

AIR – Adverse Incident Reporting User Manual



August 2016

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General Instructions

Purpose

The electronic Adverse Incident Reporting (AIR) form is used to report adverse/critical incidents involving individuals receiving services from agencies licensed or funded by the Kansas Department for Aging and Disability Services.

System Requirements and Browser Settings

- Internet Connection
- Internet Browser:
 - Microsoft Internet Explorer 11 or newer Recommended, and the only browser that KDADS supports for Web Applications.
 - Other browsers may be used with the understanding that KDADS cannot troubleshoot any issues that may arise using KDADS Web Applications with another browser.

Contact Persons

Issue	Contact Person
Application How To Questions and Security	KDADS Help Desk
Access	Phone:
	(785) 296-4987 or
	(800) 432-3535
	E-Mail:
	KDADS.helpdesk@ks.gov
Questions about AIR Policies and Guidelines.	Phone:
	(785) 296-4986 or
	(800) 432-3535
	Ask for the program manager for the waiver
	or service that the affected client is
	associated with.

Important

The required fields referenced in this chapter refer to system-required fields. These fields are required in order for the form to be saved. The information that is required due to policy may be different from those that are system required.

All information saved in any KDADS web application or web form is encrypted and secure.

Accessing the Application

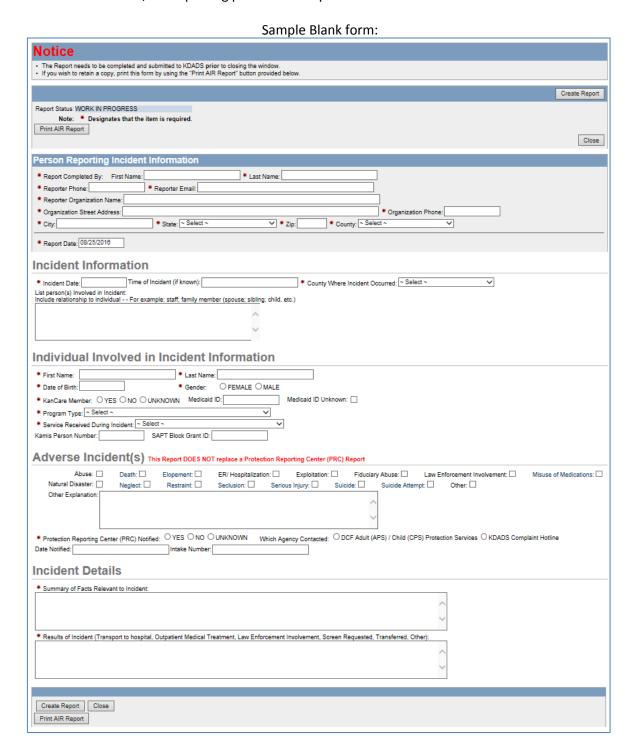
How To Follow the steps in the table below to access a blank AIR form from the KDADS public website.

Step	Action			Result
1.	From an internet browse public website at www.kc	· •	· ·	artment for Aging and es public website displays.
Home A	ansas Partment for Aging Disability Services Commissions H OS PROGRAMS AND SER	ospitals / Institutions Media Co	enter Hotlines Contact	in the right place Image © COPYRIGHT 1999 Mark L Feiden Us Providers Web Apps
- Agir - Olde - Sen - Med - Nurs - Res	AGING Ig and Disability Resource Center er Americans Act (OAA) ior Care Act (SCA) icare Programs Senior Health Insurance Counseling for Kansas (SHICK) Senior Medicare Patrol (SMP) Medicare Improvements for Patients and Providers Act (MIPPA) sing Home Assessment (CARE) pite for Caregivers lications and Reports	BEHAVIORAL H SERVICES Veterans Services Behavioral Health Funding (Publications and Reports Provider Resource Connect COMMUNITY SE AND PROGR/ Home and Community Base (HCBS) Waiver Integration In Respite for Caregive HCBS Program Renewal In HCBS Settings Final Rule Provider Resource Connect	EALTH SU Deportunities	URVEY, CERTIFICATION AND CREDENTIALING Abuse, Neglect or Exploitation lealth Occupations Credentialing (HOC) Workforce Enhancement Grant Promoting Excellent Alternatives in Kansas Nursing Homes (PEAK) Surveys and Reports Adult Care Home Directory and Inspection Reports
NEWS	HIGHLIGHTS			QUICK LINKS
	MEDIC	KDADS to Launch at Edwards County Read more	Operation Red File Fair Tuesday	Media Center Adult Care Home Directory and Inspection Reports Hotline Numbers Beport Aduse Adverse Incident Reporting (AIR) KanCare Outlook Remote Access UPDATE: Contact KanCare Clearinghouse
2.	Click on the Adverse Incid (AIR) link located under the right side of the home	QUICK LINKS' on	A blank Adverse displays.	Incident Reporting form

