



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 Access	KDADS Help Desk Phone: <i>(785) 296-4987 or (800) 432-3535</i> E-Mail: <i>KDADS.helpdesk@ks.gov</i>
Questions about AIR Policies and Guidelines.	Phone: <i>(785) 296-4986 or (800) 432-3535</i> <i>Ask for the program manager for the waiver or service that the affected client is associated with.</i>

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 browser, go to the KDADS public website at www.kdads.ks.gov .	The <i>Kansas Department for Aging and Disability Services</i> public website displays.
		
2.	Click on the Adverse Incident Reporting (AIR) link located under 'QUICK LINKS' on the right side of the home page.	A blank Adverse Incident Reporting form displays.

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.

Sample Blank form:

Notice

- The Report needs to be completed and submitted to KDADS prior to closing the window.
- If you wish to retain a copy, print this form by using the "Print AIR Report" button provided below.

Report Status: WORK IN PROGRESS Create Report

Note: * Designates that the item is required.

Print AIR Report Close

Person Reporting Incident Information

* Report Completed By: First Name: * Last Name:
* Reporter Phone: * Reporter Email:
* Reporter Organization Name:
* Organization Street Address: * Organization Phone:
* City: * State: ~ Select ~ * Zip: * County: ~ Select ~
* Report Date: 08/25/2016

Incident Information

* Incident Date: Time of Incident (if known): * County Where Incident Occurred: ~ Select ~
List person(s) Involved in Incident:
Include relationship to individual - - For example: staff; family member (spouse; sibling; child, etc.)

Individual Involved in Incident Information

* First Name: * Last Name:
* Date of Birth: * Gender: FEMALE MALE
* KanCare Member: YES NO UNKNOWN Medicaid ID: Medicaid ID Unknown:
* Program Type: ~ Select ~
* Service Received During Incident: ~ Select ~
Karnis Person Number: SAPT Block Grant ID:

Adverse Incident(s) This Report DOES NOT replace a Protection Reporting Center (PRC) Report

Abuse: Death: Elopement: ER/ Hospitalization: Exploitation: Fiduciary Abuse: Law Enforcement Involvement: Misuse of Medications:
Natural Disaster: Neglect: Restraint: Seclusion: Serious Injury: Suicide: Suicide Attempt: Other:
Other Explanation:

* Protection Reporting Center (PRC) Notified: YES NO UNKNOWN Which Agency Contacted: DCF Adult (APS) / Child (CPS) Protection Services KDADS Complaint Hotline
Date Notified: Intake Number:

Incident Details

* Summary of Facts Relevant to Incident:

* Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):

Create Report Close
Print AIR Report

Continued on next page

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 described in the previous steps.	A blank AIR form displays.
2.	Enter the information for the incident being reported.	All required fields must be completed before the form can be saved.
3.	Click on the Create Report button (located at the top and the bottom of the form.)	<ul style="list-style-type: none"> The report is created, and the data is saved. The Create Report button no longer displays. 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.

Before the form is created/saved:

Adverse Incident Reporting

Notice

- The Report needs to be completed and submitted to KDADS prior to closing the window.
- If you wish to retain a copy, print this form by using the "Print AIR Report" button provided below.

Report Status: WORK IN PROGRESS

Note: * Designates that the item is required.

Print AIR Report

Close

Person Reporting Incident Information

* Report Completed By: First Name: TEST Last Name: USER99

* Reporter Phone: 7852964986 * Reporter Email: TEST.USER99@ABC123.XYZ

* Reporter Organization Name: ABC123 SUPPORT SERVICES

* Organization Street Address: 555 55TH AVE NW * Organization Phone: 7852964986

* City: TOPEKA * State: KS - KANSAS * Zip: 66603 * County: SM - SMITH

* Report Date: 06/03/2016

Create Report

After the form is created, but before it is submitted to KDADS:

Adverse Incident Reporting

Notice

- The Report needs to be completed and submitted to KDADS prior to closing the window.
- Once the Report is Submitted to KDADS you will not be able to access it again. The worklist option has been removed.
- If you wish to retain a copy, print this form by using the "Print AIR Report" button provided at the top of the report page.

