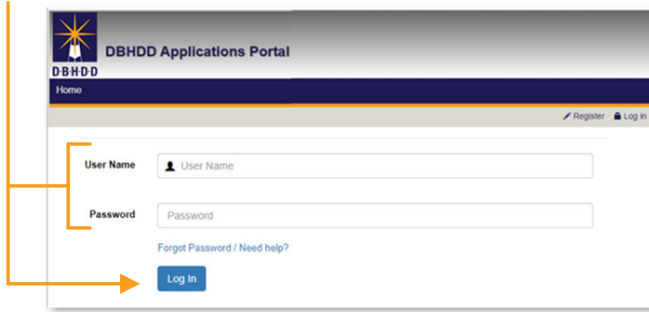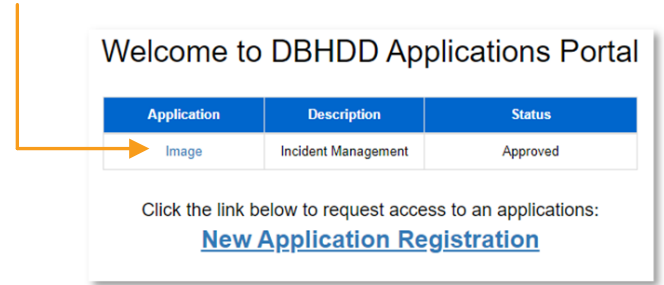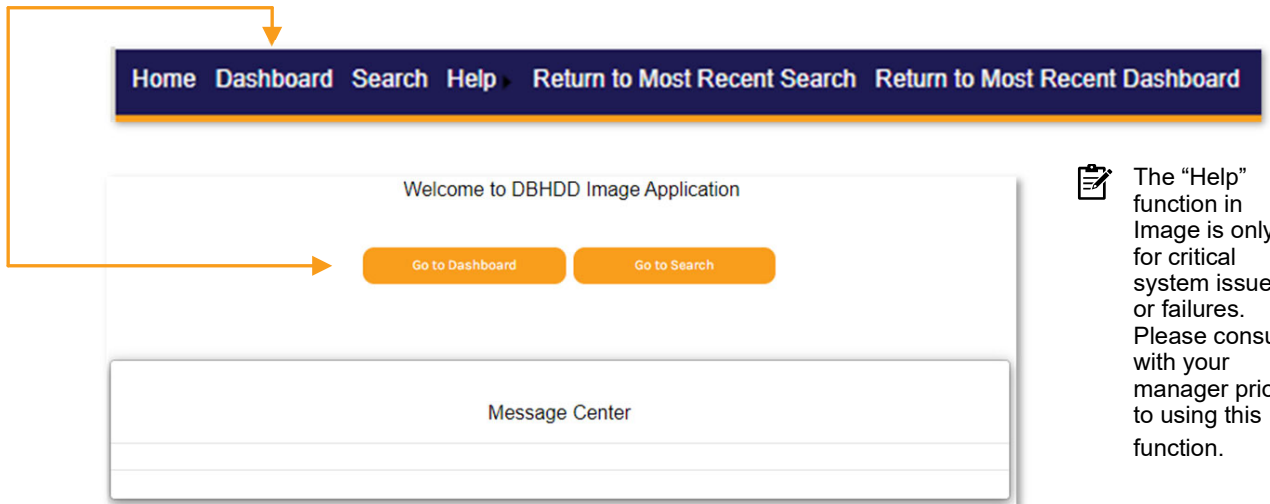# Supervisor Investigation Workflow in Image

1 Visit the DBHDD Applications Portal, enter your User Name and Password, and select "Login"

2 Select "Image" to access the system

Welcome to DBHDD Applications Portal

Application	Description	Status
Image	Incident Management	Approved

Click the link below to request access to an applications:
New Application Registration

3 You'll be directed to the home page, where you can select "Dashboard" from the upper left menu or "Go to Dashboard" from the home page

Home Dashboard Search Help ▶ Return to Most Recent Search Return to Most Recent Dashboard

Welcome to DBHDD Image Application

Go to Dashboard   Go to Search

Message Center

The "Help" function in Image is only for critical system issues or failures. Please consult with your manager prior to using this function.

4 You'll be directed to your own Dashboard, where you can select to work on items assigned to you or choose to go to the Team Dashboard
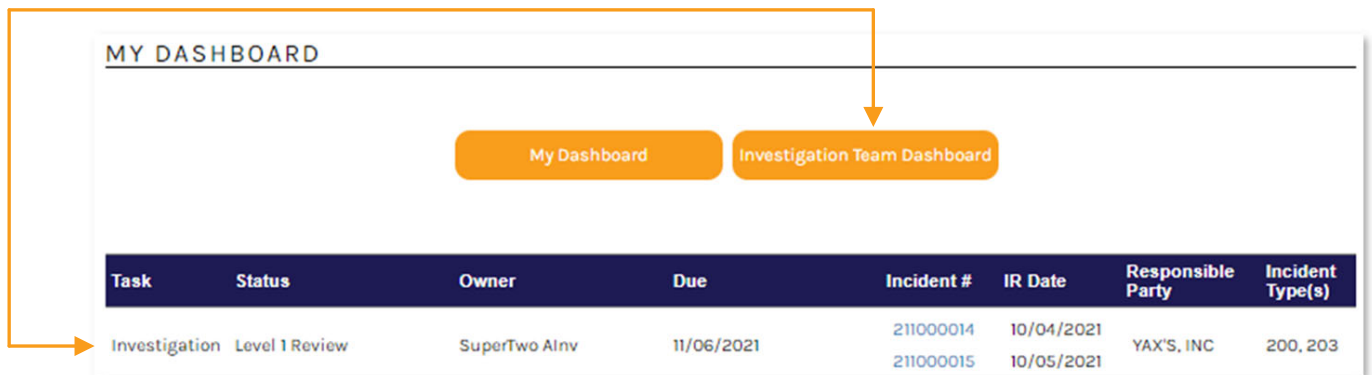
MY DASHBOARD

