





Summary Narrative of Process Mapping Activity for Division of Nursing Care Facilities

PB22 Facility

1. **PB22 Facility** ---This map details the process a facility takes to submit a PB22 in Event Reporting System (ERS). Note: It is advisable to frequently save completed work. Saving does not constitute submission to Department of Health.
 - *Event Reporting System PP
 - *Event Reporting System Manual Facility
 - *Mandatory Abuse Act 13
 - *Website <https://app2.health.state.pa.us/incidents/facilitylogin.asp>.
2. **Abuse**---Decision point-when abuse is identified or brought to the attention of the facility, proceed to step 03.
 - *Abuse Regulations
3. **Verbally Report to Local AAA**---Verbally report the abuse to the local Area Agency on Aging (AAA).
4. **Written Follow-up to Local AAA**---Follow-up the phone call with a written notification of abuse to AAA.
5. **Serious Bodily Injury**--- Decision point-if abuse was the result of serious bodily injury proceed to step 09. Otherwise proceed to step 06.
6. **Serious Physical Injury**--- Decision point- if abuse was the result of serious physical injury proceed to step 09. Otherwise proceed to step 07.
7. **Sexual Abuse**--- Decision point- if abuse was the result of sexual abuse proceed to step 09. Otherwise proceed to step 08.
8. **Suspicious Death**--- Decision point- if abuse was the result of suspicious death proceed to step 09. Otherwise proceed to step 15.
9. **Report Law Enforcement (LE)**---Any abuse related to serious bodily injury, serious physical injury, sexual abuse or suspicious death must be reported to Law Enforcement (LE) immediately.
10. **Call Immediately**---Call local LE immediately and report abuse.
11. **Report PA Dept Aging (PDA)** --- Any abuse related to serious bodily injury, serious physical injury, sexual abuse or suspicious death must be reported to PA Dept of Aging (PDA) immediately.
12. **Call Immediately**---Call PDA immediately and report abuse.
13. **Act 13 or PB22 Written Report Created**---Either an Act 13 or PB22 report must be created to send to PDA.
14. **Send Report to PDA**---Send Act 13 or PB22 report to PDA.
15. **New/Update**--- Decision point-if PB22 submission is new proceed to step 17. If PB22 needs updated proceed to step 16.

16. **Click Update PB-22 Button**---Click "Update PB22" button in ERS.
17. **Click New PB-22 Button**---Click "New PB22" button in ERS.
18. **Complete PB-22 Section I**---Complete Section I of PB22 entitled "General Information."
19. **Complete PB-22 Section II**--- Complete Section II of PB22 entitled "Allegations/Individual Involved."
20. **Complete PB-22 Section III**--- Complete Section III of PB22 entitled "Description of Incident."
21. **Attachments**--- Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 22. Otherwise proceed to step 24.
22. **Combine Attachments Into One PDF**---If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
23. **Link Attachments to PB22 Record**---Link the attachment(s) to this PB22 record.
24. **Complete PB-22 Section IV**--- Complete Section IV of PB22 entitled "Investigative Activities—how did the facility become aware of the incident? Who reported it?"
25. **Attachments**--- Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 26. Otherwise proceed to step 29.
26. **Combine Attachments Into One PDF**---If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
27. **Another Attachment Area**--- Decision point-if attachments need made to another area of this section return to step 25. Otherwise proceed to step 28.
28. **Link Attachments to PB22 Record**---Link the attachment(s) to this PB22 record.
29. **Complete PB-22 Section V**--- Complete Section V of PB22 entitled "Findings of Facility Investigation."
30. **Attachments**--- Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 31. Otherwise proceed to step 33.
31. **Combine Attachments Into One PDF**---If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
32. **Link Attachments to PB22 Record**---Link the attachment(s) to this PB22 record.
33. **Complete PB-22 Section VI**--- Complete Section VI of PB22 entitled "Conclusions."
34. **Attachments**--- Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 35. Otherwise proceed to step 37.
35. **Combine Attachments Into One PDF**---If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
36. **Link Attachments to PB22 Record**---Link the attachment(s) to this PB22 record.
37. **Complete PB-22 Section VII**--- Complete Section VII of PB22 entitled "Actions Taken."
38. **Attachments**--- Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 39. Otherwise proceed to step 41.
39. **Combine Attachments Into One PDF**---If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
40. **Link Attachments to PB22 Record**---Link the attachment(s) to this PB22 record.
41. **Complete PB-22 Section VIII**--- Complete Section VIII of PB22 entitled "Relative/Supportive Documentation Attached."

42. **Attachments---** Decision point-if facility has attachments to add to this portion of the PB22 submission, proceed to step 43. Otherwise proceed to step 46.
43. **Combine Attachments Into One PDF---**If multiple attachments will be attached to this section of the PB22 submission, combine the attachments into one PDF file before attaching.
44. **Another Attachment Area---** Decision point-if attachments need made to another area of this section return to step 42. Otherwise proceed to step 45.
45. **Link Attachments to PB22 Record---**Link the attachment(s) to this PB22 record.
46. **PB-22 Add'l AAA Reporting Req's---** Complete Section of PB22 entitled "Additional Department of Aging Reporting Requirements."
47. **Click Submit Button---**Click the "Submit Button" to submit PB22.
48. **Resubmission---** Decision point-if PB22 submission is a resubmission proceed to step 50. Otherwise proceed to step 49.
49. **Another PB22---** Decision point-if facility needs to submit an additional PB22 return to step 17. Otherwise proceed to step 50.
50. **Make Changes---** Decision point-if facility wants to make changes to PB22 submission, proceed to step 51. Otherwise proceed to step 52.
51. **Contact FO---**Contact the Field Office and let them know you want to make changes to PB22 already submitted.
52. **Voluntary Withdraw---** Decision point-if facility voluntary wants to withdraw a submitted PB22 proceed to step 53. Otherwise proceed to step 55.
53. **Contact FO---** Contact the Field Office and let them know you want to withdraw the PB22 already submitted.
54. **Withdraw in ERS---**Field Office allows facility the ability to withdraw the PB22. End of process.
55. **DOH Review Response---** Decision point-when DOH response is received, if PB22 is accepted as submitted proceed to step 56. If PB22 is rejected as submitted proceed to step 57.
56. **Accepted---**DOH accepted the PB22 as submitted. End of process.
57. **Rejected---**DOH rejected the PB22 as submitted.
58. **Meet Def of Abuse---** Decision point-if PB22 submission meets the definition of abuse proceed to step 61. Otherwise proceed to step 59.
59. **Withdraw---**PB22 is rejected by DOH and must be removed from ERS.
60. **Withdraw in ERS---**Facility withdraws PB22 in ERS. End of process.
61. **Resolve PB22 Submission Issues---**Resolve the PB22 issues and return to step 16.

END