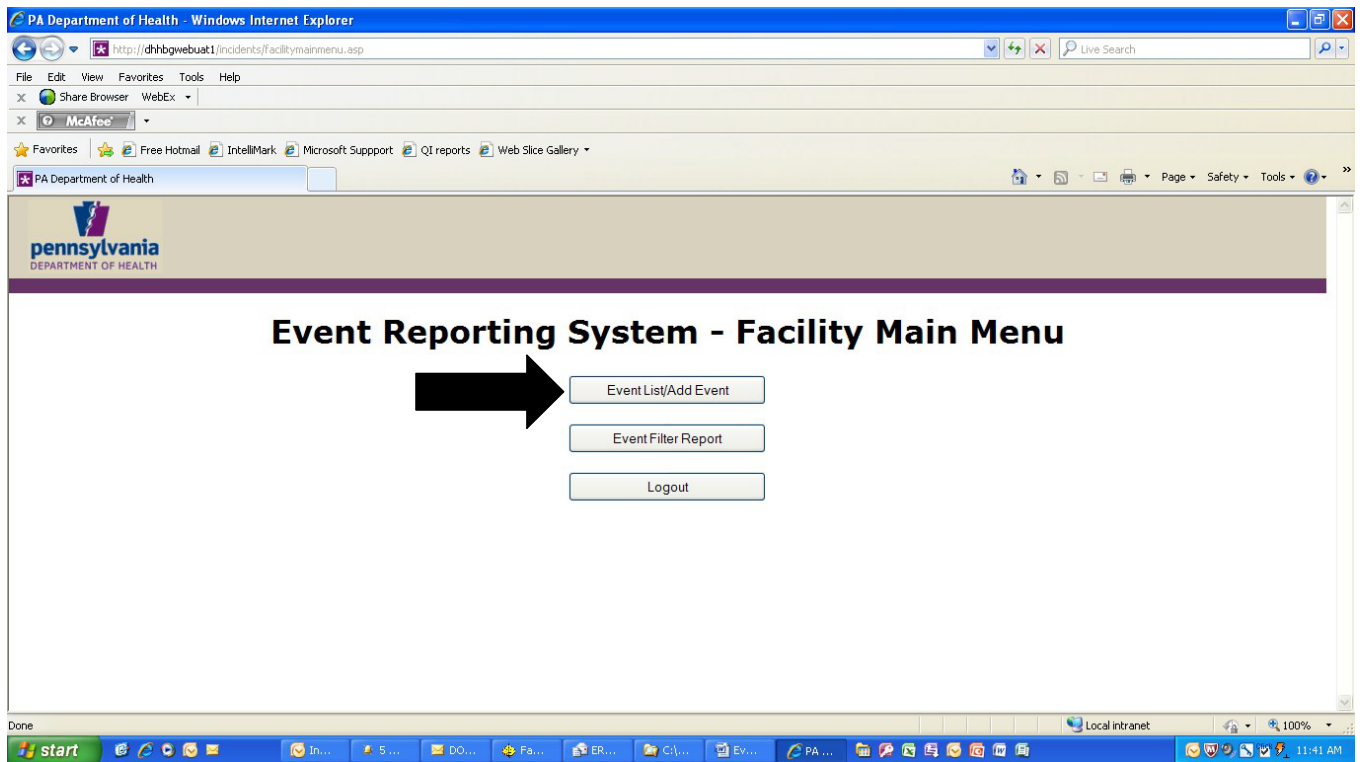Login ID: [_____]

Email Address: [_____]

[Request Passcode]

[Return to Login]

Enter the temporary password on the Change Password screen accessed from the facility login screen. The temporary password is entered in the Current Password field. This allows the user to reset the AAA/APS ERS password when otherwise unable to do so. Temporary passwords are valid for 24 hours after the Request Passcode button is clicked. After 24 hours, a new temporary password must be generated using the same Password Reset process.