Report Status: WORK IN PROGRESS

Note: * Designates that the item is required.

Print AIR Report

Close

Person Reporting Incident Information

Report Completed By: First Name: TEST Last Name: USER99

Apply Changes

Submit to KDADS

Continued on next page

Creating / Saving the AIR Form, continued

How To

Continued

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

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.

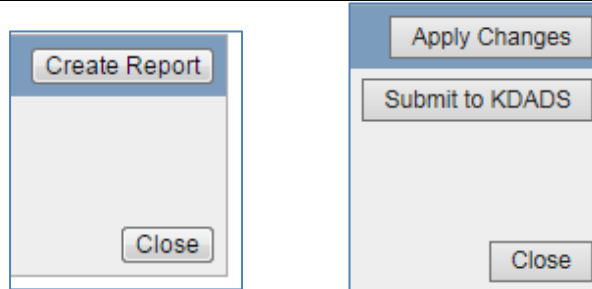
Uploading Files

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.



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

Continued on next page

Field Descriptions and Requirements, continued

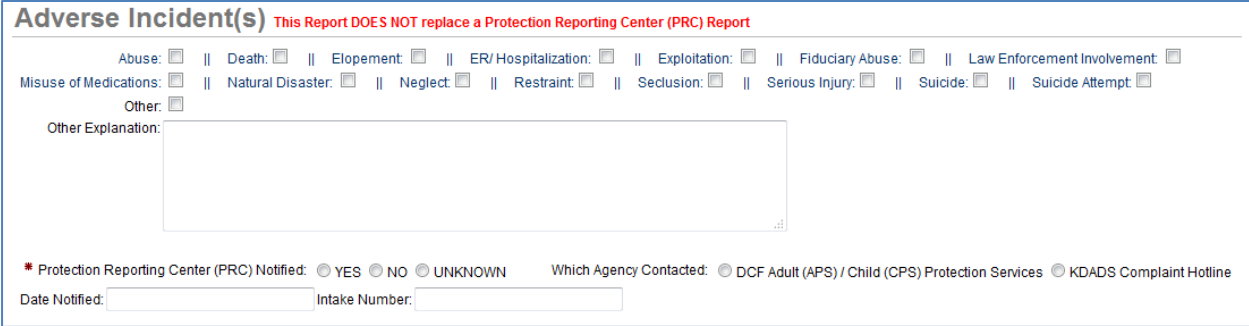
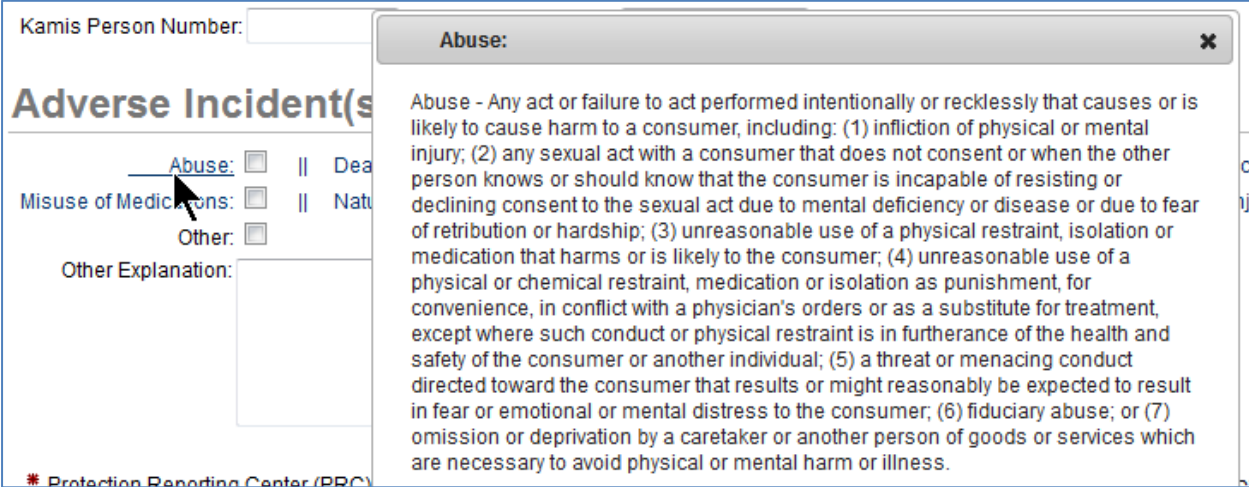
Field *Continued*
Requirements