Creating / Saving the Adverse Incident Reporting (AIR) Form

Introduction

All required fields must be completed before the AIR form can be successfully saved. The initial creation (saving) of the form is done via the 'Create Report' button. When the completed form is submitted to KDADS, the reporting process is complete.

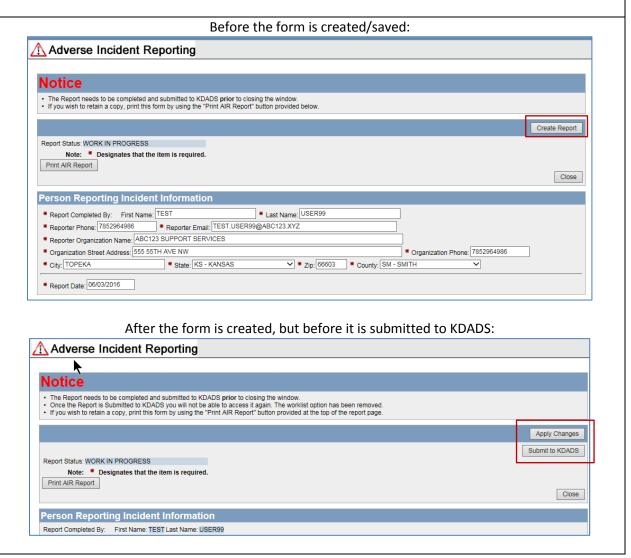


Creating / Saving the AIR Form, continued

How To Follow the steps in the table below to create a new Adverse Incident Reporting form.

Step	Action	Result	
1.	Click on the AIR form link as	A blank AIR form displays.	
	described in the previous steps.		
2.	Enter the information for the	All required fields must be completed before the	
	incident being reported.	form can be saved.	
3.	Click on the Create Report button	The report is created, and the data is saved.	
	(located at the top and the bottom	The Create Report button no longer displays.	
	of the form.)	An Apply Changes button displays.	
		A Submit to KDADS button displays.	

Note: Validation errors will display for any missing required information, and the report will *not* be saved. Enter the missing required fields, and click the Create Report button again.



Creating / Saving the AIR Form, continued

How To

Continued

Step	Action	Result
4.	A new region displays to the right of the AIR	Upload Supporting Document(s) displays.
	form once it has been created.	
5.	Additions and/or changes to the report can	
	be made as necessary.	
6.	Click on the Apply Changes button to save	Additions/changes are saved.
	any additions/changes made.	

Form Fields

Refer to the next chapter, *Field Descriptions and Requirements* if there are any questions about any of the fields in the AIR form.

Uploading Files

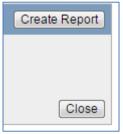
Refer to the chapter on *Uploading Supporting Documentation to an AIR Report* for details on how to attach a file to a saved AIR form.

Field Descriptions and Requirements

Field Requirements

The table below lists all the report fields and their purpose. All fields marked with a red asterisk (*) are required. Fields that are conditionally required will be also checked for a valid entry when the form is saved.

Field or Button	Action / Purpose	
Create Report	Creates the report once all required fields are entered. The button disappears after the report is successfully created, and is replaced by the Apply Changes button.	
Apply Changes	Button displays after the report is successfully created. Saves any subsequent changes to the initial data entered.	
Submit to KDADS	Button displays after the report is successfully created. When data entry is complete, clicking on this button will submit the report to KDADS, and the report changes to a read-only status.	
Close	Closes the Adverse Incident Reporting window or tab. Once the window/tab is closed, the report cannot be accessed again by the Reporter.	
	Apply Changes	





Person Reporting Incident Information Region		
All fields	Contains the Reporter information and the Provider to which the reporting person is associated.	
Report Date	Date the AIR form is filled out. (Defaults to the current date.)	

