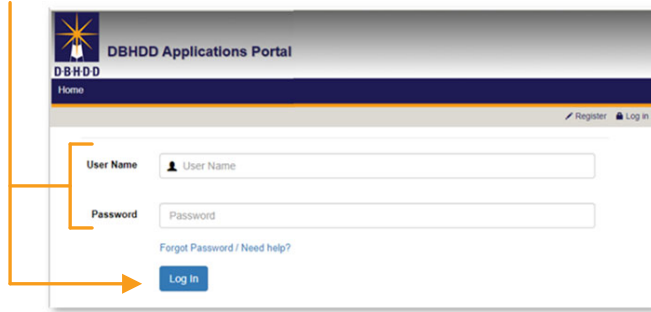
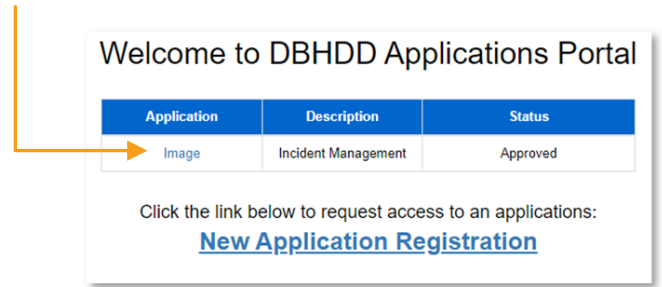


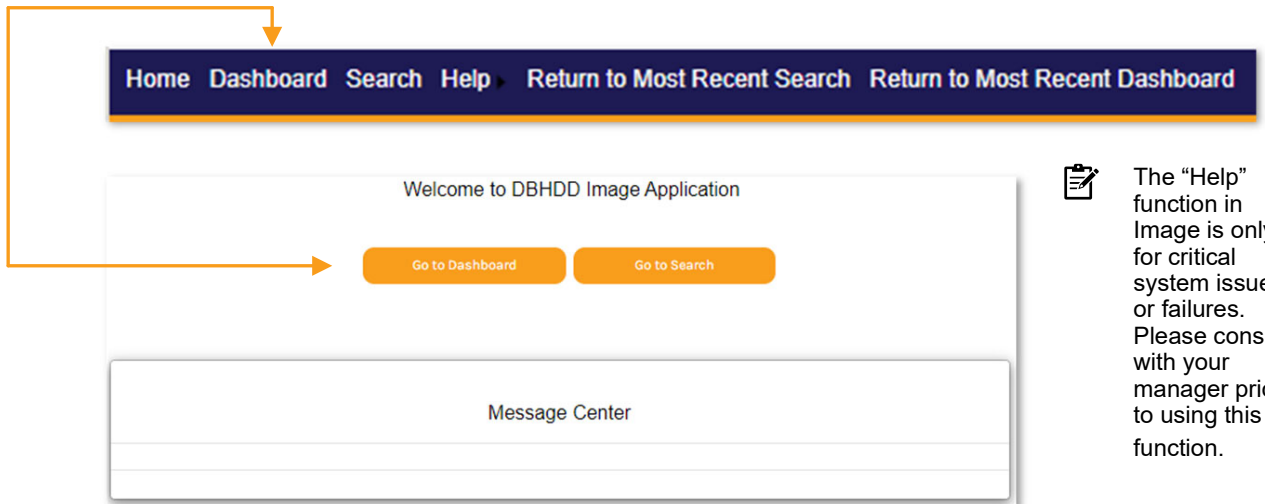
1 Visit the [DBHDD Applications Portal](#), enter your User Name and Password, and select “Login”



2 Select “Image” to access the system



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



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

4 Your dashboard contains all the incidents that have been assigned to you for investigation, or have been sent back to you for any needed corrections. You can sort the dashboard by column headers.

Click the Investigation row to open that investigation, or click the link under “Incident #” to go to the Incident Overview Page.

“Status” shows if it’s under investigation, or needs corrections

MY DASHBOARD

My Dashboard

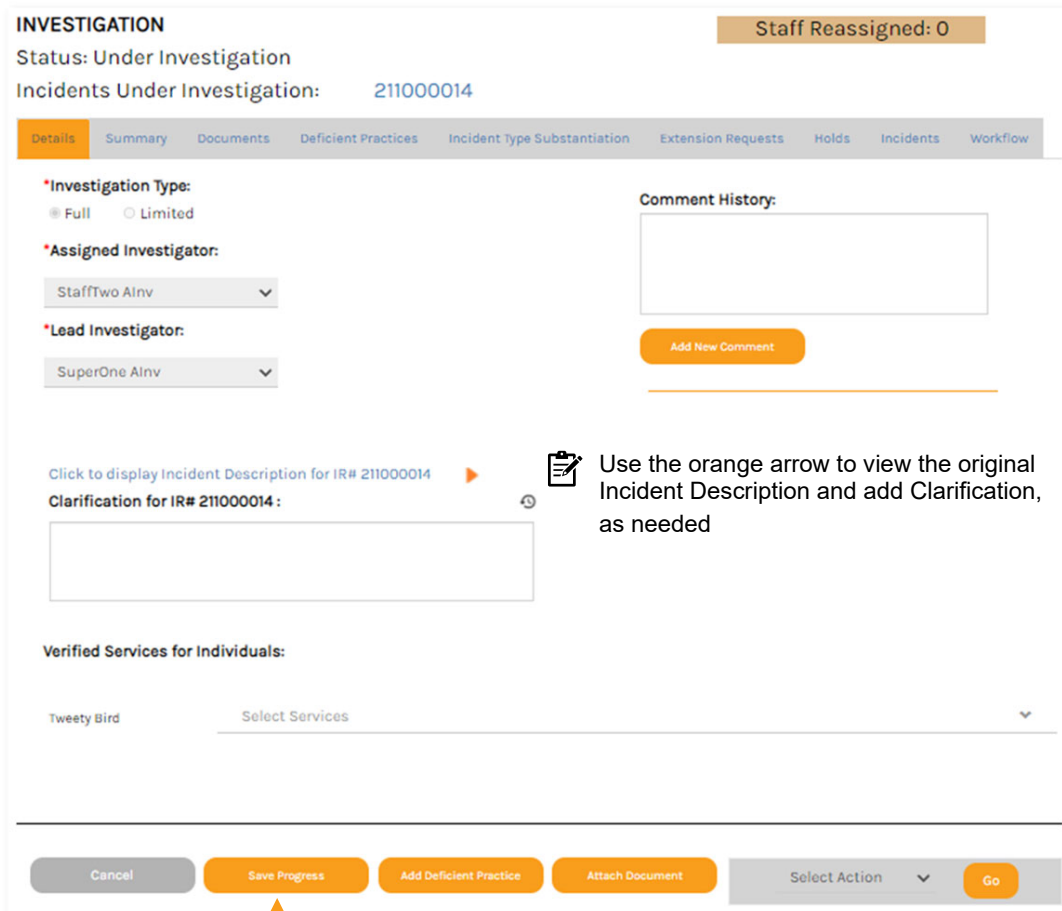
Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Under Investigation	StaffTwo Alnv	11/06/2021	211000014	10/05/2021	YAX’S, INC	203
Investigation	Corrections Needed	StaffOne Alnv	11/11/2021	211000017	10/02/2021	YAX’S, INC	200, 202, 203

