CAP Requirements in Image

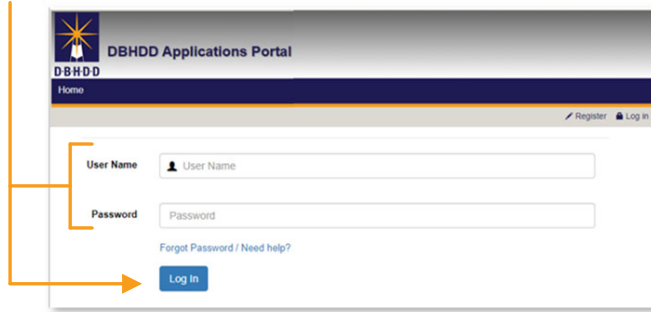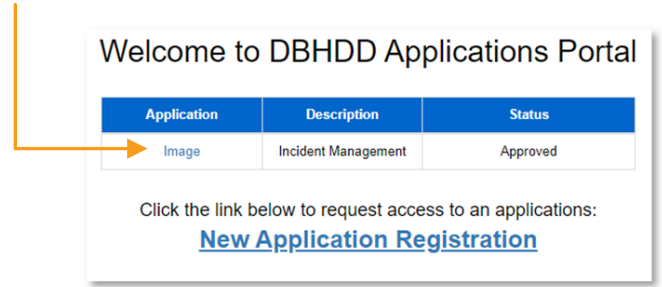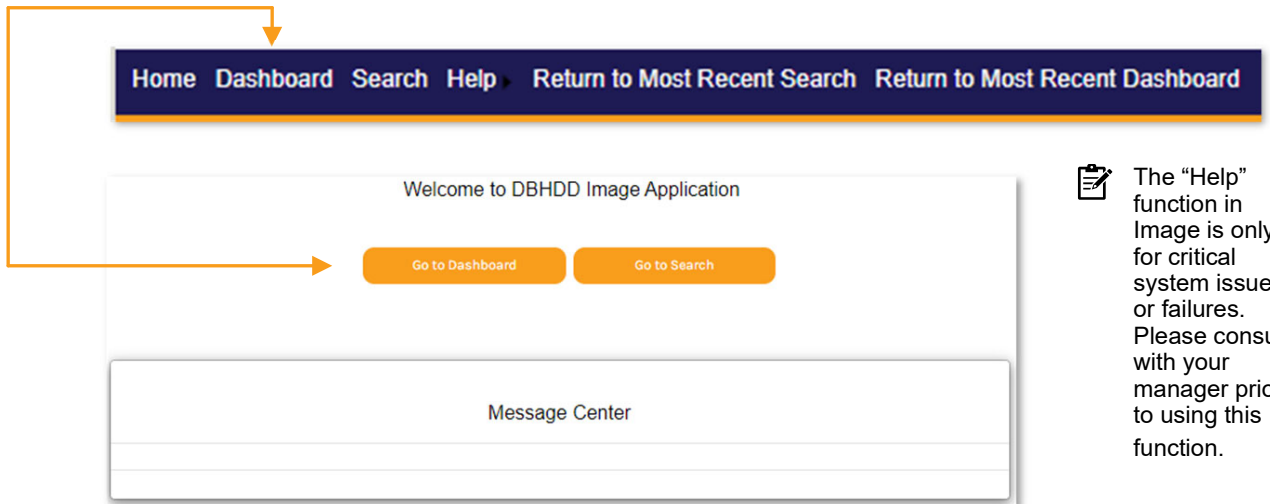**1** Visit the [DBHDD Applications Portal](#), enter your User Name and Password, and select "Login"

2 Select "Image" to access the system

Welcome to DBHDD Applications Portal

Application	Description	Status
Image	Incident Management	Approved

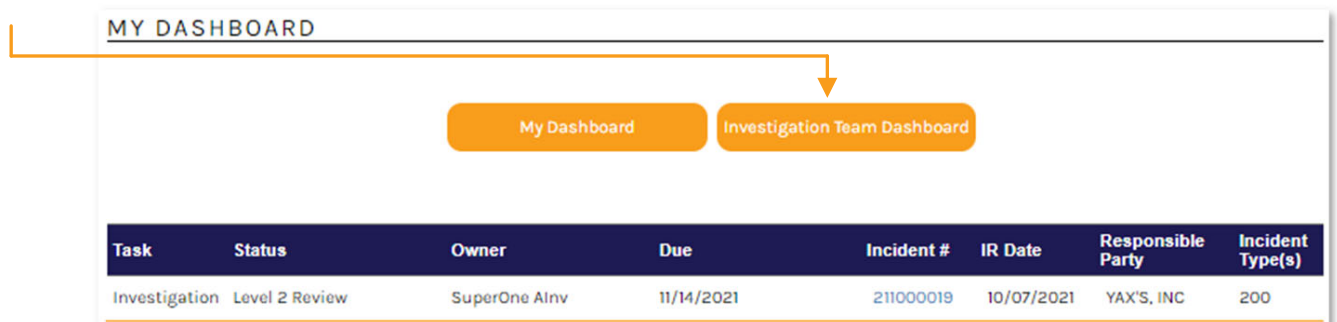Click the link below to request access to an applications:
New Application Registration