Person Reporting Incident Information Report Completed By: First Name: TEST Last Name: USER99 Reporter Phone: 7852960583 Reporter Email: TEST.USER99@ABC123.XYZ Reporter Organization Name: ABC123 SUPPORT SERVICES Organization Street Address: 503 S KANSAS AVE Organization Phone: 7852964986 City: TOPEKA State: KS - KANSAS Zip: 66603 County: SN - SHAWNEE Provider Branch Facility (If Applicable): * Report Date: 06/07/2016

Field Descriptions and Requirements, continued

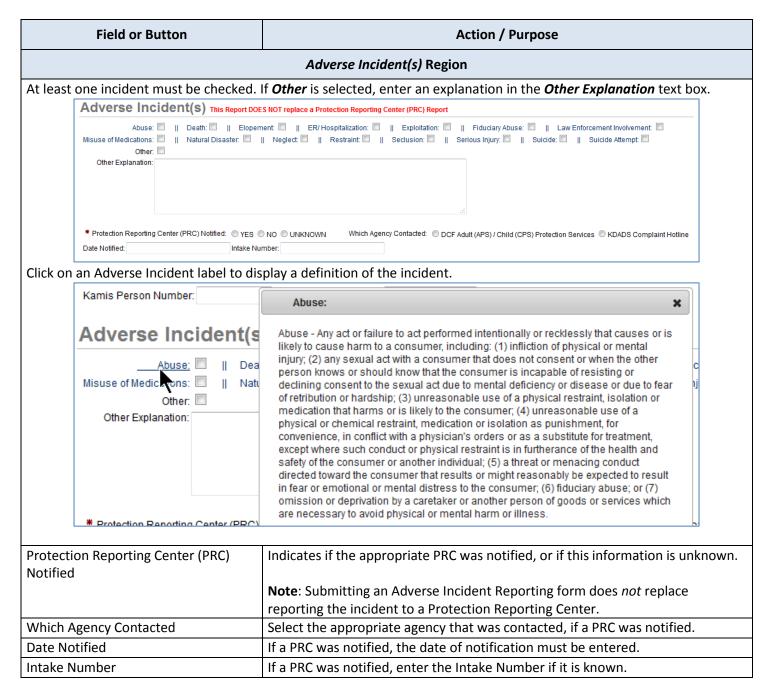
Field Continued Requirements

	Field or Button	Action / Purpose		
Incident Information Region				
Incident Dat	te	Date the incident occurred.		
County Whe	ere Incident Occurred	The county where the incident occurred. Facilitates assignment of KDADS staff for incident review.		
List person(s) involved in incident.	Optional, but if it is known which individuals other than the client are involved, the name(s) and their relationship to the client involved are entered here.		
	Incident Inform	nation		
	* Incident Date: 06/07/2016	Time of Incident (if known): * County Where Incident Occurred: SN - SHAWNEE		
	List person(s) Involved in Inci Include relationship to individ	dent: ual For example: staff; family member (spouse; sibling; child, etc.)		
	Indi	vidual Involved in Incident Information Region		
First/Last Na	ame of Customer	Name of the client involved in the incident being reported.		
Date of Birt	h	Client's date of birth.		
Gender		Client's gender.		
KanCare Member		Indicates if the customer is a KanCare member, or if the information is unknown.		
Medicaid ID If the client is a Medicaid customer, and the Medicaid ID number must be entered here.		If the client is a Medicaid customer, and the Medicaid ID number is known, it must be entered here.		
Medicaid ID Unknown If the client is a Medicaid customer, and the Medicaid ID this box must be checked.		If the client is a Medicaid customer, and the Medicaid ID number is <i>not</i> known, this box must be checked.		
KAMIS ID Not required, but if the client is in KAMIS, and the person number is enter it here.		Not required, but if the client is in KAMIS, and the person number is known, enter it here.		
SAPT Block Grant ID Not required, but if the client is an SAPT Block Grant recipient, ar number is known, enter it here.		Not required, but if the client is an SAPT Block Grant recipient, and the ID number is known, enter it here.		
	Individual Invol	ved in Incident Information		
	* First Name: ANON * Last Name: SMURFETTE			
	* Date of Birth: 04/01/1997			
	* KanCare Member: ○ Yes ○ No ● Unknown Medicaid ID: Medicaid ID Unknown: □			
	* Program Type: PRIVATE PSYCHIATRIC HOSPITAL			
	* Service Received During Incident: MENTAL HEALTH - ONSITE Kamis Person Number: SAPT Block Grant ID:			