Site Entry – Confidentiality Notice: Upon successful login, the first page is a welcome to the site, as well as a reminder that all information entered into the site and displayed by the site is to be handled and regarded in a confidential manner as described by law. Information is also given on the requirements for a successful event entry. To proceed into the ERS, click the Enter System button:

Event Reporting System - Facility Login

28 PA Code - 51.3 Notification
Confidential Information

Welcome to the Department of Health, Division of Nursing Care Facility Site for electronic submission of the Event Reporting Form.

The information submitted by your facility will be used to conduct a facility investigation and will become part of an electronic repository of event information. This repository will provide easier access to event information and enable the Department to evaluate event trends by regions, facilities, event categories, date ranges, and other criteria. All information is considered confidential and will not be released without either consent of the facility or a court order as outlined in 28 PA Code §51.3(i).

All facilities are required to submit notification of events. Department of Health regulations identifying the circumstances in which an event must be reported are at 28 PA Code §51.3; 28 PA Code §211.1(a)(b)(c), 201.14(c)(d)(e)(f), and Chapter 27 of the Administrative Code. The Electronic Event Reporting System is the mechanism facilities are to use to meet this regulatory requirement.

After facility submission of an event, Department of Health professional staff will review each submitted event and either acknowledge receipt of or reject the submitted event. When a submitted event is rejected, the facilities have three (3) calendar days to either correct and resubmit the event information or to withdraw the original submission. It is expected that only a small number of events will be withdrawn. For example, a facility would withdraw an event if the event was already submitted and the facility made a duplicate submission in error.

All allegations of abuse must be reported **initially** through the Electronic Event Reporting System. In addition, in many cases the facility will be required to file a PB-22 (Facility Report Form for Investigation of alleged Abuse, Neglect, Misappropriation of Property by Nurse Aide or Other Facility Employee). In this circumstance, the facility must complete a PB-22, which will be available in the Event Reporting System when the appropriate event category is chosen. For additional information on PB-22 abuse reporting please contact the field office.

In the Resident ID field the resident's Medicare number should be entered exactly as it appears on the resident's documents. Only if the resident does not have a Medicare number, a Railroad Retirement Board (RRB) number may be substituted. These RRB numbers contain both letters and numbers. If the resident does not have a Medicare number or a RRB, please enter the last four digits of the social security number and include the resident's name **in the text** of the Factual Description. Please note that in this system, the terms patient and resident are used interchangeably.

[Click here for detailed instructions on the use of the ERS system]

For a submitted event to be acceptable it must:

1. Contain appropriate information in all fields of the online form. For example, enter the event time in military time and provide sufficient description of the event so that the event category is justified and an approval determination can be made. Please note that the Name and Frequency of Medication(s) field and the Diagnosis of Resident/Patient field are not mandatory for all events. All other fields on the Event Report are mandatory fields.

2. Be submitted by an individual authorized by the facility.

If a submitted event does not contain adequate information to assess its category selection or severity, the event will be rejected for re-submission with complete information. An event may also be rejected based on a determination that the criteria for an event is not met and a report is not needed. The facility may rescind the submission or provide additional information to support the determination that a reportable event has occurred.

NEITHER ACKNOWLEDGEMENT OF RECEIPT NOR CONFIRMATION OF A REPORTED EVENT CONSTITUTES APPROVAL OF THE FACILITY'S CHARACTERIZATION OF THE EVENT OR THE MANNER IN WHICH IT HAS BEEN CATEGORIZED. RESPONSIBILITY FOR ACCURATE CHARACTERIZATION OF THE EVENT AND PROPER CATEGORIZATION REMAINS AT ALL TIMES WITH THE FACILITY.

Note: An event will not be considered submitted until you receive a confirmation that includes an event number.

[Enter System]

Main Menu – After entering the system the first page is a menu of the possible options: Event List/Add Event, Event Filter Report, or Logout. To add a new event, click on the Event List/Add Event button.

Event List/Add Event – Clicking the Event List/Add Event button on the Main Menu brings up the AAA/APS – Event Report List page. This page displays the status of all submissions entered by the AAA/APS for the past **30** calendar days (Approved, Rejected, or New – a new event is one that has not yet been reviewed by the PA-DOH). The view of the information on this page can be changed several ways. To see all events, not just those within the last 30 days, click the View All button. **A date range pop up box will now appear so you may limit the result set to speed retrieval.** To sort events by event number, event type, status, or by date submitted, click the appropriate column heading.