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
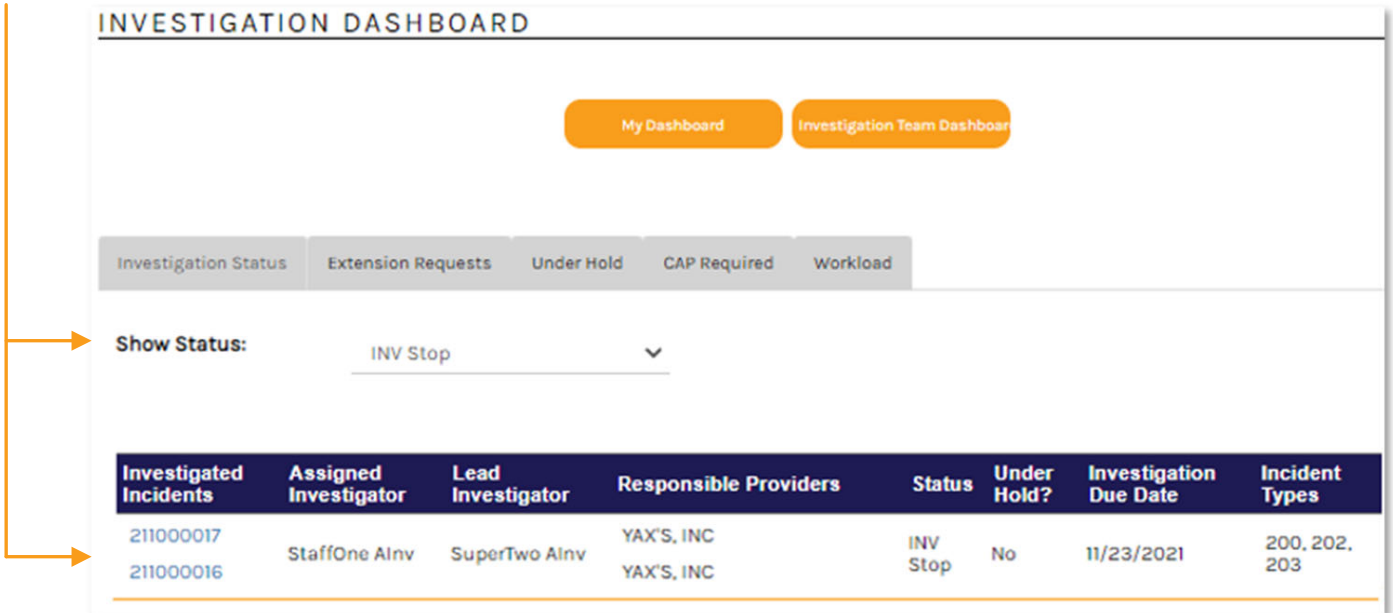
Go to Dashboard   Go to Search

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. Select "Investigation Team Dashboard."