Field Descriptions and Requirements, continued

Field Continued

Requirements



Field Descriptions and Requirements, continued

Field Continued

Requirements

Field or Button	Action / Purpose			
Incident Details Region				
Summary of Facts Relevant to Incident	The relevant facts of the incident being reported.			
Results of Incident	The actions taken regarding the client, as a result of the reported incident.			
(Transport to hospital, Outpatient				
Medical Treatment, Law Enforcement				
Involvement, Screen Requested,				
Transferred, Other)				
Incident Details				
* Summary of Facts Relevant to Incident	t			
* Results of Incident (Transport to hospi	ital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):			

Submitting a Completed AIR Report to KDADS

Introduction

Submitting a completed Adverse Incident report to KDADS adds it to the Adverse Incident Listing in the *Adverse Incident Reporting (AIR)* web application. Only KDADS staff with authenticated web apps user accounts have access to the AIR web application, and only those users assigned to the group matching the specified Program Type indicated in each submitted incident have access to those incidents.



How To

Follow the steps in the table below to submit a completed AIR report to KDADS. Note: Supporting Documentation (covered in the next chapter) can be uploaded to an AIR report before or after the form is submitted to KDADS.

Step	Action	Result	
1.	From the completed AIR report page, click on the Submit to KDADS button. Submit to KDADS	A warning message displays. The form is saved and all fields are read only. An e-mail is forwarded to the appropriate KDADS staff for review.	
	Note: Either button, located at the top and	starrior review.	
	the bottom of the page, can be used.		
2.	Read the message before continuing!		
	Message from webpage ***WARNING***: You are about to submit this report to KDADS. You will NOT be able to make changes to this report after submission. Click OK to Submit the Report or click Cancel to return to report for additional editing. OK Cancel		
3.	Click on the OK button to submit the report and make it read-only. OR Click on the Cancel button to return to the	OK = Report submitted to KDADS. No further changes can be made.*	
	report.	Cancel = Return to report to make changes. Report is <i>not</i> submitted to KDADS.	
	*While no additional changes can be made to an AIR report once it is submitted to KDADS, supporting documents <i>can</i> still be uploaded. See the next chapter for instructions.		

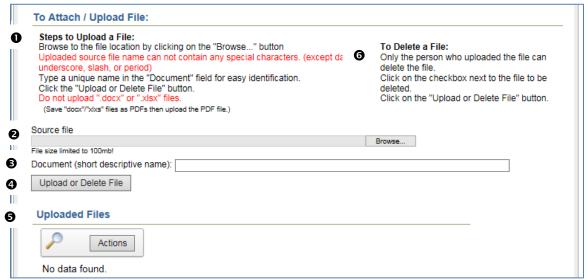
Introduction

If there is supporting documentation related to the adverse incident being reported, an electronic version of the document can be uploaded to the AIR form. AIR uses the same Attach/Upload File utility that is used by many other KDADS web applications for this purpose.

The Attach / Upload File utility is accessible after the incident has been created, and before the incident is closed.

Only KDADS staff that have authorization to access the associated AIR report will have access to any uploaded documents attached to the incident.

Sample Blank Form



Region	Purpose
Steps to Upload a File:	Instructions for the upload process
2 Source file / Browse	The source file path and file name appear here after
	browsing to/selecting the file
Document (short descriptive name)	A description that provides a simpler name for the file
	(required)
Upload or Delete File button	Completes the Upload process and displays a link to
	the file in a table list
	OR
	Deletes the selected/checked file from the table list
Uploaded Files	Uploaded files will display in a table, replacing the 'No
	data found' message.
6 To Delete a File:	Instructions for Deleting an uploaded file

Source File Requirements

Source File Name: There are specific rules that must be followed in the naming of the source file that will be uploaded. If necessary, rename the source file before you attempt to upload it. The source file name can contain *only* the following characters:

- Alpha-numeric characters (A-Z and 0-9)
- The following special characters: dash (), underscore (_), slash (/), and period (.)