My Dashboard   Investigation Team Dashboard

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 1 Review	SuperTwo AInv	11/06/2021	211000014	10/04/2021	YAX'S, INC	200, 203
				211000015	10/05/2021		

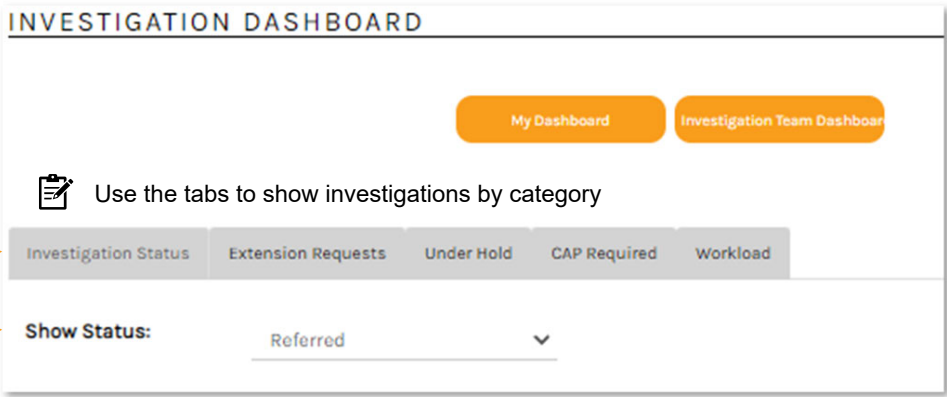**5** Your Dashboard allows you to manage your daily work items.

Sort by any column header

Select an individual row to work on that investigation

Use the "Next" and "Previous" functions to navigate pages, or enter a specific page number

Export your Dashboard to an Excel spreadsheet

MY DASHBOARD

[My Dashboard] [Investigation Team Dashboard]

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Under Investigation	StaffTwo AInv	03/20/2021	210300026	03/02/2021	Georgia Regional Hospital at Atlanta	A11, A8
Investigation	Under Investigation	StaffTwo AInv	04/24/2021	210300040 210300041	03/10/2021	Georgia Regional Hospital at Atlanta	A12, A22, A43
Investigation	Under Investigation	StaffTwo AInv	06/08/2021	210400012	04/07/2021	Georgia Regional Hospital at Atlanta	A11, A8
Investigation	Under Investigation	StaffTwo AInv	04/23/2021	210100076 210300031	01/25/2021 03/10/2021	Georgia Regional Hospital at Atlanta YAX'S, INC	200, 210, 320, A12, A28, A30, A8
Investigation	Under Investigation	StaffTwo AInv	06/15/2021	210400015	04/01/2021	MURIEL'S ASSISTED LIVING, LLC	200, 210
Investigation	Under Investigation	StaffTwo AInv	05/30/2021	210400024 210400029	04/13/2021 04/18/2021	Georgia Regional Hospital at Atlanta	A11, A12, A22, A32
Investigation	Under Investigation	StaffTwo AInv	06/15/2021	210400045	04/10/2021	Georgia Regional Hospital at Savannah	A11, A22, A8
Investigation	Under Investigation	StaffTwo AInv	05/10/2021	210400047 210400048	04/01/2021 04/02/2021	MURIEL'S ASSISTED LIVING, LLC	201, 220, 400
Investigation	Under Investigation	StaffTwo AInv	06/11/2021	210500009	05/04/2021	Georgia Regional Hospital at Savannah	A11, A22
Investigation	Under Investigation	StaffTwo AInv	06/11/2021	210500011	05/04/2021	Georgia Regional Hospital at Savannah	A11, A22

< Previous [1] / 2 Go Next >

[Export to Excel]

