Announcement

*New*

Enterprise Incident Management System (EIM)

Implementation Information

*ODP EIM Newsflash 1*

ODP Communication Number: Announcement 094-15

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

**AUDIENCE:** County MH/ID Programs/Administrative Entities (AEs), Supports Coordination Organizations (SCOs), Agency with Choice Providers, Intermediate Care Facilities for Persons with Intellectual Disabilities (ICF/ID) and other Direct Service Providers who utilize the Home and Community Services Information System (HCSIS) to perform Incident Management (IM) activities.

**PURPOSE:** This Office of Developmental Programs (ODP) announcement is intended to inform the audience above that a new Enterprise Incident Management (EIM) system is scheduled to be implemented on **January 4, 2016**. This communication will also answer questions to equip users with preliminary information regarding the EIM system. This announcement is the first in a series of ODP communications that will focus specifically on the new EIM system.

**BACKGROUND**
Currently, ODP uses a module in HCSIS as the electronic incident management reporting system. A decision was made late last calendar year to replace the existing IM system with the Enterprise Incident Management system, referred to as EIM. The EIM system contains improvements in terms of navigation, functionality, and enhanced reporting capabilities. The EIM system will provide users with a more efficient experience in terms of responding to, recording, tracking and analyzing incidents.
DISCUSSION
The following is a list of questions and answers to provide HCSIS IM users with information to prepare for the implementation of the EIM system.

**What is the Enterprise Incident Management system?**
A system that is considered an enterprise system is one that has the capability to interface with other existing systems. EIM will be ODP’s new incident management and reporting system. It is a comprehensive system that provides the ability to record and review incidents. Beginning in January 2016, the EIM system will be the new platform for reporting and managing incidents from beginning to close.

**How will the new EIM system implementation impact me?**
If you currently create, review, monitor, finalize, or perform incident management related functions, you will soon be moving to EIM to perform these functions. As with any new tool, there will be a transition period for users before they become acclimated and proficient in the system. To support EIM users in this transition, ODP will be making available web-based training modules beginning November 2015. The training sessions consist of pre-recorded modules that allow the user to see the functionality of EIM and also will serve to instruct users on how to use EIM to perform required incident management tasks.

**What will happen to the incident reports and data that are entered into HCSIS prior to January 4, 2016?**
Incidents that are entered in HCSIS prior to January 4, 2016, will continue to be available and accessible. Users will continue to be able to finalize these incidents in HCSIS. At this time, the current HCSIS IM system will not be completely inactivated when the new EIM is implemented. The only change made to HCSIS, that users will notice, is the buttons to create new incident reports will no longer be accessible. Below is a picture of these buttons currently seen in HCSIS.

**Will the HCSIS Incident Management Detail Reports still be accessible?**
Yes, the HCSIS Incident Management Detail Reports will continue to be available for data analysis purposes for all incidents dated January 3, 2016 and earlier. Users will need to access HCSIS in order retrieve these reports until the HCSIS system is fully decommissioned.

**Why is ODP moving to EIM?**
ODP has determined that the EIM system far exceeds the ODP IM system in terms of performance and functionality. It is a superior tool for recording incidents, monitoring workloads and provides robust reporting capabilities. Other program offices under the Department of Human Services (DHS), such as the Office of Long Term Living (OLTL) and the Bureau of Autism Services (BAS), have been using EIM for several years. Other DHS program offices that use the HCSIS IM system are planning to transition to the EIM system in the future as well.
**What happens next?**
ODP will be sending out instructions over the next few weeks to individuals with a **BP Admin** role in HCSIS. Users will be given instructions on activities to perform that will help ensure EIM is loaded with accurate, relevant and current data. The purpose of these pre-implementation activities is to ensure data integrity is maintained in the EIM system. Users will also be instructed on how to remove duplicate roles and inactive user IDs in HCSIS.

**What do I do next?**
ODP will continue to communicate with you through additional communications and provide details on necessary actions and associated timelines. Please watch for future announcements. Future EIM announcements and communications will contain the logo seen below.

**Who can we contact with questions?**
ODP has established a dedicated email address to receive questions regarding the new EIM system:  **RA-PWODPEIMASSIST@PA.gov**