Field or Button	Action / Purpose
Incident Information Region	
Incident Date	Date the incident occurred.
County Where 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.
<div style="border: 1px solid black; padding: 10px;"> <h3 style="margin: 0;">Incident Information</h3> <p style="margin: 5px 0;">* Incident Date: 06/07/2016 Time of Incident (if known): * County Where Incident Occurred: SN - SHAWNEE</p> <p style="margin: 5px 0;">List person(s) Involved in Incident: Include relationship to individual -- For example: staff, family member (spouse; sibling; child, etc.)</p> </div>	
Individual Involved in Incident Information Region	
First/Last Name of Customer	Name of the client involved in the incident being reported.
Date of Birth	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 is known, it must be entered here.
Medicaid ID Unknown	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 known, enter it here.
SAPT Block Grant ID	Not required, but if the client is an SAPT Block Grant recipient, and the ID number is known, enter it here.
<div style="border: 1px solid black; padding: 10px;"> <h3 style="margin: 0;">Individual Involved in Incident Information</h3> <p style="margin: 5px 0;">* First Name: ANON * Last Name: SMURFETTE</p> <p style="margin: 5px 0;">* Date of Birth: 04/01/1997 * Gender: <input checked="" type="radio"/> FEMALE <input type="radio"/> MALE</p> <p style="margin: 5px 0;">* KanCare Member: <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Unknown Medicaid ID: <input type="text"/> Medicaid ID Unknown: <input type="checkbox"/></p> <p style="margin: 5px 0;">* Program Type: PRIVATE PSYCHIATRIC HOSPITAL</p> <p style="margin: 5px 0;">* Service Received During Incident: MENTAL HEALTH - ONSITE</p> <p style="margin: 5px 0;">Kamis Person Number: <input type="text"/> SAPT Block Grant ID: <input type="text"/></p> </div>	

Continued on next page

Field Descriptions and Requirements, continued

Field Continued
Requirements

Field or Button	Action / Purpose
Adverse Incident(s) Region	
At least one incident must be checked. If Other is selected, enter an explanation in the Other Explanation text box.	
	
Click on an Adverse Incident label to display a definition of the incident.	
	
Protection Reporting Center (PRC) Notified	Indicates if the appropriate PRC was notified, or if this information is unknown. Note: Submitting an Adverse Incident Reporting form does <i>not</i> replace reporting the incident to a Protection Reporting Center.
Which Agency Contacted	Select the appropriate agency that was contacted, if a PRC was notified.
Date Notified	If a PRC was notified, the date of notification must be entered.
Intake Number	If a PRC was notified, enter the Intake Number if it is known.

Continued on next page

Field Descriptions and Requirements, continued

Field Continued
Requirements

Field or Button	Action / Purpose
<i>Incident Details Region</i>	
Summary of Facts Relevant to Incident	The relevant facts of the incident being reported.
Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other)	The actions taken regarding the client, as a result of the reported incident.
<div style="border: 1px solid black; padding: 10px;"> <p>Incident Details</p> <p>* Summary of Facts Relevant to Incident:</p> <div style="border: 1px solid gray; height: 60px; margin-bottom: 10px;"></div> <p>* Results of Incident (Transport to hospital, Outpatient Medical Treatment, Law Enforcement Involvement, Screen Requested, Transferred, Other):</p> <div style="border: 1px solid gray; height: 60px;"></div> </div>	

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.