6 The Team Dashboard allows you to see investigations by category or current status

INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

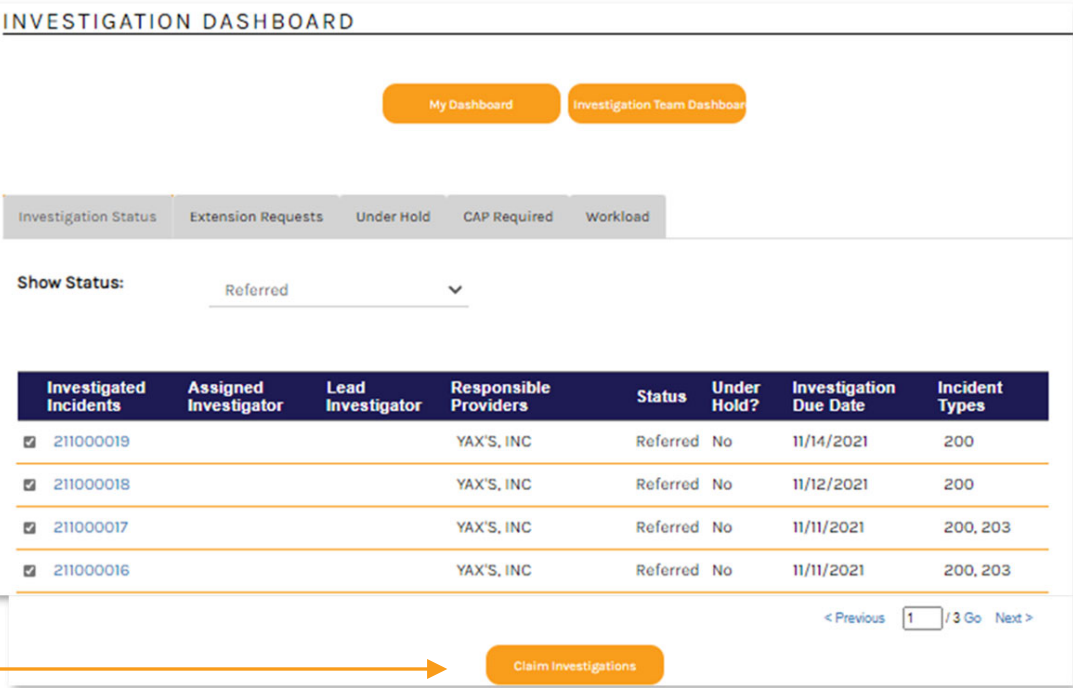Use the tabs to show investigations by category

Investigation Status	Extension Requests	Under Hold	CAP Required	Workload

Show Status: Referred

Use the "Show Status" dropdown to select investigations in a particular status

Referred
Referred
Pending Assignment
Under Investigation
Level 1 Review Requested
Level 1 Review
Corrections Needed
Level 2 Review Requested
Level 2 Review
INV Stop
Closed
Merged
Administratively Closed

7 To assign an investigation, set Show Status to "Referred," check each of the incidents you want to assign, and click "Claim Investigations" at the bottom of the page

INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

Investigation Status	Extension Requests	Under Hold	CAP Required	Workload

Show Status: Referred

	Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
☑	211000019			YAX'S, INC	Referred	No	11/14/2021	200
☑	211000018			YAX'S, INC	Referred	No	11/12/2021	200
☑	211000017			YAX'S, INC	Referred	No	11/11/2021	200, 203
☑	211000016			YAX'S, INC	Referred	No	11/11/2021	200, 203

< Previous 1 / 3 Go Next >

Claim Investigations

You can claim investigations in a Status of "Referred," "Level 1 Review Requested," or, if you are not the Level 1 Reviewer, "Level 2 Review Requested"

8 The incidents you claimed now show on your Dashboard with a Status of "Pending Assignment." To assign the investigation, click the investigation row.

9 The Investigation Details page will open, where you'll select the "Investigation Type," "Assigned Investigator," "Lead Investigator," choose "Send to Investigator" from the bottom Action menu, and click "Go"

Assigning the investigation, places it into a Status of "Under Investigation"