Add Event - To add a new event, click the New Event button on the AAA/APS – Event Report List page. This will open the Event Report page. All fields on this page are required fields except for the Diagnosis field and the Medication field. It is mandatory that information be entered into the required fields. You can navigate from one field to the next by tabbing or by clicking in each field. Complete all the fields which have a red asterisk and when finished, click the Submit button at the bottom of the page. When entering information, a **brief** description of detail should be included.

> **Resident ID:** The resident's last four digits of the social security number or their Medicare number should be entered here.

> **NOTE:** The resident's name will be included in the Factual Description section.

Date of Event: Date of incident

Time of Event: Time of incident

Event Type - The event type is entered by selecting: AAA/APS RON. Simply click your cursor in the event type field (or click the arrow to the right of the field), scroll to the AAA/APS RON event category and highlight it.

Event Subtype – When AAA/APS RON is chosen, the Event Subtype will open. Choose Over 60.

Location of Event: Name of Facility

* A red asterisk will appear in front of each field where data entry is required. A brief description of detail should be included. AAAs/APSs are not required to enter diagnoses and medications.

Factual Description: Provide a description of the allegation. The name of resident must be entered here.

> **NOTE:** If the allegation(s) reported does not involve the facility, this information should be provided here.

Description of Follow-Up Action: Provide a brief description of the follow-up that has occurred since the incident (Alleged perpetrator suspended or terminated, police called, etc.).

Submitted By: Enter your name

Submitter's Title: Enter your position

Event Report (confirmation) – after the Submit button is clicked a confirmation page is displayed. One important process performed by the confirmation page is to provide an event number. The event number confirms that the event was successfully entered into the event database. **The confirmation number is to be provided in the Notes section of Question 4.B.5 on the RON**. To add another event, click the "Add Another Event" button (a blank Event Report page will open and data may be entered for another event as described above). To return to the event list click the Event List button.

NOTE: An event is not submitted to the Department of Health until a confirmation with an event number has been received.

Once you have received the confirmation, your event has been submitted. The event will be reviewed by DOH staff.
NOTE: You will now see the name, field office and phone number of the DOH staff who approved/rejected/pended the event.

If the field office rejects the event, you will be provided with a reason for the rejection.

Please review the rejection reason and withdraw the event, if indicated. Two buttons will appear on the bottom of the event "Update Report and Resubmit" or "Withdraw".

Event Details – The Event Report List provides an overview of events. The details of any event may be displayed by clicking on the event number for that event in the event listing page.

Withdraw – To withdraw an event, click the Withdraw button on the Event Details window. Enter a reason for withdrawing the event and click the Withdraw button. An Event Review window will appear confirming what has been entered. Click the Event List button to return to the Event list.

Notes: The system will allow only events that are in a **rejected** status to be **withdrawn**. If you find that you have submitted an event in error, please contact your local Department of Health field office at:

HARRISBURG FIELD OFFICE
Telephone: (717) 783-3790

LEHIGH VALLEY FIELD OFFICE
Telephone: (610) 861-2117

PITTSBURGH FIELD OFFICE
Telephone: (412) 565-2836

JACKSON CENTER FIELD OFFICE
Telephone: (724) 662-6050

LIONVILLE FIELD OFFICE
Telephone: (610) 594-8041

SCRANTON FIELD OFFICE
Telephone: (570) 963-4331

JOHNSTOWN FIELD OFFICE
Telephone: (814) 248-3125

NORRISTOWN FIELD OFFICE
Telephone: (610) 270-3475
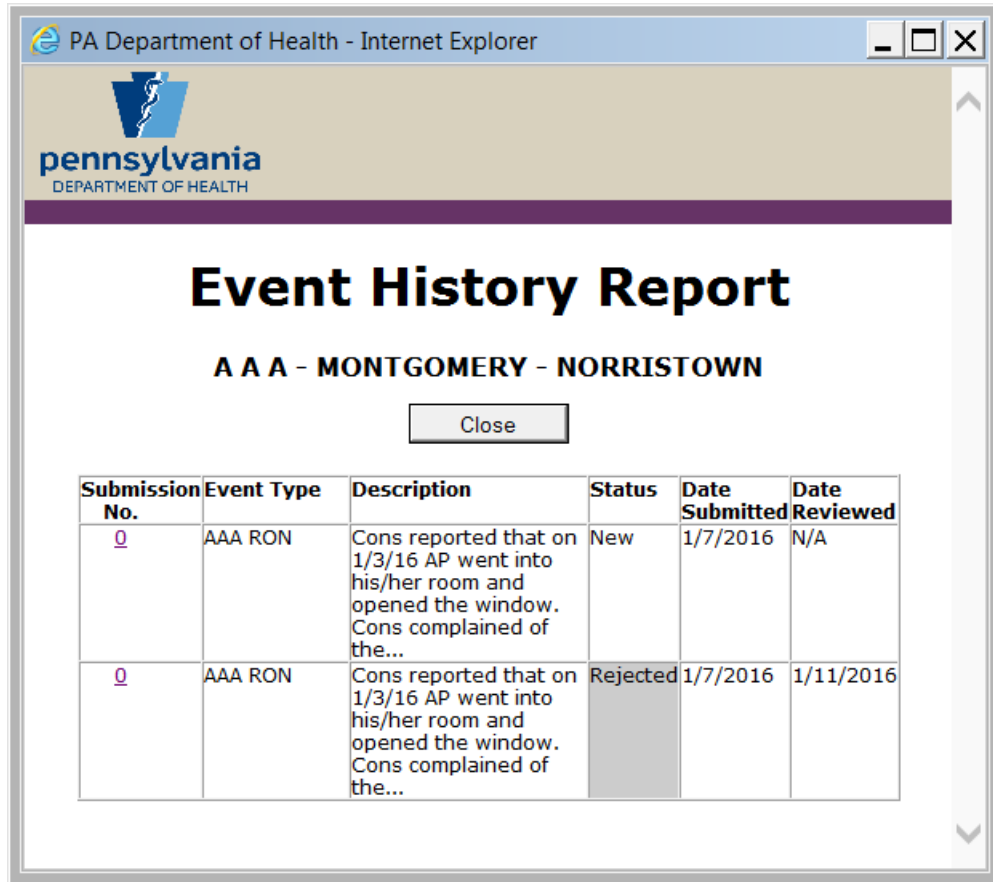
WILLIAMSPORT FIELD OFFICE
Telephone: (570) 651-1040

Ask them to reject the event. An example of when an AAA/APS would withdraw an event would be if they made a duplicate submission of the same event in error or the event is not within the purview of the DOH.

