



Web Enabled Incident Reporting System (WEIRS)

User Guide

Version 3.0

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Overview

This document provides the steps that need to be performed to create and submit incident reports, including six month reportable incident reports, to OhioMHAS within the WEIRS application. This document also provides an administration section for creating and maintaining users for your assigned facilities.

Who this document is for?

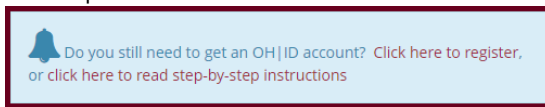
This document is intended for facilities that submit incident reports to the OhioMHAS Office of Licensure & Certification. The user is familiar with browser, and basic internet functions. The user is also familiar with Office of Licensure & Certification incident reports and incident reporting procedures.

Logging into MHAS IPortal

1. In a web browser, open <https://apps.mha.ohio.gov/iPortal/User/LoginTiles>
2. Click on middle tile “Ohio Citizens Login”.



3. You will need to have OH|ID (Citizen Id) account. If you don't, click on “Click here to register” link to apply for OH|ID account



Note: Visit <https://mha.ohio.gov/About-Us/Grants-and-Funding/IOP-Single-Sign-on-Information> for more information of OH|ID

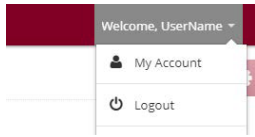
Forgot/ Reset Password

To request reset password, please go to OH|ID website <https://ohid.ohio.gov/>

My MHAS IPortal Account

My Account allows you to update your account information, view your assigned roles for applications that you have access.

1. Click on top right corner “Welcome ...” Select “My Account” from the menu.



2. You can view your information and assigned roles for applications that you have access on the page.

My Account

First Name:* <input type="text" value="IOP"/>	User Name: <input type="text" value="IOP.TEST"/>
Last Name:* <input type="text" value="TEST"/>	Last Password Change Date: <input type="text" value="2/5/2021 10:31:36 AM"/>
Title:* <input type="text"/>	Created By: <input type="text" value="IOP.TEST"/>
Email:* <input type="text" value="TestingIOP@test.com"/>	Created Date: <input type="text" value="6/23/2020 10:37:18 AM"/>
Office Phone:* <input type="text" value="(614) 000-1010"/>	Modified By: <input type="text" value="IOP.TEST"/>
Extension: <input type="text"/>	Modified Date: <input type="text" value="2/5/2021 10:31:36 AM"/>
Mobile Phone: <input type="text"/>	Change My Password

My Assigned Roles

Application	Role Name	Assigned By	Assigned Date
MHASPortal	Portal User	IOP Integration	6/23/2020 10:37:19 AM
Authorization Request	General Access	IOP Integration	6/23/2020 10:37:19 AM
WEIRS	External User	System.Admin	2/2/2021 11:25:17 AM
LACTS	Applicant	System.Admin	2/5/2021 10:30:02 AM



Note: Please do not use “Change My Password” function on this page. If you like to change password, please go to <https://ohid.ohio.gov/> to change your password.

3. If you like to update your information, make changes as appropriate and select Update.

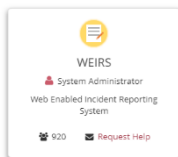


Note: Email in MHAS IPortal need to match email on your OH|ID account. If you would like to change email, update email in MHAS IPortal then logout and go to <https://ohid.ohio.gov/> to update OH|ID email.

Access to WEIRS

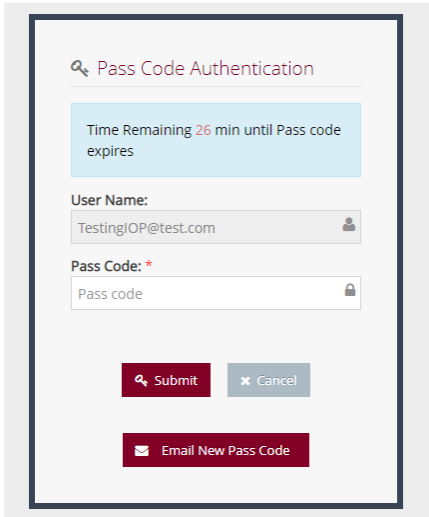
1. Click the WEIRS tile on the Dashboard under My applications. You will be redirected to Pass Code Authentication Page.

My Applications



Note: If you don’t have WEIRS tile on your dashboard, please contact the person who has the WEIRS External Administrator role in your organization to grant access to WEIRS

2. Pass Code will be emailed to you with subject "iPortal Passcode". Enter the Pass Code then click submit. You will be redirected to WEIRS home page.