INVESTIGATION
Status: Under Investigation

Throughout the investigation process, whenever you complete an action within the workflow (save, assign, etc.), you'll receive an onscreen confirmation
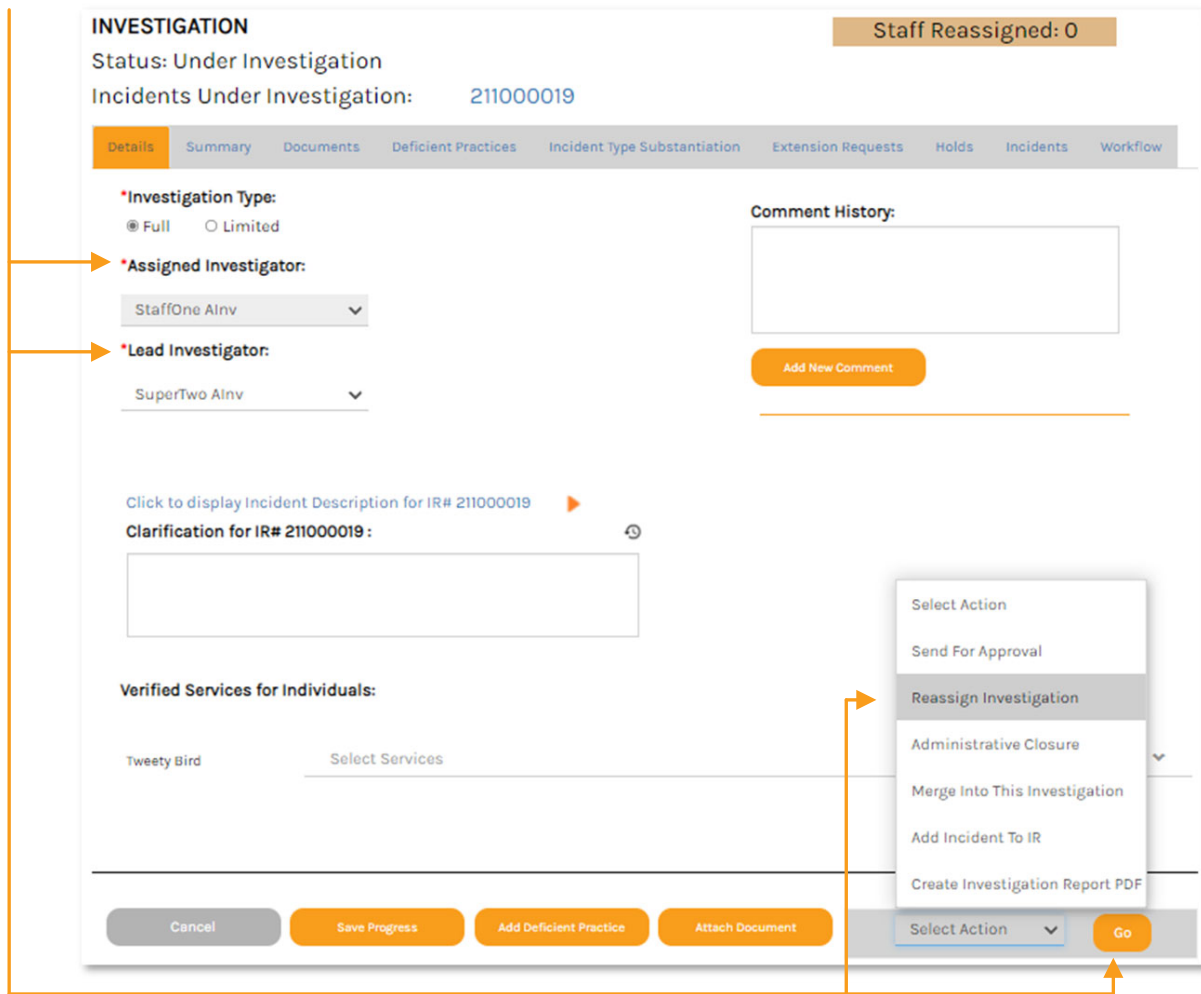
Investigation Successfully Assigned

10 **Reassign Investigation** – If you need to reassign an active investigation, you can use Search to find the Incident or locate it on Team Dashboard using the "Show Status" filter.

Step 10.1 Select the "Edit" icon on the Investigation row of the Incident Overview page

INCIDENT OVERVIEW

▶ **IR #: 211000014**   **Status: Under Investigation**   🔍 ⬇

▶ **Investigation**   **Status: Under Investigation**   🔍 ☑

Step 10.2 The Investigation Details tab will open, where you'll select the new "Assigned Investigator" and/or "Lead Investigator," choose "Reassign Investigation" from the Action menu, and click "Go"

INVESTIGATION

Status: Under Investigation

Incidents Under Investigation: 211000019

Staff Reassigned: 0

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | Extension Requests | Holds | Incidents | Workflow |

*Investigation Type:
⦿ Full   ○ Limited

*Assigned Investigator:
StaffOne AInv ▼

*Lead Investigator:
SuperTwo AInv ▼

Comment History:

[Add New Comment]

Click to display Incident Description for IR# 211000019 ▶
Clarification for IR# 211000019 :   🕓

Verified Services for Individuals:

Tweety Bird   Select Services

Select Action
Send For Approval
Reassign Investigation
Administrative Closure
Merge Into This Investigation
Add Incident To IR
Create Investigation Report PDF

[Cancel] [Save Progress] [Add Deficient Practice] [Attach Document]   Select Action ▼ [Go]

Supervisor Investigation Workflow in Image *(cont)*

11 Once you claim an investigation in Level 1 or Level 2 Review status, it will appear on your Dashboard. Click the investigation row to review the investigator's work.
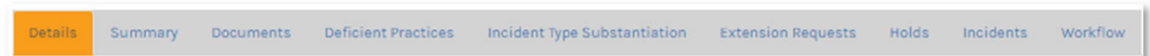
MY DASHBOARD

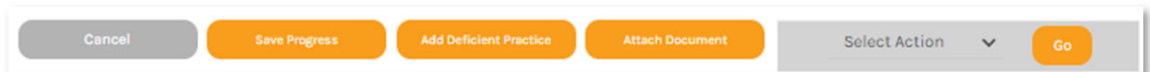| My Dashboard | Investigation Team Dashboard |

Please click on the column title to sort data.

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 1 Review	SuperTwo AInv	11/14/2021	211000019	10/07/2021	YAX'S, INC	200
Investigation	Level 1 Review	SuperTwo AInv	11/12/2021	211000018	10/03/2021	YAX'S, INC	200
Investigation	Level 1 Review	SuperTwo AInv	11/11/2021	211000017	10/02/2021	YAX'S, INC	200, 202, 203
Investigation	Level 1 Review	SuperTwo AInv	11/11/2021	211000016	10/01/2021	YAX'S, INC	200, 203
Investigation	Level 2 Review	SuperTwo AInv	10/21/2021	210900117	09/14/2021	MURIEL'S ASSISTED LIVING, LLC	200, 202, 210