Event History – As explained above, when an event number is clicked from the Event List page, an Event Detail window is displayed (an image of the Event Detail window is shown in the Resubmit/Withdraw section above). This window contains a View History link.
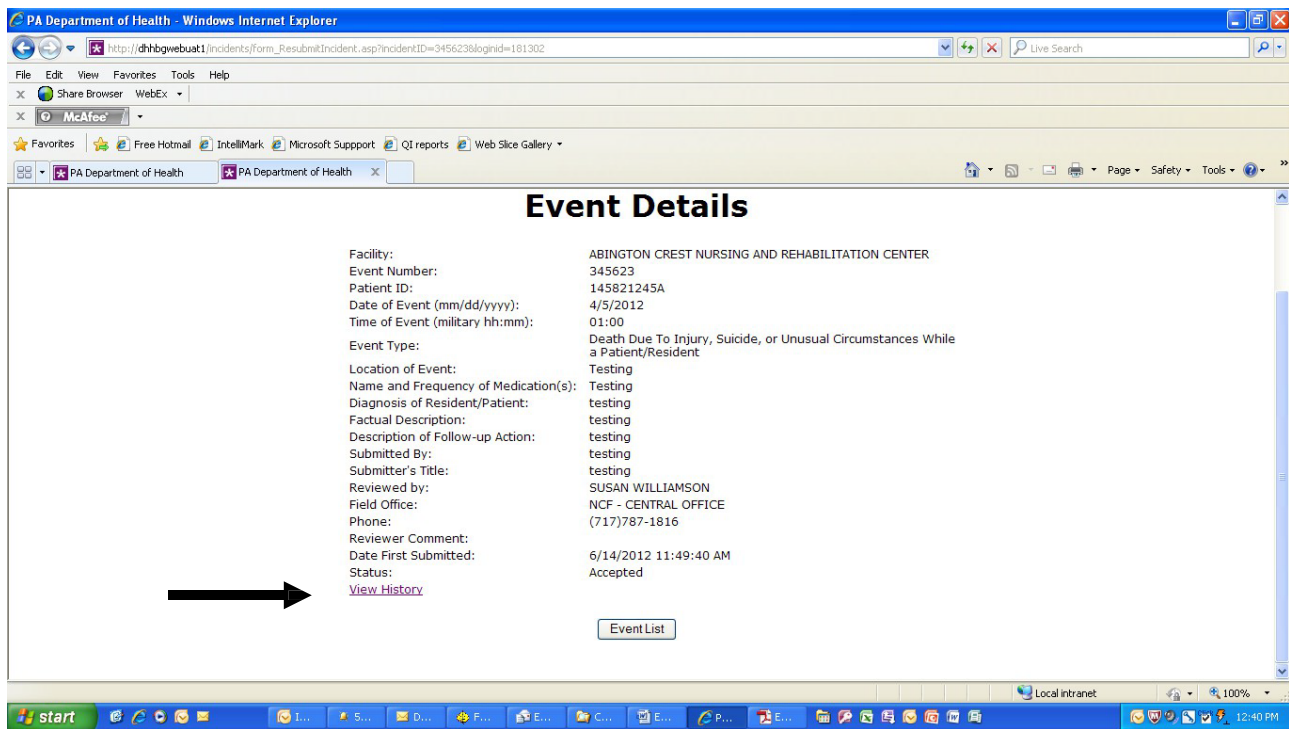
Clicking on the "View History" link brings up the Event History Report, which displays the submission history for that event (if the event was rejected and then resubmitted, and rejected and resubmitted again, and so on). Clicking on the event number provides the Event Details window for that particular submission.