MY DASHBOARD

My Dashboard   Investigation Team Dashboard

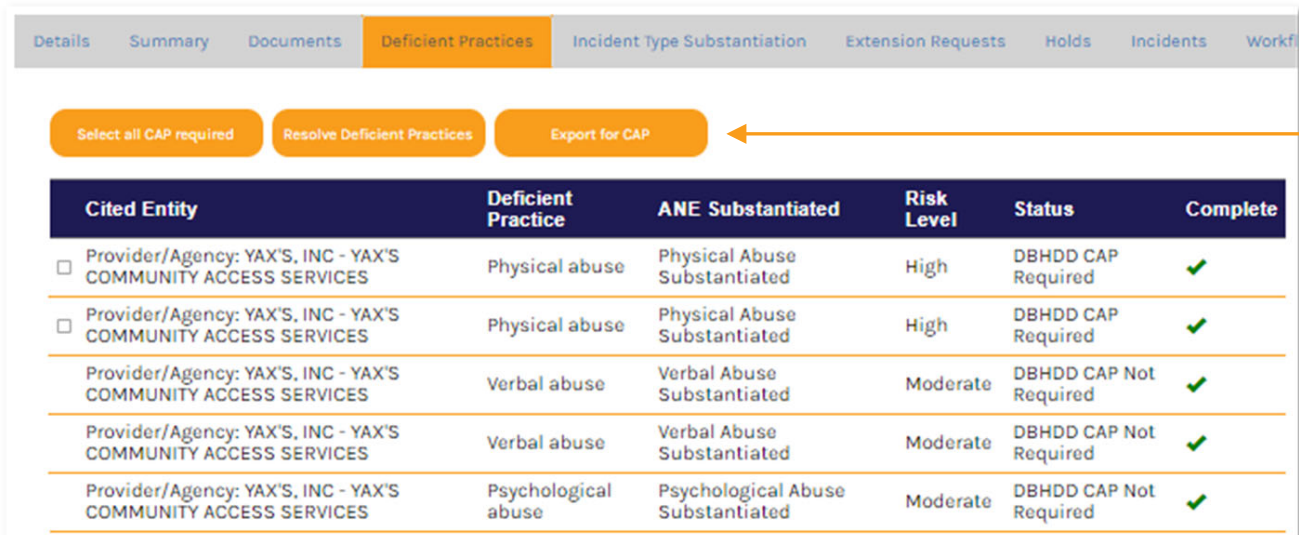| Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Level 2 Review	SuperOne AInv	11/14/2021	211000019	10/07/2021	YAX'S, INC	200

CAP Requirements in Image *(cont)*

5 The Corrective Action Plan (CAP) functions can only be performed on an investigation with a status of "INV Stop." Set the Show Status filter to "INV Stop" and select the investigation on which you want to perform the CAP requirements.

INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

| Investigation Status | Extension Requests | Under Hold | CAP Required | Workload |

Show Status: INV Stop

Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000017 211000016	StaffOne AInv	SuperTwo AInv	YAX'S, INC YAX'S, INC	INV Stop	No	11/23/2021	200, 202, 203

6 The investigation will open to the Details tab. Navigate to the Deficient Practices tab and select "Export for CAP."

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

Select all CAP required   Resolve Deficient Practices   Export for CAP

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	DBHDD CAP Required	✔
☐ Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Physical abuse	Physical Abuse Substantiated	High	DBHDD CAP Required	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Psychological abuse	Psychological Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔

📝 All DPs with a Risk Level of High or Critical will show a Status of "DBHDD CAP Required."

CAP Requirements in Image *(cont)*

7 Your web browser's standard download function will initiate. Click "Open file."

> Downloads
>
> CAP Export - 10_17_2021.xls
> Open file
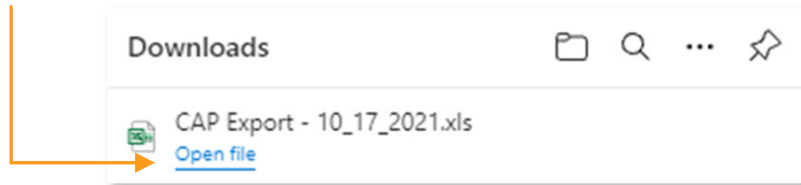
8 The file will open in Excel. If you receive an onscreen error/warning message in Excel, click "Yes" to open the file.