Source File Size: The source file (the file you are uploading) has a maximum file size of 100MB. To conserve KDADS file server space, we request that the source files be saved in a way to reduce the file size as much as possible. For example, if you are scanning a hard copy of a file, make sure your scanner is not using too high of a resolution (200-300 dpi should be sufficient.) Be aware of the size of picture files that are uploaded and resize/compress them if possible. If uploading a PDF file and you have Acrobat Pro, there are optimizing features that can reduce the size of the file.

Source File Type: Most file types are compatible with the Attach/Upload File utility. However, be aware that files that are application-specific may not be accessible if the user opening the file does not have that application installed on their computer. For this reason we recommend the following file types, as they are accessible via multiple image-viewing applications or PDF readers that are common to many business applications:

- PDF (current Microsoft Office applications have a built-in 'save as PDF' option)
- JPG/JPEG (most scanners will scan images to this format)
- BMP (most scanners will scan images to this format. Preferred after JPG/JPEG, as BMP files tend to be larger in size than JPG/JPEG)

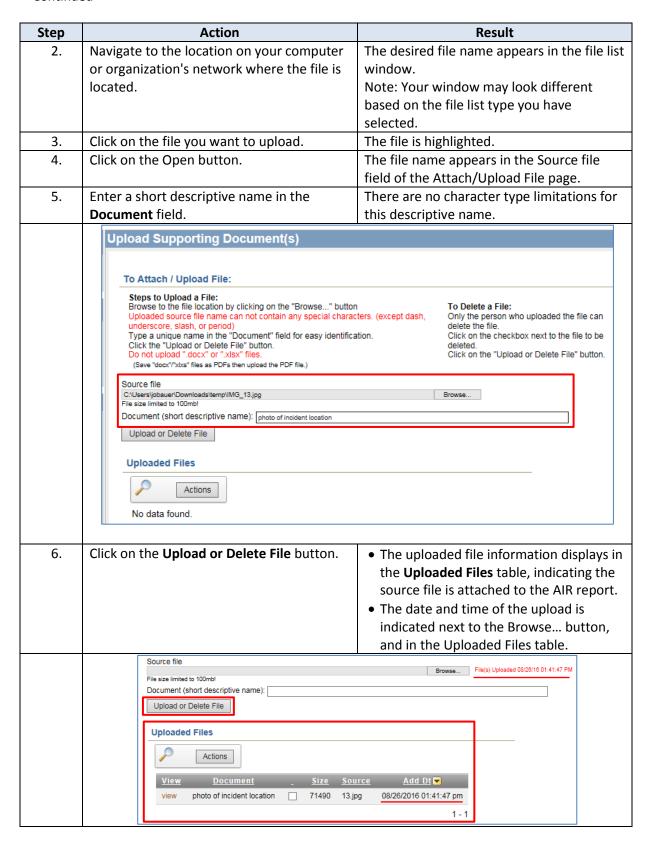
Note: Word (.docx) and Excel (.xlsx) files are not compatible with the Attach/Upload File utility. Make sure to save these file types as PDF files before uploading.

How To

Follow the steps in the table below to upload a file to a saved Adverse Incident Report.

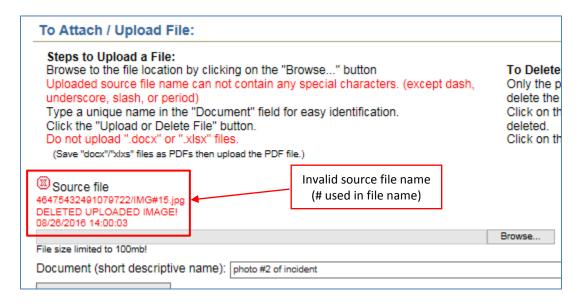
Step	Action			Result				
1.	Click on the Browse button.			The 'Choose File to Upload' dialog box				
				displays				
	Source file							
	File size	File size limited to 100mb!						
		② Choose File to Upload ○ □ □ □ ▶ Jo Bauer ▶ Downloa	ads ▶ temp			▼ 49 Search temp	P	
		Organize ▼ New folder	Name	Date modified	Type	8≡ ▼ □	1 0	
		▶ ☐ Libraries	☐ IMG_12.jpg ☐ IMG_13.jpg	6/15/2016 1:00 PM 6/15/2016 1:00 PM	JPG File JPG File	89 KB 70 KB		
		▷ (Computer		6/15/2016 1:07 PM 6/15/2016 1:00 PM	JPG File JPG File	97 KB 158 KB		
		D S Network				ANELLO CO		
		File <u>n</u> ame:				All Files (*.*) Open Can	vicel all	

How To Continued



Important Note

If the source file you are trying to upload contains invalid characters in the file name, you will receive a message when you attempt to upload the file stating the file has been deleted. The file will not be uploaded and you will need to rename the source file before attempting to upload it again.