12 You have 3 menus available on all pages of the investigation. The top menu represents the stages of the investigation and the bottom menu represents actions you can take. Note that the bottom menu includes a dropdown Action menu.
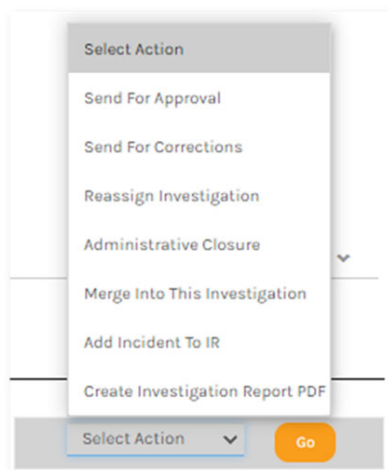
Top

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | Extension Requests | Holds | Incidents | Workflow |

Bottom

| Cancel | Save Progress | Add Deficient Practice | Attach Document | Select Action ⌄ | Go |

Action

Select Action

Send For Approval

Send For Corrections

Reassign Investigation

Administrative Closure

Merge Into This Investigation

Add Incident To IR

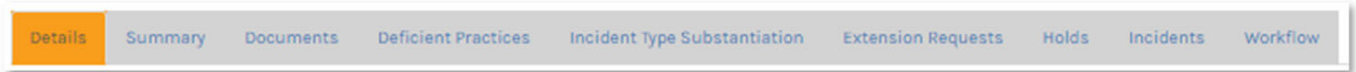Create Investigation Report PDF

Select Action ⌄   Go

📝 You must click "Go" for any actions you select

13 The Investigation Status always coincides with the current investigation stage

INVESTIGATION	INVESTIGATION
Status: Level 1 Review	Status: Level 2 Review

14 Review each tab of the Investigation menu to ensure all work is complete and accurate

Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | Extension Requests | Holds | Incidents | Workflow

Comment History:

Add New Comment

You can add any relevant comments on the Details tab. This field is particularly useful if you need to send an investigation back to the original investigator or the Level 1 Reviewer for corrections.

15 Once you've completed your review, you can send the investigation for Level 2 Review, or send it back to the original investigator for any needed corrections.

Choose "Send for Approval" to send for Level 2 Review

Select Action

Send For Approval

Send For Corrections

Reassign Investigation

Administrative Closure

Merge Into This Investigation

Add Incident To IR

Create Investigation Report PDF

Select Action ⌄   Go

Choose "Send for Corrections" to send the investigation back to the original investigator

Send for Corrections
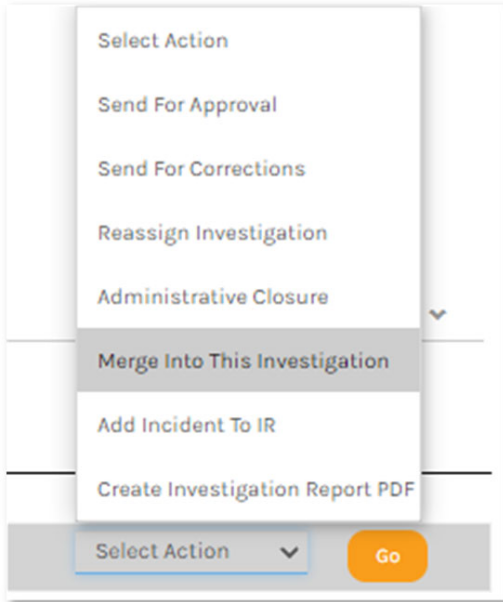
Current Investigation Status:

Send to Corrections Needed status:
StaffOne AInv   **Send**

Send to Level 1 Review status:
SuperTwo AInv   **Send**

In Level 2 Review, you'll be asked if you want to send for corrections to the original investigator or the Level 1 Reviewer. You can send to one or both.

16 **Merging Investigations** – If two open investigations are similar in scope or nature, you can merge them into a single investigation
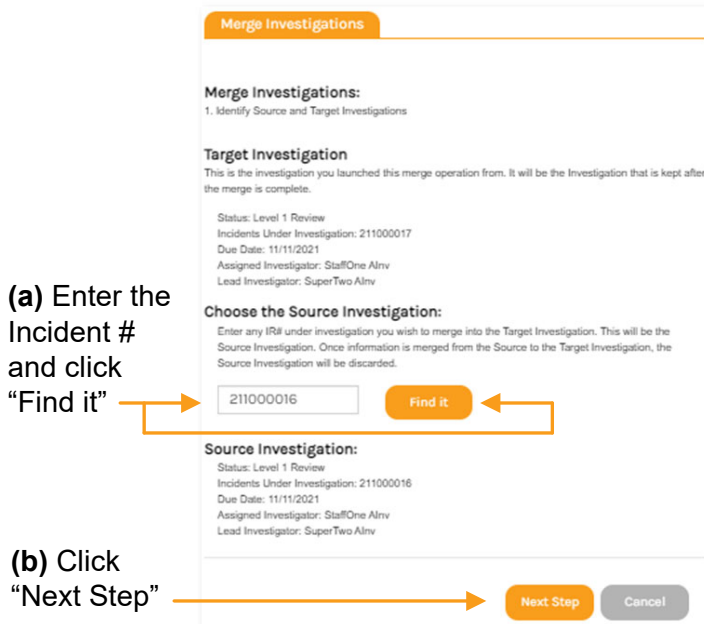
Step 16.1 Open the investigation that will be your target (primary) investigation. The target is the investigation into which the source will be merged. Select "Merge Into This Investigation" from the Action menu and click "Go."