Individual Involved in Incident Information

* First Name: * Last Name:

* Date of Birth: * Gender: FEMALE MALE

* KanCare Member: YES NO UNKNOWN Medicaid ID:

* Program Type: **PSYCHIATRIC RESIDENTIAL TREATMENT FACILITY** ▼

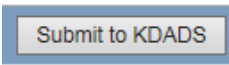
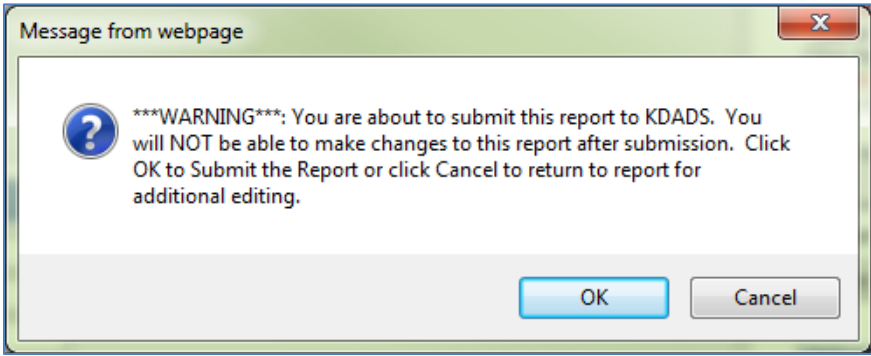
* Service Received During Incident: ~ Select ~

Kamis Person Number: SAPT Block Grant ID:

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.  Note: Either button, located at the top and the bottom of the page, can be used.	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.
2.	<i>Read the message before continuing!</i>	
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 report.	OK = Report submitted to KDADS. No further changes can be made.* 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.	

Uploading Supporting Documentation to an AIR Report

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

To Attach / Upload File:

1 Steps to Upload a File:
Browse to the file location by clicking on the "Browse..." button
Uploaded source file name can not contain any special characters. (except dashes, underscore, slash, or period)
Type a unique name in the "Document" field for easy identification.
Click the "Upload or Delete File" button.
Do not upload ".docx" or ".xlsx" files.
(Save ".docx"/".xlsx" files as PDFs then upload the PDF file.)

6 To Delete a File:
Only the person who uploaded the file can delete the file.
Click on the checkbox next to the file to be deleted.
Click on the "Upload or Delete File" button.

2 Source file
File size limited to 100mb!

3 Document (short descriptive name):

4

5 Uploaded Files

No data found.

Region	Purpose
1 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
3 Document (short descriptive name)	A description that provides a simpler name for the file (required)
4 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
5 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

Continued on next page

Uploading Supporting Documentation to an AIR Report, continued

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.