5 If you clicked the link under “Incident #”, you’ll be directed to the Incident Overview page. Select the “Edit” icon on the Investigation row to open the investigation.



✍ Selecting the magnify icon on the IR# row will allow you to view the original Incident Report (IR)

6 If you selected the investigation row on the Dashboard, you’ll be directed to the “Details” page



✍ Add comments, as needed for reference.

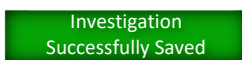
No comments added in Image will appear on the Final Investigation Summary Report PDF.

✍ Use the orange arrow to view the original Incident Description and add Clarification, as needed

✍ “Verified Services” **must** be selected for Individuals and verified in **IDDCnects** (Prior Authorization). Use the dropdown to select services received at the time of the incident and click “Save Progress” in the bottom menu.

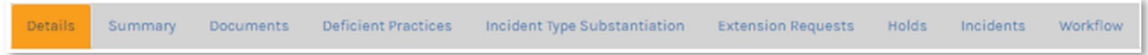
✍ Use “Save Progress” often to avoid losing changes

✍ Throughout the investigation process, whenever you complete an action within the workflow (save, assign, etc.), you’ll receive an onscreen confirmation



7 You have 3 menus available on all pages. The top menu represents the stages of the investigation and the bottom menu represents actions you can take. Note that the bottom menu includes an action menu.

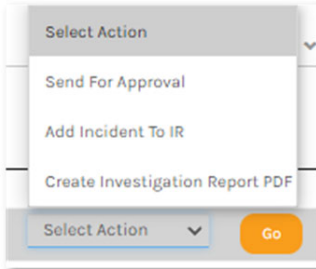
Top




Bottom



Action



 You must click "Go" for any actions you select

8 The Workflow tab lets you see details about the investigation, including due date, completion date (when the investigation was first submitted for approval), and approvals

INVESTIGATION

Status: Level 1 Review Requested

Incidents Under Investigation: 211000014

Staff Reassigned: 0

Details

Summary

Documents

Deficient Practices

Incident Type Substantiation

Extension Requests

Holds

Incidents


Workflow

<p>Investigation</p> <p>Assigned Investigator: StaffTwo Alnv</p> <p>Lead Investigator: SuperOne Alnv</p> <p>Due Date: 11/6/2021 (28)</p> <p>Completion Date: 10/8/2021 3:01:50 PM</p>	<p>Approvals</p> <p>Level 1 Reviewer: NA</p> <p>Level 1 Approval: NA</p> <p>Level 2 Reviewer: NA</p> <p>Lev 2 Approval: NA</p>
<p>Administrative Closure</p> <p>Closed By: NA</p> <p>Close On: NA</p> <p>Closure Reason: NA</p> <p>Closure Notes: NA</p>	

Investigation Report Documents

Final Redacted Report: View	Final Revised Redacted Report: View
Final Unredacted Report: View	Final Revised Unredacted Report: View

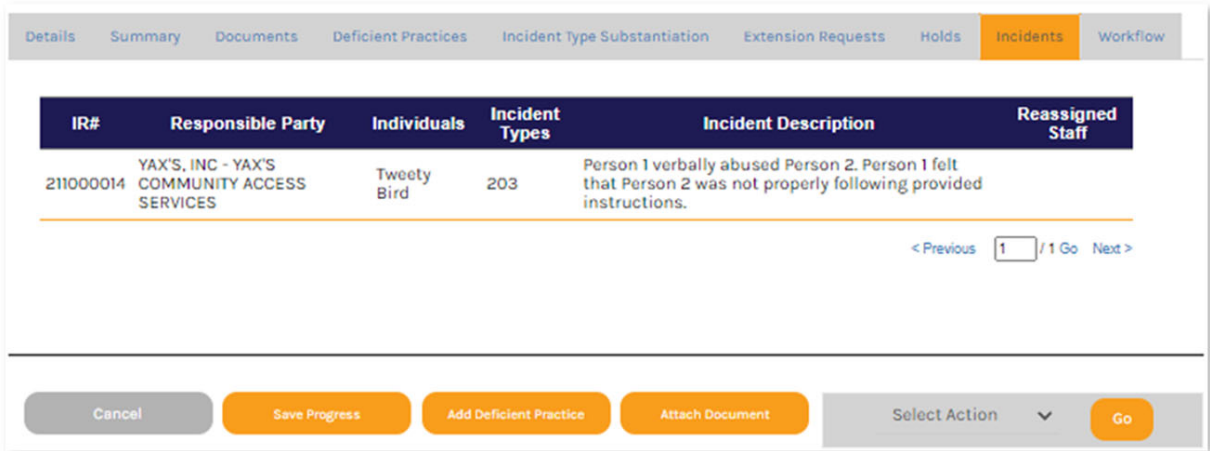
CMRC Review

CMRC Review Completed: 