Event Filter Report – AAAs/APSs also have the opportunity to view additional information on their previous submissions through the Event Filter Report. Clicking the Event Filter Report button on the Main Menu page opens the Event Filter Report screen.
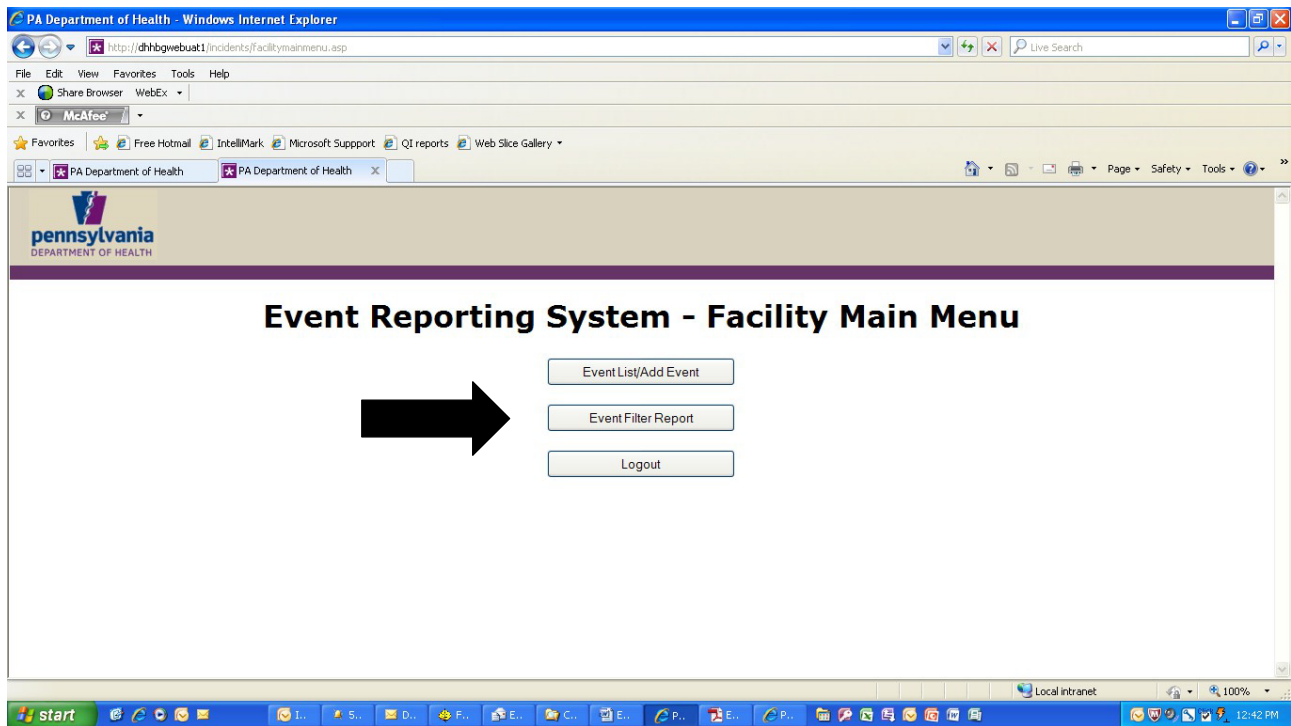
This report can provide the AAA/APS with a list of events by the event type that should always be AAA/APS RON or by a specific status (or all statuses) for a given date range (or all events entered if no date range is provided). Event types and subtypes can be selected by clicking on the dropdown arrow to the right of each of the fields, then highlighting the appropriate choice. The report information can also be saved into an excel spreadsheet (and imported into Access, etc.). To save the report into a file, check the write output to file box (bottom left). To generate the desired report, click the Generate Report button.

Write Output to File – The generate report button opens the Event Filter Report window. If the "write output to file box" is checked then that window will include this line: Right Click Here to Download Report.

NOTE: More fields stored in the database have been added to the write output to file option.

Right click the Click Here to Download Report link at the top of the page, choose Save Target As.

Event Filter Report

Main Menu

Right Click Here to Download Report

Event No.	Facility Name	Facility ID	Event Type		Status	Submitted By	Date Submitted
437236	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Open	Accepted	Deborah Griffin	10/19/2015
437939	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Open in new tab	Accepted	Jill Payne	10/29/2015
436775	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Open in new window	Withdrawn	Deborah Griffin	10/13/2015
438485	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Save target as...	Accepted	Sandra Hurtado	11/05/2015
439257	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Print target	Accepted	Deborah Griffin	11/16/2015
439256	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Cut	Accepted	Deborah Griffin	11/16/2015
434923	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Copy	Accepted	Jill Payne	09/18/2015
432756	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Copy shortcut	Accepted	Deborah Griffin	08/19/2015
432678	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Paste	Accepted	Deborah Griffin	08/18/2015
438950	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	E-mail with Windows Live	Accepted	Colin Houck	11/12/2015
439884	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Translate with Bing	Accepted	Deborah Griffin	11/24/2015
432778	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	All Accelerators	Accepted	Beth Silfies	08/20/2015
432297	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Inspect element	Accepted	Beth Silfies	08/13/2015
433777	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Add to favorites...	Accepted	Brittany Cantele	09/03/2015
436940	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Send to OneNote	Accepted	Elliott Smith	10/15/2015
431509	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	Properties	Accepted	Deborah Griffin	08/03/2015
431982	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	08/10/2015	Accepted	Deborah Griffin	08/10/2015
430644	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	07/17/2015	Accepted	Beth Silfies	07/22/2015
432231	A A A - MONTGOMERY - NORRISTOWN	A0050201	AAA RON	08/02/2015	Accepted	Deborah Griffin	08/12/2015