Upload Multiple Files

You can upload multiple files to the same AIR report. Repeat the previous steps for each file to be uploaded. The Uploaded Files table will update with each additional file that is uploaded.

View an Attached File

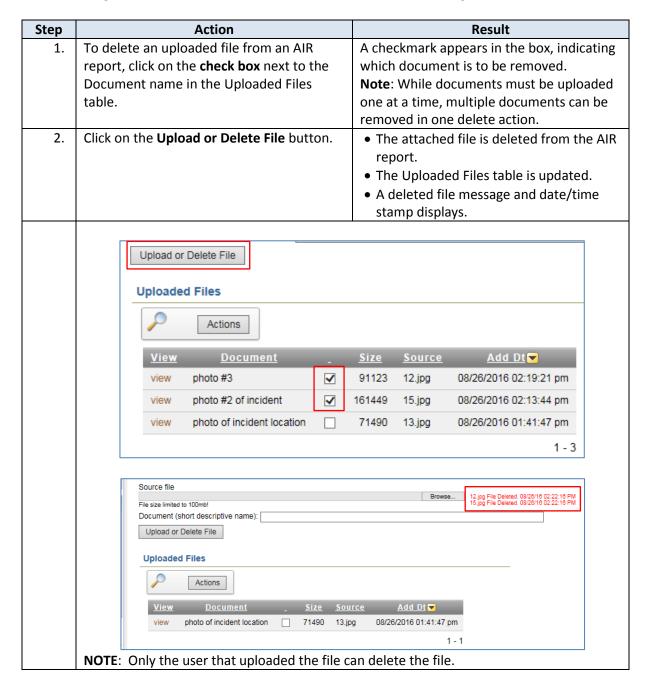
After you have attached a file to an incident, you can view it to confirm it uploaded successfully and is accessible.

Step	Action	Result		
1.	To view an uploaded file, click on the 'view' link next to the uploaded file name in the Uploaded Files table.	The file will display automatically, or you may be prompted to open <i>or</i> save the file. If prompted, choose 'Open.'		
		Depending on your browser settings and the type of file that was uploaded, the file will open in either a browser window/tab, or in the application it was created in.		
	Uploaded Files Actions			
	View Document _ view photo of incident location _	<u>Size</u> <u>Source</u> <u>Add Dt</u> ▼ 71490 13.jpg 08/26/2016 01:41:47 pm		
2.	After viewing the attachment, close the window/tab or the associated application.	The window containing the AIR form redisplays.		

Delete an Attached File

If you discover you uploaded the wrong file, or you decide you no longer want to include the uploaded file with this incident report, you can delete the attachment.

Note: Deleting an attached file does not delete the source file from its original location.



Printing an AIR Report

Introduction

If the person or organization reporting an Adverse Incident wants to keep a copy of the report, it must be printed before the submitted report is closed. Once closed, the incident is no longer available to the Reporter.

The *Print Air Report* button is provided for this purpose. While the button is available prior to the report being completed, these instructions assume the report will be printed once the form is complete, and has been submitted to KDADS.

How To

Follow the steps in the table below to print an Adverse Incident Reporting form.

Step	Action	Result
1.	Recommended browser page settings: Portrait .5" margins Enable Shrink to Fit turned on	Page settings in Internet Explorer are found under File > Page setup OR
2.	Click on the Print AIR Report button located at the top or bottom of the submitted form.	> Print > Page setup The browser Print menu displays.
3.	Click on the Print button.	The report prints to the designated printer.

Close the Submitted AIR Form

Introduction

After the AIR form has been submitted to KDADS, the final step is to close the completed form window/tab to ensure there is no unauthorized access to the form.

How To

Follow the steps in the table below to close a completed AIR form.