CMRC Type: Select One

CMRC Disposition: Select One

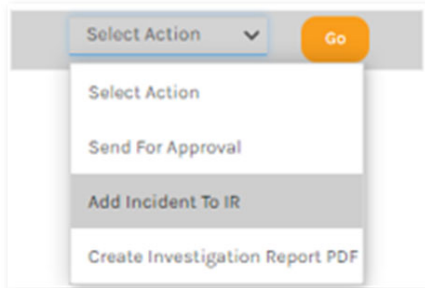
9 The Incidents tab shows you all incident types associated with the original IR



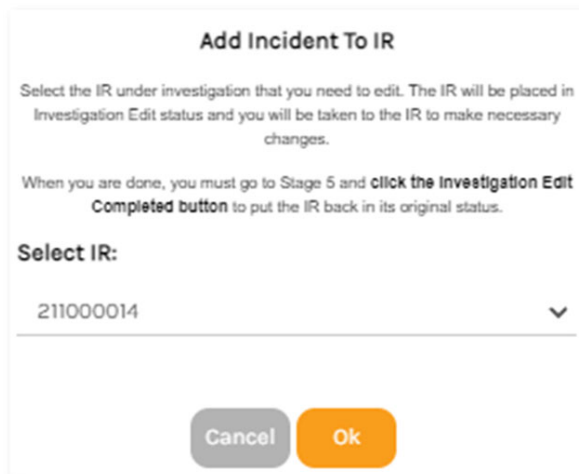
IR#	Responsible Party	Individuals	Incident Types	Incident Description	Reassigned Staff
211000014	YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Tweety Bird	203	Person 1 verbally abused Person 2. Person 1 felt that Person 2 was not properly following provided instructions.	

10 **Adding Incident Types** - You can add new incident types that may be discovered in the course of the investigation

Step 10.1 Add an incident type by selecting “Add Incident To IR” in the bottom Action Menu



Step 10.2 You'll be asked to confirm that you want to add an additional incident type to that IR#



Add Incident To IR

Select the IR under investigation that you need to edit. The IR will be placed in Investigation Edit status and you will be taken to the IR to make necessary changes.

When you are done, you must go to Stage 5 and click the **Investigation Edit Completed** button to put the IR back in its original status.

Select IR:

211000014

10 Adding Incidents Types *(cont)*

Step 10.3 You'll be directed to the Incident Type page in the original IR (Stage 4).

INCIDENT TYPE

Please select all that apply.

An individual died

***Was there an allegation of Staff Abuse, Neglect, or Exploitation?**

Yes No Unknown

***What was the type of incident (check all that apply)?**

Physical Sexual
 Psychological Exploitation
 Verbal Neglect

***Were any of the individuals admitted to the hospital, CSU, or BHCC?**

Yes No Unknown


[Community policy](#)


Suggested Incident Types

203 - Abuse - Verbal

All Incident Types

<input type="checkbox"/> 000 - Incident Not Reportable	<input type="checkbox"/> 300 - Falls - Injury 3+	<input type="checkbox"/> 440 - Secl/Restraint - Injury 3+
<input type="checkbox"/> 100 - Death - Expected	<input type="checkbox"/> 310 - Choking	<input type="checkbox"/> 441 - Secl/Restraint - CSU
<input type="checkbox"/> 101 - Death - Unexpected	<input type="checkbox"/> 320 - Med Error	<input type="checkbox"/> 450 - Elopement
<input type="checkbox"/> 102 - Suicide	<input type="checkbox"/> 330 - Hospital - Medical	<input type="checkbox"/> 500 - Law Enforcement
<input type="checkbox"/> 103 - Death - Other	<input type="checkbox"/> 331 - Hospital - Psych	<input type="checkbox"/> 501 - Criminal Act
<input type="checkbox"/> 104 - Homicide	<input type="checkbox"/> 340 - Accident - Injury 3+	<input type="checkbox"/> 600 - Rights Violation
<input type="checkbox"/> 200 - Abuse - Physical	<input type="checkbox"/> 400 - Sexual Assault (Ind)	<input type="checkbox"/> 900 - Media Alert
<input type="checkbox"/> 201 - Abuse - Sexual	<input type="checkbox"/> 411 - Alleged Financial Exploitation - Ind/Ind	<input type="checkbox"/> 910 - Non-Compliance
<input type="checkbox"/> 202 - Abuse - Psychological	<input type="checkbox"/> 420 - Aggressive Physical Act Ind/Ind with an Injury Severity Rating of 3+	<input type="checkbox"/> 920 - Exposure-Coronavirus
<input checked="" type="checkbox"/> 203 - Abuse - Verbal	<input type="checkbox"/> 424 - Aggressive act resulting in death - Ind/Non-Ind	<input type="checkbox"/> 921 - Positive-Coronavirus
<input type="checkbox"/> 210 - Neglect	<input type="checkbox"/> 425 - Aggression (In/Other) - Injury 3+	<input type="checkbox"/> 922 - Death-Coronavirus
<input type="checkbox"/> 220 - Exploit (St/In)	<input type="checkbox"/> 430 - Suicide Attempt	<input type="checkbox"/> 923 - Recovered-Coronavirus
<input type="checkbox"/> 221 - Financial Exploit (St/In)		

 You can add a new person by going to Stage 3 of the IR


 Select all **new** incident types that apply

Step 10.4 You are required to associate the selected Incident Type to the appropriate person involved. Click the “Incident Type” checkbox under the “Select Staff or Individual Per Incident Type” section and click “Save New Entry.”