In the window that opens (1) browse to a location on your own computer where you wish to store this report, (2) rename the file to something meaningful regarding the report, (3) check to insure the file is saved as type Microsoft Excel Comma Separated Values file, and (4) choose Open in the window that opens after the file is saved.
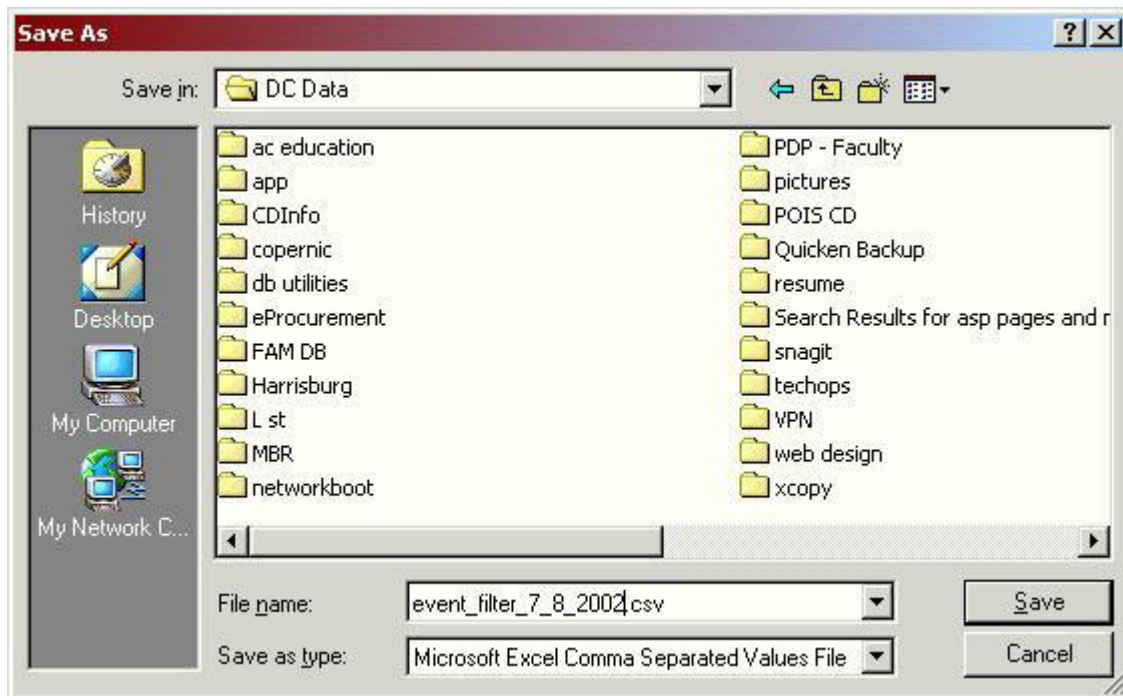
Note: To insure you always view the current report when you right click the link on the page, your browser settings must seek the current page. In Internet Explorer this is done by choosing Tools (top menu bar), Internet Options, General (tab), Settings (under Temporary Internet files), and for Check for Newer versions of stored pages select Every visit to the page.