> Microsoft Excel
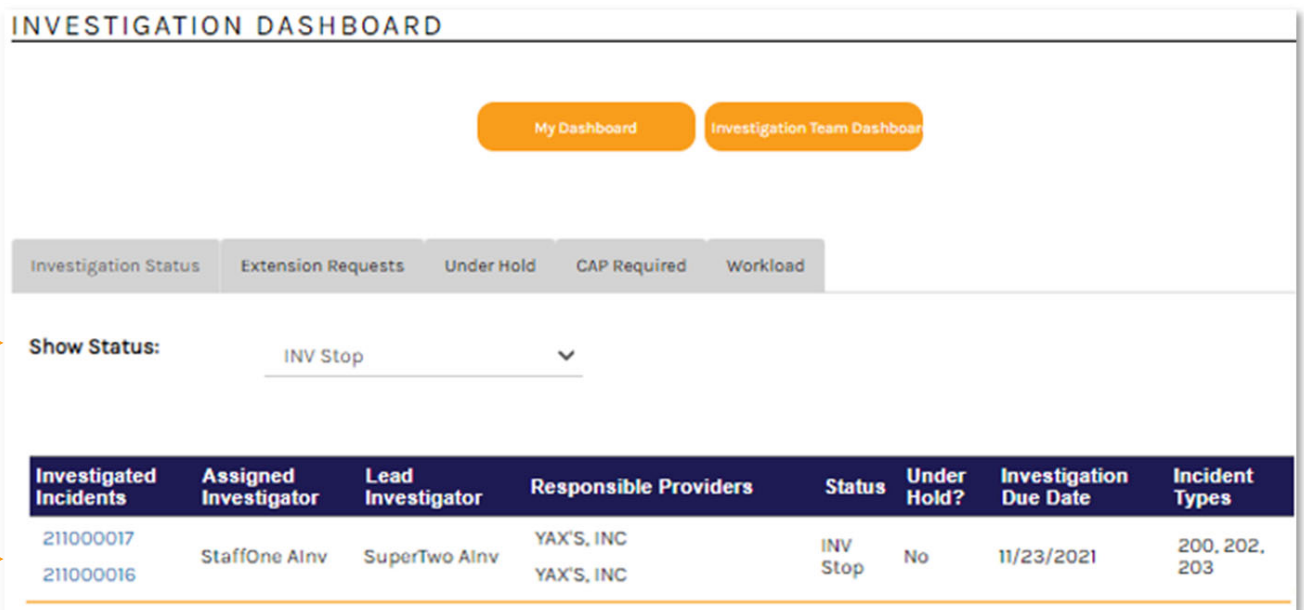>
> ⚠ The file format and extension of 'CAP Export - 10_18_2021 (1).xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?
>
> Yes   No   Help
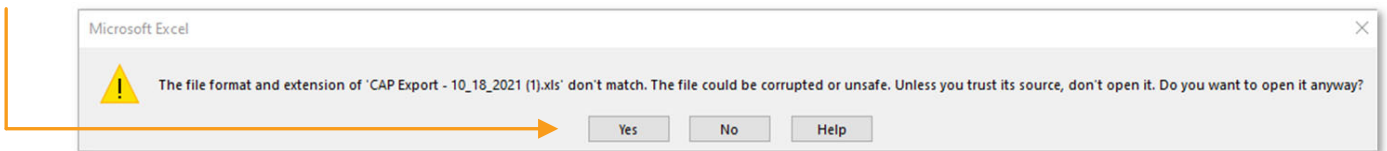
9 The file will open in "Protected View" and you'll need to select "Enable Editing" to work with and save the file

> ⓘ PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.   Enable Editing

📝 Be sure to save the file so that it corresponds to the investigation and you can easily locate it. You'll be uploading it for Provider review in later steps.

10 Once you've completed any necessary data entry on the CAP spreadsheet, return to the Team Dashboard, set the Status to "INV Stop", and click the link under "Investigated Incidents"

INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

Investigation Status | Extension Requests | Under Hold | CAP Required | Workload

Show Status: INV Stop

Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000017 211000016	StaffOne AInv	SuperTwo AInv	YAX'S, INC YAX'S, INC	INV Stop	No	11/23/2021	200, 202, 203

11 You'll be directed to the "Incident Overview" page

INCIDENT OVERVIEW

▶ **IR #: 211000016**   **Status: Under Investigation**   🔍 ⬇

▶ **Investigation**   **Status: INV Stop**   🔍

12 Scroll to the bottom of the page to the "Your Uploaded Documents" section and click "Add Document"

YOUR UPLOADED DOCUMENTS

[Refine Search]

File Name	Type	Description	Upload Date	Uploaded By	Source
Final Investigation ...	Unredacted Final Investigation Report / CMR	Final Investigation Report - CMR - Unredacted - 10/17/2021.pdf	10/17/2021	SuperTwo AInv	Investigation View
Final Investigation ...	Redacted Final Investigation Report / CMR	Final Investigation Report - CMR - Redacted - 10/17/2021.pdf	10/17/2021	SuperTwo AInv	Investigation View

< Previous [1] / 1 Go Next >

[Add Document]

13 The "Document Upload" dialog box will open

Document Upload

Uploading/downloading large files (for example, single videos over 30 minutes in length) can adversely impact performance on slow network/internet connections. To reduce performance impacts due to slow connections, split video files into separate 30 minute video files for upload.

Please click Browse to upload the document.   [Browse...]