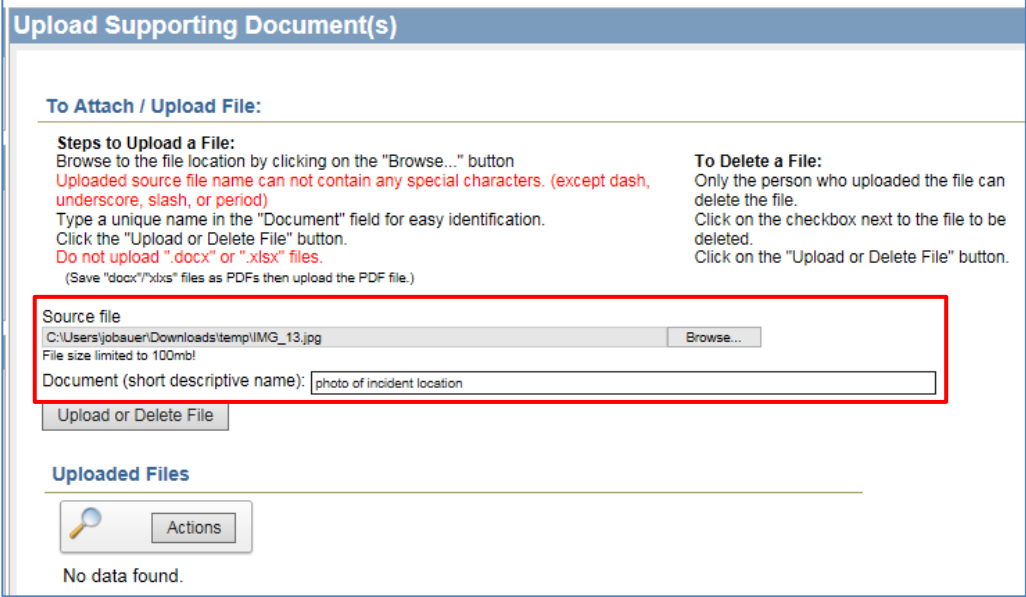
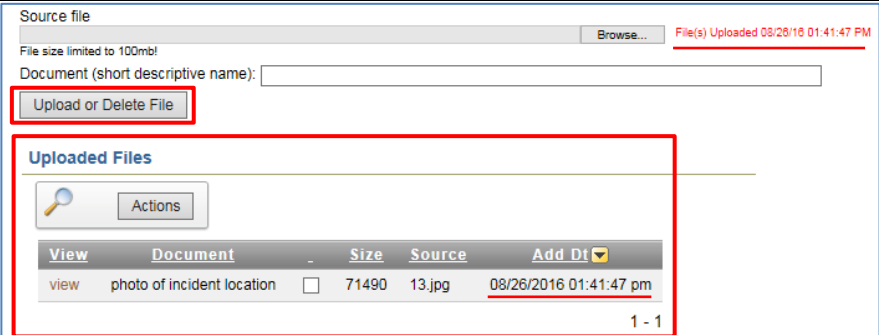
Step	Action	Result
1.	Click on the Browse... button.	The 'Choose File to Upload' dialog box displays.

Continued on next page

Uploading Supporting Documentation to an AIR Report, continued

How To

Continued

Step	Action	Result
2.	Navigate to the location on your computer or organization's network where the file is located.	The desired file name appears in the file list window. Note: Your window may look different based on the file list type you have selected.
3.	Click on the file you want to upload.	The file is highlighted.
4.	Click on the Open button.	The file name appears in the Source file field of the Attach/Upload File page.
5.	Enter a short descriptive name in the Document field.	There are no character type limitations for this descriptive name.
		
6.	Click on the Upload or Delete File button.	<ul style="list-style-type: none"> • The uploaded file information displays in the Uploaded Files table, indicating the source file is attached to the AIR report. • The date and time of the upload is indicated next to the Browse... button, and in the Uploaded Files table.
		

Continued on next page

Uploading Supporting Documentation to an AIR Report, 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.

To Attach / Upload File:

Steps to Upload a File:
 Browse to the file location by clicking on the "Browse..." button
 Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)
 Type a unique name in the "Document" field for easy identification.
 Click the "Upload or Delete File" button.
 Do not upload ".docx" or ".xlsx" files.
 (Save "docx"/"xlsx" files as PDFs then upload the PDF file.)

To Delete
 Only the p
 delete the
 Click on th
 deleted.
 Click on th

Source file
 46475432491079722/IMG#15.jpg
 DELETED UPLOADED IMAGE!
 08/26/2016 14:00:03

Invalid source file name
 (# used in file name)

Browse...

File size limited to 100mb!