Logout – To logout of the ERS, return to the Main Menu by clicking the "Main Menu" button and click the Logout button. The Event Reporting System – Facility Login page opens.
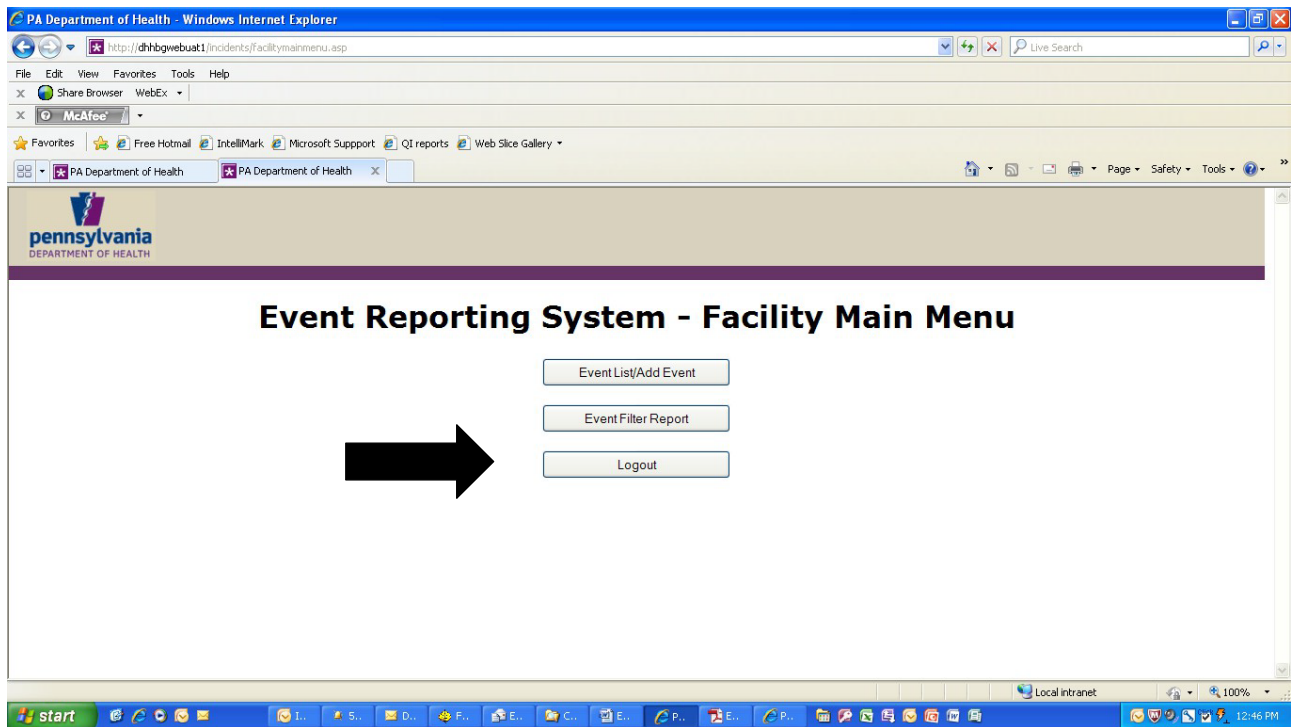
General Information

Recommendations on Electronic Filing: If you have a significant amount of information to enter into the Electronic Event Reporting System, it is highly recommended that you first type the information in a word processing program and then "copy and paste" it into the appropriate fields in the Event Program. It is also recommended that when you type your information you do not use symbols or special characters such as bullets, pound signs and ampersands. These symbols and special characters do not "travel" well over the Internet and may be lost or changed during transmission.

Information may be typed directly into event fields; however, there is **NO** spell check and for security reasons there is a time limit for you to enter information directly into the field. If you go over this time limit, you will be sent back to the Login screen when you click on submit and your typing will be lost.

Please verify the accuracy of your information prior to submission. Once you submit an Event, the record will be "locked" and you will be unable to make any additional changes until the submission is reviewed by the Department of Health.

Reports of need for nursing care facilities should be submitted by the County AAA/APS where the facility is located, regardless of where the resident previously resided. Reports of need for Home Health Agencies should be submitted by the County AAA/APS where the resident resides.

The ERS can be used for facilities/agencies that fall under the purview of Department of Health (DOH), Office of Quality Assurance (i.e.. Nursing Care Facilities, Hospitals, Home Health Agencies, Intermediate Care Facilities). Facilities/agencies that do not fall under DOH purview should not be reported via ERS (i.e. Personal Care Homes, Assisted Living Facilities, private residences).

If you are having a problem filing an Event electronically, please review the appropriate section of this manual. If the problem appears to be a submission problem, please logout of your web browser and then log back on and try again.

If you still need assistance, contact your local Department of Health field office. If they are unable to resolve your problem, please contact the Division of Nursing Care Facilities at 717-787-1816 and ask for assistance with Electronic Event filing.