SELECT STAFF OR INDIVIDUAL PER INCIDENT TYPE

Person	Incident Type
Chester Cat ▼	<input checked="" type="checkbox"/> 200 - Abuse - Physical <input type="checkbox"/> 203 - Abuse - Verbal

Save New Entry

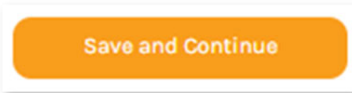
 If you add a new incident type of Abuse, Neglect, or Exploitation, there **must** be a Staff **and** Individual connected to the incident type. In some cases, you may have multiple Staff or individuals connected to the same incident.

10 Adding Incidents Types *(cont)*

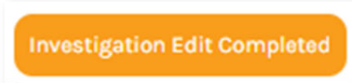
Step 10.5 The newly added incident type association now shows under “Incident Type(s).” It must show a green checkmark under “Complete.” If a red X shows, select the “Details” link to edit/correct the entry.

INCIDENT TYPE(S)				
Person Involved	Incident Type	Complete	Delete	Details
Chester Cat	200: Alleged Abuse - Physical - Staff/Ind	✓	Delete	Details
Chester Cat	203: Alleged Abuse - Verbal - Staff/Ind	✓	Delete	Details

Step 10.6 Scroll to the bottom of the page and select “Save and Continue”



Step 10.7 You’ll be taken to Stage 5 of the IR, where you’ll scroll to the bottom of the page and select “Investigation Edit Completed”



Step 10.8 This will take you back to the Incident Overview page, where you’ll select the “Edit” icon on the Investigation row

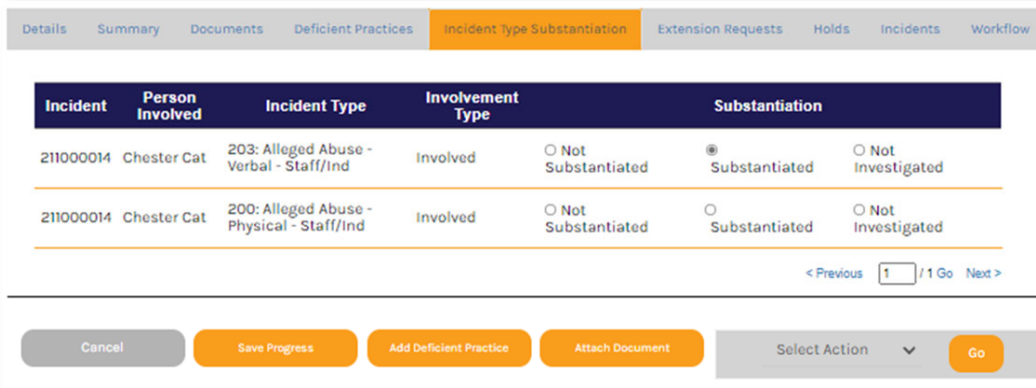
INCIDENT OVERVIEW			
▶ IR #: 211000014	Status: Under Investigation	🔍	⬇️
▶ Investigation	Status: Under Investigation	🔍	✎

Step 10.9 You’ll be taken to the Incidents tab, where you can see the “Incident Types” column now shows the incident type you added


IR#	Responsible Party	Individuals	Incident Types	Incident Description	Reassigned Staff
211000014	YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Tweety Bird	200,203	Person 1 verbally abused Person 2. Person 1 felt that Person 2 was not properly following provided instructions.	


< Previous 1 / 1 Go Next >

11 You must enter substantiation results for each incident type association on the Incident Type Substantiation tab. An incident can be “Not Substantiated,” “Substantiated,” or “Not Investigated.”



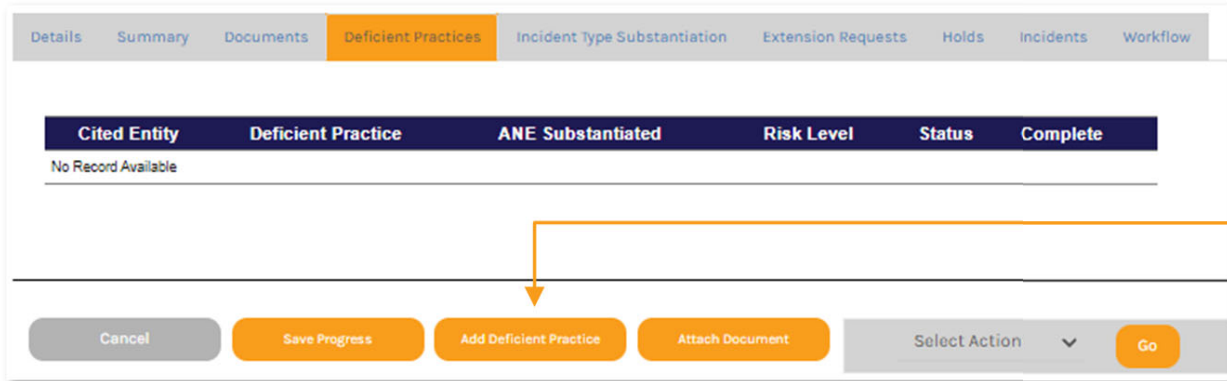
Incident	Person Involved	Incident Type	Involvement Type	Substantiation		
211000014	Chester Cat	203: Alleged Abuse - Verbal - Staff/Ind	Involved	<input type="radio"/> Not Substantiated	<input checked="" type="radio"/> Substantiated	<input type="radio"/> Not Investigated
211000014	Chester Cat	200: Alleged Abuse - Physical - Staff/Ind	Involved	<input type="radio"/> Not Substantiated	<input type="radio"/> Substantiated	<input type="radio"/> Not Investigated

 Be sure to click “Save Progress” in the bottom menu to update your substantiation selections

 Only incident types of Abuse, Neglect, or Exploitation are substantiated. All others should be “Not Investigated.”