C:\fakepath\CAP Export-10_8_2021.xlsx

Document Name

CAP Export-10_8_2021.xlsx

*Document Type

CAP ⌄

Document Description

Please specify

[Cancel] [Save]

(a) Browse your computer for the saved CAP spreadsheet and select the file

(b) Choose "CAP" from the "Document Type" dropdown list

(c) Click "Save" to upload the document

📝 For recordkeeping purposes, you may also want to upload a copy of the CAP spreadsheet on the Documents page in the investigation

CAP Requirements in Image *(cont)*

14 The CAP spreadsheet is now available for the Provider to download, edit, and save

YOUR UPLOADED DOCUMENTS

File Name	Type	Description	Upload Date	Uploaded By	Source	
CAP Export-10_8_2021_	CAP		10/17/2021	SuperTwo AInv	IR	View
Final Investigation _	Unredacted Final Investigation Report / CMR	Final Investigation Report - CMR - Unredacted - 10/8/2021.pdf	10/8/2021	SuperOne AInv	Investigation	View
Final Investigation _	Redacted Final Investigation Report / CMR	Final Investigation Report - CMR - Redacted - 10/8/2021.pdf	10/8/2021	SuperOne AInv	Investigation	View

15 Once the Provider has completed their review/challenge, you'll need to resolve the DPs. Return to the Investigation Team Dashboard and select the row for the investigation in which you want to work.

INVESTIGATION DASHBOARD

My Dashboard   Investigation Team Dashboard

| Investigation Status | Extension Requests | Under Hold | CAP Required | Workload |

Show Status: INV Stop

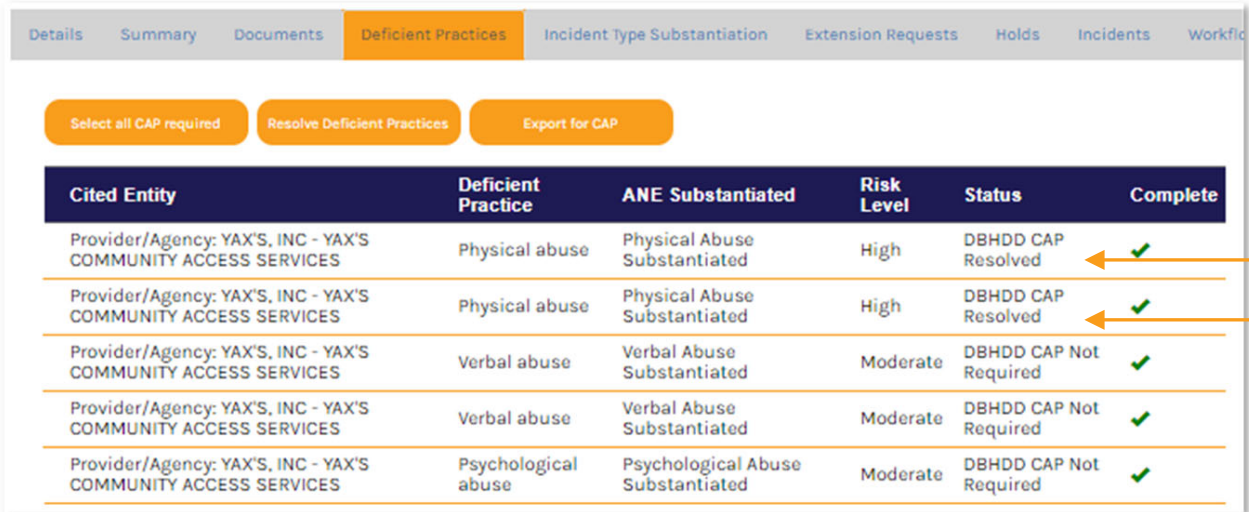| Investigated Incidents	Assigned Investigator	Lead Investigator	Responsible Providers	Status	Under Hold?	Investigation Due Date	Incident Types
211000017 211000016	StaffOne AInv	SuperTwo AInv	YAX'S, INC YAX'S, INC	INV Stop	No	11/23/2021	200, 202, 203

16 Navigate to the Deficient Practices tab and click "Select all CAP required," then select "Resolve 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	DBHDD CAP Required	✔
☑	Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Physical abuse	Physical Abuse Substantiated	High	DBHDD CAP Required	✔
	Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
	Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
	Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Psychological abuse	Psychological Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔

📝 If you only want to resolve a specific DP, select the checkbox on that DP row

17 The Status for the selected CAP Required DPs has now been changed to "Resolved"

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	DBHDD CAP Resolved	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Physical abuse	Physical Abuse Substantiated	High	DBHDD CAP Resolved	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Verbal abuse	Verbal Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Psychological abuse	Psychological Abuse Substantiated	Moderate	DBHDD CAP Not Required	✔