Select Action
Send For Approval
Send For Corrections
Reassign Investigation
Administrative Closure
Merge Into This Investigation
Add Incident To IR
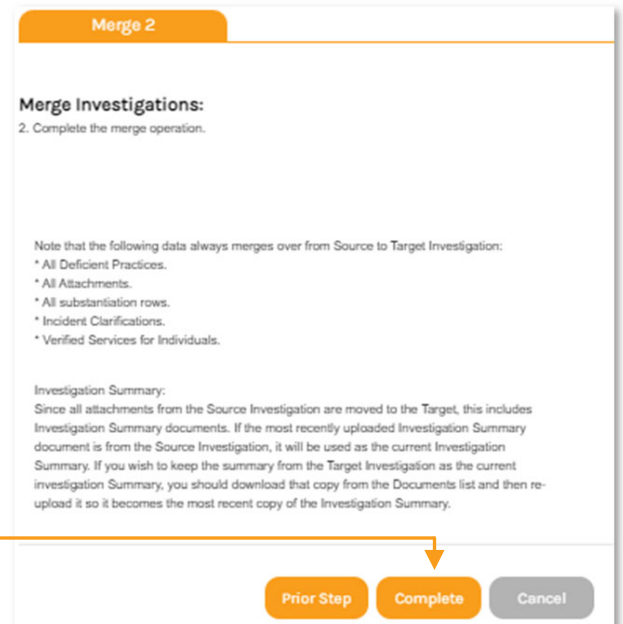Create Investigation Report PDF

Select Action   Go

To merge investigations, **neither** the target nor the source investigations can be in a status of:

1. Referred
2. INV Stop
3. Administratively Closed
4. Reopened

Step 16.2 Complete the Merge

Merge Investigations

Merge Investigations:
1. Identify Source and Target Investigations

Target Investigation
This is the investigation you launched this merge operation from. It will be the Investigation that is kept after the merge is complete.

Status: Level 1 Review
Incidents Under Investigation: 211000017
Due Date: 11/11/2021
Assigned Investigator: StaffOne AInv
Lead Investigator: SuperTwo AInv

(a) Enter the Incident # and click "Find it"

Choose the Source Investigation:
Enter any IR# under investigation you wish to merge into the Target Investigation. This will be the Source Investigation. Once information is merged from the Source to the Target Investigation, the Source Investigation will be discarded.

211000016   Find it

Source Investigation:
Status: Level 1 Review
Incidents Under Investigation: 211000016
Due Date: 11/11/2021
Assigned Investigator: StaffOne AInv
Lead Investigator: SuperTwo AInv

(b) Click "Next Step"

Next Step   Cancel

If your source investigation does not meet the specified criteria, a red error message will appear next to the "Find it" button

Merge 2

Merge Investigations:
2. Complete the merge operation.

Note that the following data always merges over from Source to Target Investigation:
* All Deficient Practices.
* All Attachments.
* All substantiation rows.
* Incident Clarifications.
* Verified Services for Individuals.

Investigation Summary:
Since all attachments from the Source Investigation are moved to the Target, this includes Investigation Summary documents. If the most recently uploaded Investigation Summary document is from the Source Investigation, it will be used as the current Investigation Summary. If you wish to keep the summary from the Target Investigation as the current investigation Summary, you should download that copy from the Documents list and then re-upload it so it becomes the most recent copy of the Investigation Summary.

(c) Click "Complete"

Prior Step   Complete   Cancel

16 **Merging Investigations** *(cont)*

Step 16.3 Both Incident #s will always appear together in the Status and on the Dashboard

INVESTIGATION
Status: Level 1 Review
Incidents Under Investigation: 211000017 211000016

MY DASHBOARD

[My Dashboard] [Investigation Team Dashboard]

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 1 Review	SuperTwo AInv	11/11/2021	211000016	10/01/2021	YAX'S, INC	200, 202, 203
				211000017	10/02/2021		

Step 16.4 Verify that the below items moved from the source investigation (entered on the Merge screen) to the target investigation (listed first with "Incidents Under Investigation")

| Details | Summary | Documents | Deficient Practices | Incident Type Substantiation | Extension Requests | Holds | Incidents | Workflow |

Verified Services for Individuals:

(a) Verified Services for each Individual

Elmer Fudd	MH - Core Services (Basic Outpatient Services)	⌄
Road Runner	MH - Core Services (Basic Outpatient Services)	⌄
Tweety Bird	MH - Core Services (Basic Outpatient Services)	⌄

(b) Deficient Practices

Cited Entity	Deficient Practice	ANE Substantiated	Risk Level	Status	Complete
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Physical abuse	Physical Abuse Substantiated	High	Lev 1 Review	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Physical abuse	Physical Abuse Substantiated	High	Lev 1 Review	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	Lev 1 Review	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	Lev 1 Review	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Psychological abuse	Psychological Abuse Substantiated	Moderate	Lev 1 Review	✔

(c) Documents

Show documents from:
◉ All related documents ○ This investigation only ○ IR's only ○ Deficient Practices Only

| File Name	Type	Description	Source	Uploaded Date	Uploaded By	Actions
Investigation Test Summary Doc 1.docx	Investigation Summary		INV	10/17/2021	StaffOne AInv	View Edit Delete
Investigation Test Summary Doc 1.docx	Investigation Summary		INV	10/15/2021	StaffOne AInv	View Edit Delete