12 Adding Deficient Practices (DPs) - For any incident with a “Substantiated” status, it must have a corresponding DP. You can view DPs on the Deficient Practice Tab.

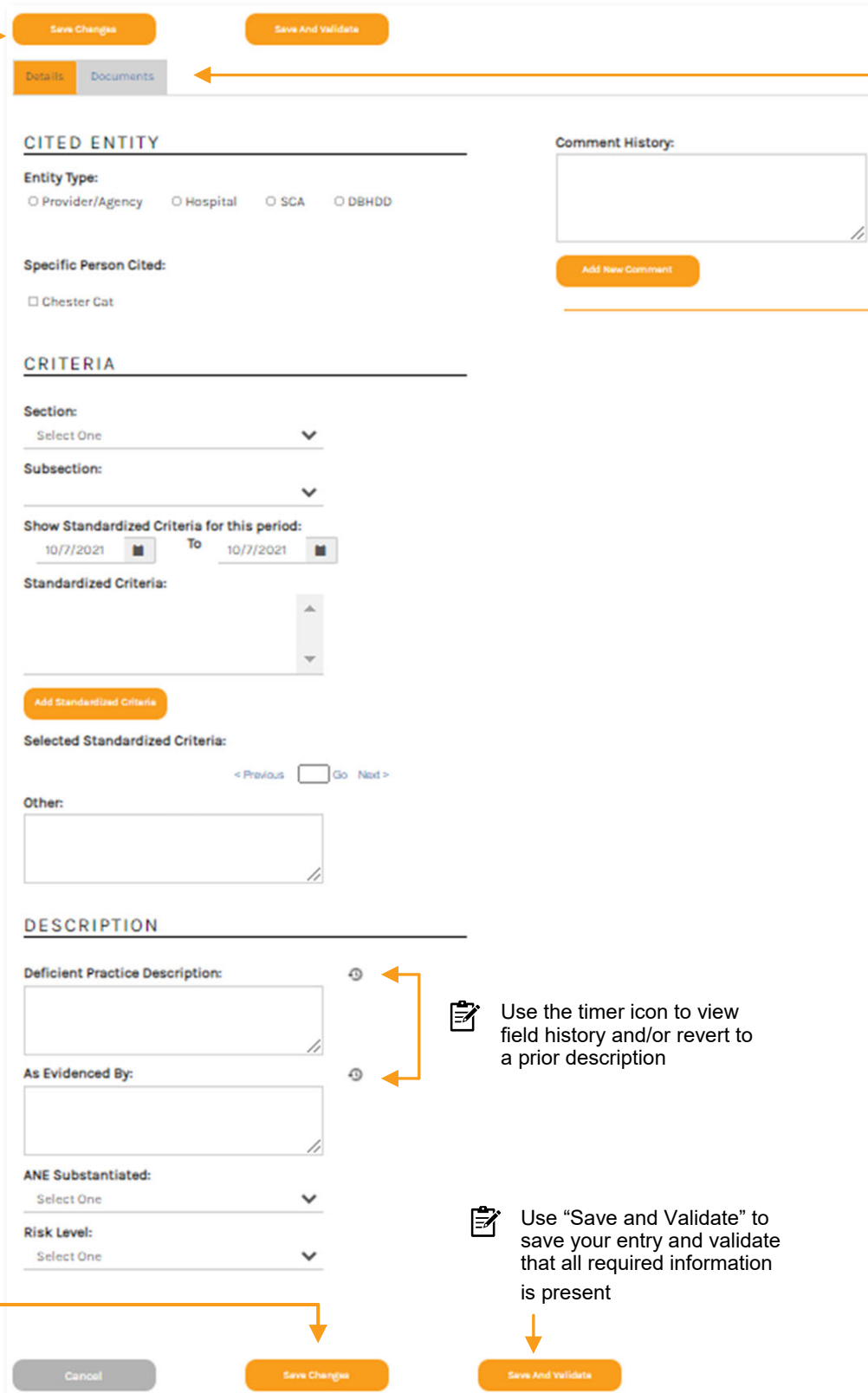
Step 12.1 Add a new DP on the Deficient Practices tab, or from any page, by selecting the “Add Deficient Practice” button on the bottom menu



Cited Entity	Deficient Practice	ANE Substantiated	Risk Level	Status	Complete
No Record Available					

12 Adding Deficient Practices (DPs) *(cont)*

Step 12.2 The DP screen allows you to enter relevant information for the DP



The screenshot shows a web-based form for entering a Deficient Practice (DP). The form is divided into several sections:

- Buttons:** "Save Changes" and "Save And Validate" are located at the top.
- Tabs:** "Details" and "Documents" are located below the buttons.
- CITED ENTITY:**
 - Entity Type:** Radio buttons for "Provider/Agency", "Hospital", "SCA", and "DBHDD".
 - Specific Person Cited:** A checkbox for "Chester Cat".
- Comment History:** A text area for comments, with an "Add New Comment" button below it.
- CRITERIA:**
 - Section:** A dropdown menu with "Select One" and a downward arrow.
 - Subsection:** A dropdown menu with a downward arrow.
 - Show Standardized Criteria for this period:** Date pickers for "10/7/2021" and "To 10/7/2021".
 - Standardized Criteria:** A scrollable list of criteria.
 - Add Standardized Criteria:** A button.
 - Selected Standardized Criteria:** A section with a "< Previous" button, a "Go" button, and a "Next >" button.
 - Other:** A text area for additional criteria.
- DESCRIPTION:**
 - Deficient Practice Description:** A text area with a timer icon (⌚) to its right.
 - As Evidenced By:** A text area with a timer icon (⌚) to its right.
 - ANE Substantiated:** A dropdown menu with "Select One" and a downward arrow.
 - Risk Level:** A dropdown menu with "Select One" and a downward arrow.
- Footer:** "Cancel", "Save Changes", and "Save And Validate" buttons.