Document (short descriptive name):

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 or 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.										
	<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;"> <p>Uploaded Files</p> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <input type="text"/> <input type="button" value="Actions"/> </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">View</th> <th style="text-align: left;">Document</th> <th style="text-align: left;">Size</th> <th style="text-align: left;">Source</th> <th style="text-align: left;">Add Dt</th> </tr> </thead> <tbody> <tr> <td style="border: 2px solid red;">view</td> <td>photo of incident location</td> <td>71490</td> <td>13.jpg</td> <td>08/26/2016 01:41:47 pm</td> </tr> </tbody> </table> </div>		View	Document	Size	Source	Add Dt	view	photo of incident location	71490	13.jpg	08/26/2016 01:41:47 pm
View	Document	Size	Source	Add Dt								
view	photo of incident location	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 redisplay.										

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Uploading Supporting Documentation to an AIR Report, continued

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.

Step	Action	Result
1.	To delete an uploaded file from an AIR report, click on the check box next to the Document name in the Uploaded Files table.	A checkmark appears in the box, indicating which document is to be removed. Note: While documents must be uploaded one at a time, multiple documents can be removed in one delete action.
2.	Click on the Upload or Delete File button.	<ul style="list-style-type: none"> The attached file is deleted from the AIR report. The Uploaded Files table is updated. A deleted file message and date/time stamp displays.

The screenshot shows a web interface with a button labeled "Upload or Delete File" at the top. Below it is a section titled "Uploaded Files" containing a search icon and an "Actions" button. A table lists three files:

View	Document		Size	Source	Add Dt
view	photo #3	<input checked="" type="checkbox"/>	91123	12.jpg	08/26/2016 02:19:21 pm
view	photo #2 of incident	<input checked="" type="checkbox"/>	161449	15.jpg	08/26/2016 02:13:44 pm
view	photo of incident location	<input type="checkbox"/>	71490	13.jpg	08/26/2016 01:41:47 pm

Page indicator: 1 - 3

The screenshot shows a "Source file" upload form with a "Browse..." button. A red box highlights a message: "12.jpg File Deleted. 08/26/16 02:22:18 PM" and "15.jpg File Deleted. 08/26/16 02:22:18 PM". Below the form is another "Uploaded Files" section with a search icon and "Actions" button. A table lists one file:

View	Document		Size	Source	Add Dt
view	photo of incident location	<input type="checkbox"/>	71490	13.jpg	08/26/2016 01:41:47 pm

Page indicator: 1 - 1

NOTE: Only the user that uploaded the file can delete the file.

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  > Print > Page setup...
2.	Click on the Print AIR Report button located at the top or bottom of the submitted form.	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.

Step	Action	Result
1.	Confirm the form has been submitted to KDADS.	The Submit to KDADS button is no longer available.
2.	Click on the Close button.	A warning message displays (see below).
3.	Read the message and if appropriate, click OK to continue.	A confirmation message displays (see below).
4.	Read the message and if appropriate, click Yes to finish.	The window closes and the form is no longer accessible by the user.
Note: Clicking the Cancel button or the No button will return you to the AIR form.		

The screenshot shows the 'Adverse Incident Reporting' web interface. At the top, there is a 'Notice' section with instructions. Below that, the 'Report Status' is 'REPORTED'. A 'Close' button is highlighted with a red box. Below the interface, two dialog boxes are shown. The first is a 'Message from webpage' dialog with a warning icon and text: '***WARNING***: You are about to close this report. Did you submit the report to KDADS? You will NOT be able to access the report after closing this page. Click OK to close the Report window or click Cancel to return to the report.' The 'OK' button is highlighted with a red box. The second is a 'Windows Internet Explorer' dialog with a question mark icon and text: 'The webpage you are viewing is trying to close the tab. Do you want to close this tab?' The 'Yes' button is highlighted with a red box. Red arrows indicate the flow from the 'Close' button to the first dialog, and from the 'OK' button to the second dialog.