(d) Incident Substantiations

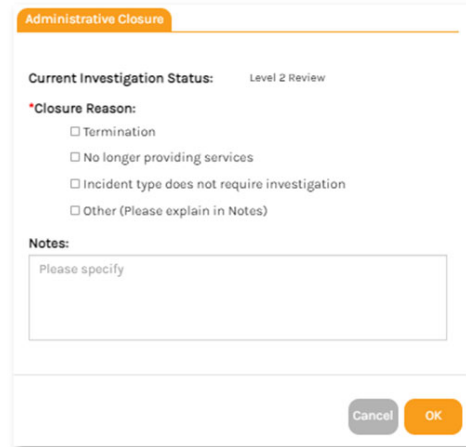| Incident	Person Involved	Incident Type	Involvement Type	Substantiation		
211000016	Wiley Coyote	200: Alleged Abuse - Physical - Staff/Ind	Involved	○ Not Substantiated	◉ Substantiated	○ Not Investigated
211000016	Wiley Coyote	203: Alleged Abuse - Verbal - Staff/Ind	Involved	○ Not Substantiated	◉ Substantiated	○ Not Investigated
211000017	Wiley Coyote	200: Alleged Abuse - Physical - Staff/Ind	Involved	○ Not Substantiated	◉ Substantiated	○ Not Investigated
211000017	Wiley Coyote	203: Alleged Abuse - Verbal - Staff/Ind	Involved	○ Not Substantiated	◉ Substantiated	○ Not Investigated
211000017	Wiley Coyote	202: Alleged Abuse - Psychological - Staff/Ind	Involved	◉ Not Substantiated	○ Substantiated	○ Not Investigated

(e) Incident Clarifications / Details

IR#	Responsible Party	Individuals	Incident Types	Incident Description	Reassigned Staff
211000017	YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Elmer Fudd	200,202,203	Person 1 verbally abused Person 2	Wiley Coyote
211000016	YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Road Runner Tweety Bird	200,203	Person 1 attempted to intervene between what they believed was an inappropriate interaction between Person 2 and Person 3. In the process of separating Person 2 and Person 3, Person 1 used excessive f_	

**17** In certain circumstances, you may want to Administratively Close an investigation.

(a) Select "Administrative Closure" from the Action menu and click "Go"
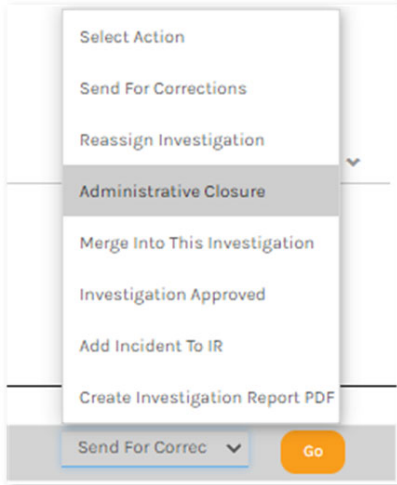
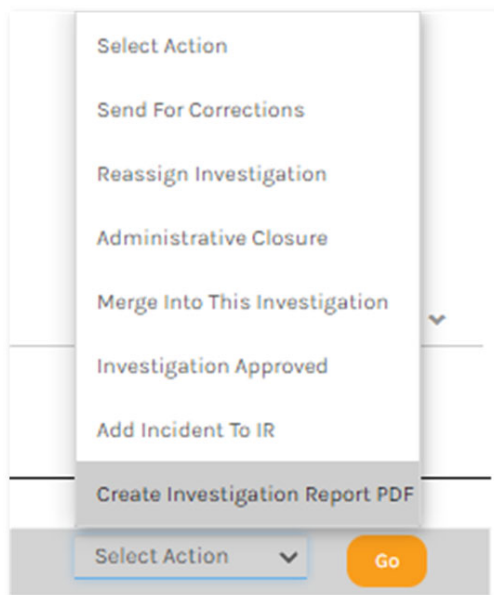**(b)** Choose the reason for the Administrative Closure and click "OK"

Select Action
Send For Corrections
Reassign Investigation
Administrative Closure
Merge Into This Investigation
Investigation Approved
Add Incident To IR
Create Investigation Report PDF

Send For Correc ⌄ **Go**

Administrative Closure

Current Investigation Status: Level 2 Review

*Closure Reason:
☐ Termination
☐ No longer providing services
☐ Incident type does not require investigation
☐ Other (Please explain in Notes)

Notes:
Please specify

Cancel   OK

(c) The Investigation Status changes to "Administratively Closed"

INVESTIGATION
Status: Administratively Closed
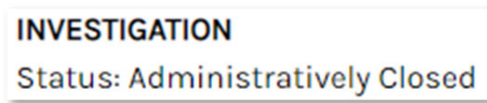
18 **Generating Final Investigative Reports** – Once the investigation is complete, you'll need to generate the final redacted and unredacted investigative reports that will be used for Provider review

Step 18.1 Select "Create Investigation Report PDF" from the Action menu and click "Go"

Select Action
Send For Corrections
Reassign Investigation
Administrative Closure
Merge Into This Investigation
Investigation Approved
Add Incident To IR
Create Investigation Report PDF