Be sure to "Save Changes" often to avoid losing data

Add documents, if needed

Add comments, if needed

Use the timer icon to view field history and/or revert to a prior description

Use "Save and Validate" to save your entry and validate that all required information is present

12 Adding Deficient Practices (DPs) *(cont)*

Step 12.3 The Criteria section allows you to enter all criteria related to the DP.

(a) Select “Section” and “Subsection” from the dropdowns

(b) Verify the dates applicable to the incident

(c) Select the “Standardized Criteria” and click the “Add Standardized Criteria” button

(d) Any Criteria entered for this DP now shows in the grid

CRITERIA

Section:
Select One ▼

Subsection:
Select One ▼

Show Standardized Criteria for this period:
10/7/2021 📅 To 10/7/2021 📅

Standardized Criteria:

Add Standardized Criteria

Selected Standardized Criteria:

Section	Subsection	Standardized Criteria	
BH	Required Business Practices	Level of Care	Delete
BH	Recruitment and Training	Other	Delete

< Previous 1 / 1 Go Next >

Other:

📌 Use the CTRL key to select multiple criteria

📌 Use “Delete” to remove previously entered criteria that may not apply, or was entered in error

📌 “Other” is only used if “Other” is selected under “Standardized Criteria”

Step 12.4 Once you’ve entered your DP, select the “Return to Investigation” link at the top of the page and you’ll be taken to the investigation DP tab, where the DP you entered is now visible

Deficient Practice

Deficient Practice Status: Draft
Provider Review End Date: N/A

Return to Investigation

📌 You can delete DPs by selecting the DP row, and then choosing the “Delete this Deficient Practice” button at the bottom of the DP screen


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

Cited Entity	Deficient Practice	ANE Substantiated	Risk Level	Status	Complete
Provider/Agency: YAX'S, INC - YAX'S COMMUNITY ACCESS SERVICES	Staff verbally abused individual under care	Verbal Abuse Substantiated	Moderate	Draft	✓

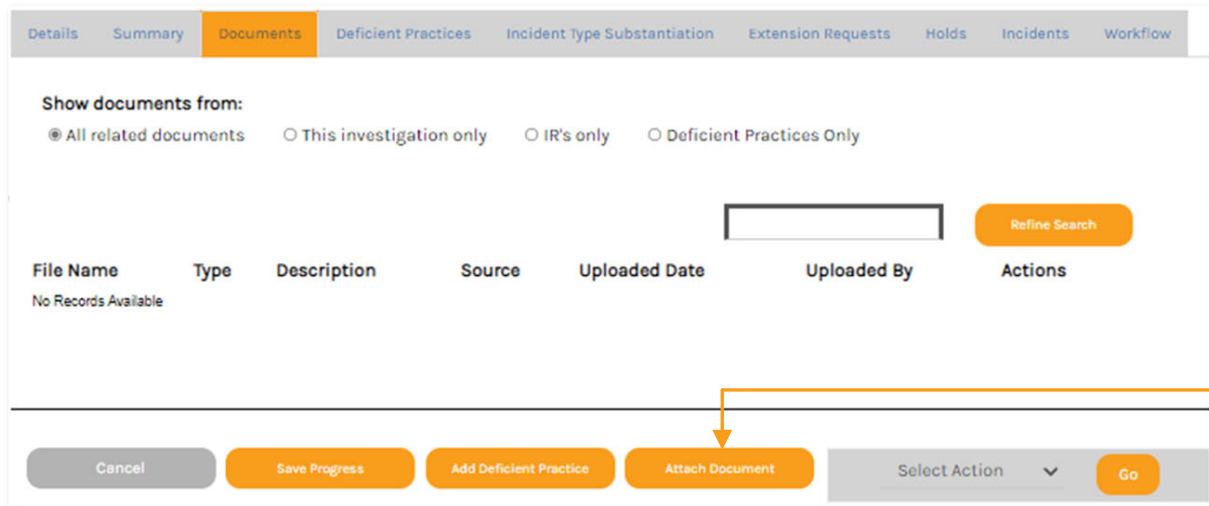
< Previous 1 / 1 Go Next >

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

13 Adding Documents – Every investigation must have at least 1 document attached, the Investigation Summary document. You can also add other documents, if needed.