Select Action ⌄ **Go**

Selecting this option from any stage other than Level 2 Review will automatically generate a Draft report and activate your web browser's standard function for downloading files

18 **Generating Final Investigative Reports** *(cont)*

Step 18.2 Select "Final" and click "OK"

Step 18.3 The final documents are now available to view on the Documents tab and the "Investigation Report Documents" section on the Workflow tab


The Final Investigation Reports (redacted and unredacted) are now also on the Provider's Incident Overview page under the section "Your Uploaded Documents"

19 **Approving Investigations** – After the final reports have been generated, the report is ready to be approved and placed in "INV Stop" status for Provider review
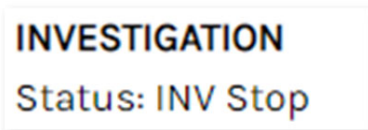
Step 19.1 Select "Investigation Approved" from the Action menu and click "Go"
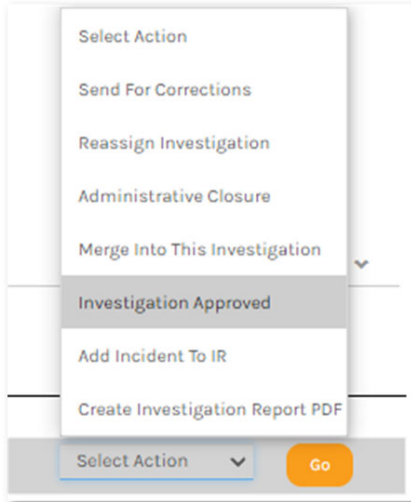
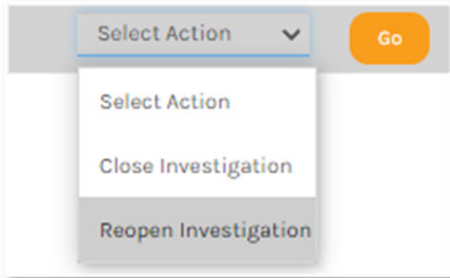**Step 19.2** Confirm you want to approve the investigation by clicking "Yes"
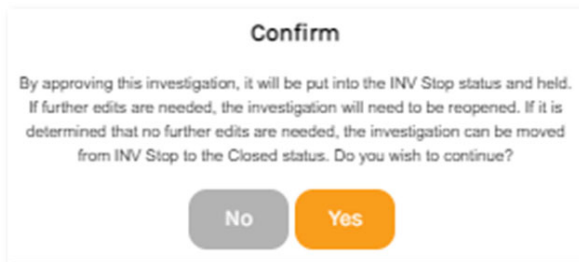
Step 19.3 The investigation Status will transition to "INV Stop"

20 **Reopening Investigations** – An investigation in INV Stop status must be reopened to perform additional work (e.g., updating information from a provider review or challenge). Locate the investigation through the search function or the "INV Stop" status filter on the Team Dashboard.
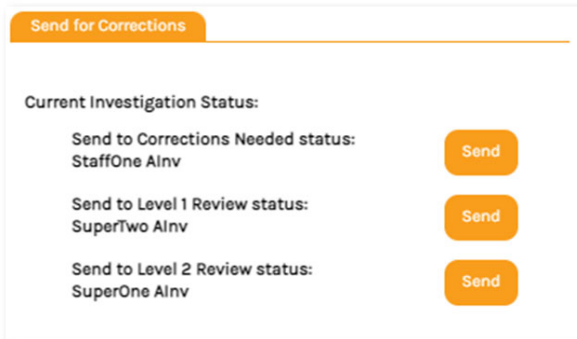
Step 20.1 Open the investigation, select "Reopen Investigation" from the Action menu, and click "Go"
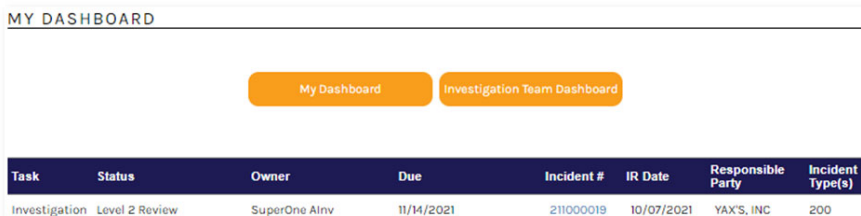

Step 20.2 Click "Yes" to reopen the investigation

Confirm

Reopening this investigation will allow it to be changed. Once reopend, it will follow the same workflow rules from whatever status it is reopened to. Do you wish to continue?

No   Yes

Step 20.3 Select which person should receive the reopened investigation (original investigator, Level 1 Reviewer, or Level 2 Reviewer)

Send for Corrections

Current Investigation Status:

Send to Corrections Needed status: StaffOne AInv   Send

Send to Level 1 Review status: SuperTwo AInv   Send

Send to Level 2 Review status: SuperOne AInv   Send

Step 20.4 The investigation appears on the Dashboard of the person you chose, and shows "Reopened" above the investigation Status

MY DASHBOARD

My Dashboard   Investigation Team Dashboard

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 2 Review	SuperOne AInv	11/14/2021	211000019	10/07/2021	YAX'S, INC	200

INVESTIGATION (REOPENED)

Status: Level 2 Review

A reopened investigation **cannot** be administratively closed