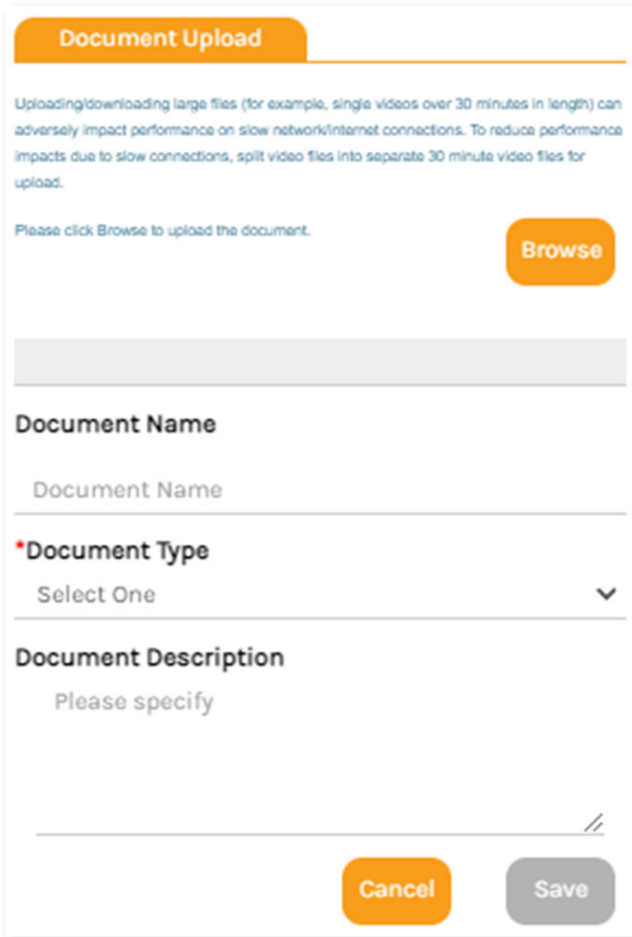
 The Investigation Summary document composes the bulk of the Final Investigation Summary Report PDFs (redacted and unredacted) that are submitted for Provider review. The Investigation Summary document **must** be in Word format. Within Word, you can format the text in any way needed (bulleted/numbered lists, tables, etc.). If there are images that need to be included in the Final PDFs, they **must** be inserted into the Word version of the Investigation Summary document. Documents or images that are not included in the Investigation Summary document will **not** be included in the Final PDFs issued to Providers.

Step 13.1 Investigation documents are housed on the Documents tab and can be added from any page by selecting “Attach Document” from the bottom menu



13 Adding Documents *(cont)*

Step 13.2 Selecting the “Attach Document” button will open a dialog box



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

Document Name

Document Name

***Document Type**

Select One ▼


Document Description

Please specify

Cancel **Save**

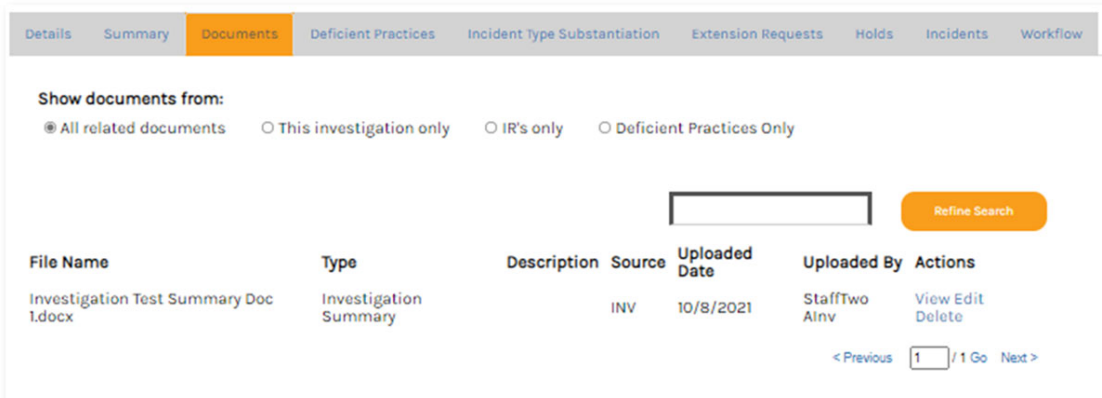
(a) Select “Browse” to find your document

(b) Use the dropdown menu to select your document type

 Be sure to choose document type “Investigation Summary” when uploading your Investigation Summary Document

(c) Select “Save” to upload your document

Step 13.3 The document you uploaded is now visible on the Documents tab



Details Summary **Documents** Deficient Practices Incident type Substantiation Extension Requests Holds Incidents Workflow

Show documents from:

All related documents This investigation only IR's only Deficient Practices Only

_____ **Refine Search**

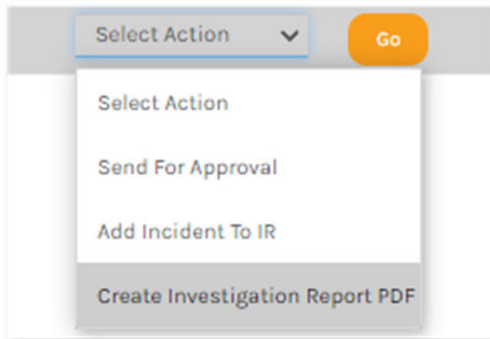
File Name	Type	Description	Source	Uploaded Date	Uploaded By	Actions
Investigation Test Summary Doc 1.docx	Investigation Summary		INV	10/8/2021	StaffTwo Alnv	View Edit Delete

< Previous 1 / 1 Go Next >

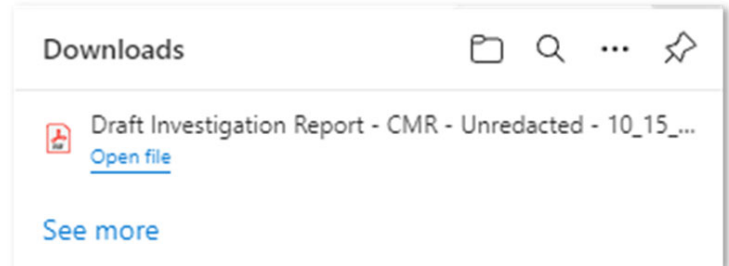
13 Adding Documents *(cont)*

Step 13.4 You now have the option to create a **draft** version of the Investigation PDF report

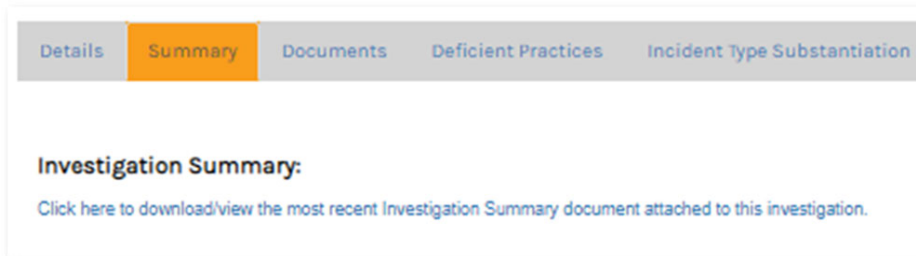
(a) Select “Create Investigative Report PDF” from the bottom Action menu and click “Go”



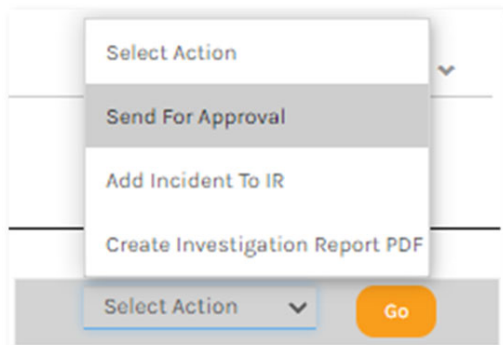
(b) This will activate your browser’s standard action for downloading files. Select the link to “Open file.”




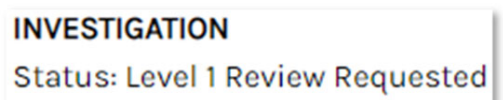
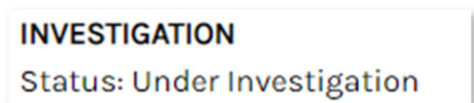
Step 13.5 The Summary tab will always link to the most current version of the Investigation Summary document. Click the link to download the document.



14 When you’ve completed all of the investigative work, you’ll need to send the investigation for approval. Select “Send for Approval” from the Action menu and click “Go.”



 This action changes the Investigation Status from “Under Investigation” to “Level 1 Review Requested”




- 15** Any investigation in Level 1 or Level 2 Review can be sent back to you for corrections. If an investigation is sent for corrections, it will display on your Dashboard with a Status of “Corrections Needed.”

MY DASHBOARD

[My Dashboard](#)

Task	Status	Owner	Due	Incident #	IR Date	Responsible Party	Incident Type(s)
Investigation	Under Investigation	StaffOne Alnv	11/14/2021	211000019	10/07/2021	YAX'S, INC	200
Investigation	Under Investigation	StaffOne Alnv	11/12/2021	211000018	10/03/2021	YAX'S, INC	200
Investigation	Corrections Needed	StaffOne Alnv	11/11/2021	211000017	10/02/2021	YAX'S, INC	200, 202, 203

 Repeat as many steps as necessary to send the investigation back for approval

The Incident Overview page and the Investigation Status will also show as “Corrections Needed”

INCIDENT OVERVIEW

▶ IR #: 211000017	Status: Under Investigation	Q ↓
▶ Investigation	Status: Corrections Needed	Q ↗

INVESTIGATION
Status: Corrections Needed

- 16** **Requesting Extensions** – In certain circumstances, you may need to request an Extension on the Investigation Due Date.

Step 16.1 Navigate to the Extensions tab and select “New Extension Request”

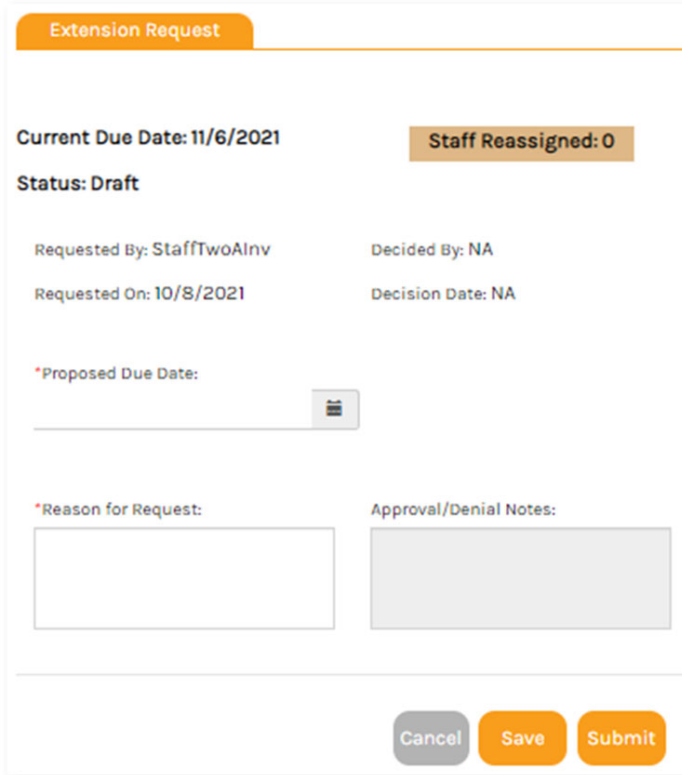
Details Summary Documents Deficient Practices Incident Type Substantiation **Extension Requests** Holds Incidents Workflow

[New Extension Request](#) Current Investigation Due Date: 11/6/2021 (28)

Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
No Record Available					

16 Requesting Extensions *(cont)*

Step 16.2 A dialog box will open for the Extension Request



(a) Enter the new “Proposed Due Date”


(b) Enter the “Reason for Request” information

(c) Click “Submit”

Step 16.3 The Extension will show on the Extension Requests tab with a Status of “Requested”



Status	Proposed Due Date	Requested By	Reason	Decided By	Decision Date
Requested	10/15/2021	StaffTwo Alnv	Waiting for hospital records		

 The Status will automatically update when a Supervisor approves or denies the request