The screenshot shows a web form titled "Pass Code Authentication". At the top, there is a blue box with the text "Time Remaining 26 min until Pass code expires". Below this, there are two input fields: "User Name:" with the value "TestingIOP@test.com" and a user icon, and "Pass Code: *" with the placeholder "Pass code" and a lock icon. At the bottom, there are three buttons: a red "Submit" button, a grey "Cancel" button, and a red "Email New Pass Code" button.

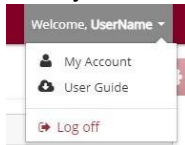


Note: If you didn't get the email, click "Email New Pass Code". Before you click "Email New Pass Code", please make sure to check the spam/junk email folder and sender MHAS.iPortal@MHA.ohio.gov is not blocked.

My WEIRS Account

My Account allows you to view your account information, assigned roles and facilities.

1. After you're in WEIRS, click on top right corner "Welcome ...". Select "My Account" from the menu.



2. Make changes as appropriate and select Update.



Note: My Assigned Facilities displays a list of facilities associated with your account. You can only submit incident reports for facilities assigned to your account.

WEIRS User Role Definition

System Administrator

This user group is for the WEIRS Administrator and development support staff. They may complete any task available within the application including maintaining board email addresses and maintaining incident types/subtypes. System Administrators are responsible for maintaining user roles for Internal User Roles and External Administrators.

Internal User

This user group may search, view, print and update all facility incident notifications and six month reports.

Internal Viewer

This user group is allowed to search and view incident notifications and six month reports. They may also view attachments associated with incident notifications and six month reports.

External Administrator

This user group may search, view, and update all incident notifications and six month reports for facilities associated with their account. This user is allowed to assign external user roles for facilities associated with their account.

External User

This user group will create incident notifications or six month reports for facilities associated with their account. They are allowed to search, view, and print all incident notifications and six month reports for facilities associated with their account. This user group cannot submit an incident or six month report directly to OhioMHAS.

External Reviewer

This user group has the same functionality as the External User group. They are also responsible for reviewing incident notifications and six month reports created by an external user and submitting the incident notification or six month report to OhioMHAS.

External Viewer

The user is allowed to search and view all incident notifications and six month reports for facilities associated with their account. They may also view attachments associated with incident notifications.

Auditor

The user is allowed to search and view all incident notifications and six month reports for all facilities. They may also view attachments associated with incident notifications and six month reports.

Home Page Work List

The work list located on the home page will display active incident notifications and six month reports for facilities associated with your account. Incident notifications and reports will remain on your work list until the status is updated to "Closed". All active or closed notifications or six month reports for facilities associated with your account may also be found by using "Search Incident Notifications" or "Search Six Month Reports".

Figure 1. Home Page – Work List

Search Incident Notifications

1. Select Search Incident Notifications from the main menu.
2. Enter in applicable search criteria to locate the incident report.
3. Select Search Incident.
4. Select Edit to view the incident report.



Note: You may only search for incident reports for facilities associated with your account. To see facilities associated with your account, please select My Account.

Creating an Incident Notification

1. Select Create Incident Notification from the main menu.
2. Select Search Facility to select the facility you wish to create an incident report for.



Note: You may only submit incident reports for facilities associated with your account. To see facilities associated with your account, please select My Account.

3. Enter in the following information:
 - a. Provider Generated Incident Number (The agency generated incident tracking number, if applicable)
 - b. Date of Discovery
 - c. Date of Incident or Date of Incident Unknown
 - d. Time of Incident
 - e. Contact First Name
 - f. Contact Last Name
 - g. Contact Phone Number
 - h. Contact Email Address
4. Select "Create".
5. The incident is created, and you are presented with the following screen to continue entry of incident information. You may not see all tabs as displayed in Figure 2 below based on the type of incident report you are submitting.

Figure 2. Incident Report layout

OHIO DEPARTMENT OF MENTAL HEALTH & ADDICTION SERVICES

Home Incident Notification Six Month Reporting Welcome, External User

Edit Residential Facility Incident » Incident Reporting Systems

Print

Incident Number:	R712	License Number:	06-1968
Incident Status:	Draft	Phone Number:	4408420901
Facility:	York Road Group Home, 7283 York Road, Parma, OH - 44129		

Close and Finish Later Cancel Incident Send for Approval

Incident Header Type of Incident Persons Involved Additional Information Attachments Board Notifications



Note: After initial creation of the incident report, it is assigned an incident number and will display in your work list located on the home page.

6. Review and complete all information on the incident header tab. The incident header tab may vary in the information requested based on the facility type i.e. adult care facility, residential facility, etc.
7. After entering information into the Incident Header tab, select “Save”.

Type of Incident

Type of Incident is Incident types that must be reported, such as abuse, neglect, assault, etc.

1. Select the Type of Incident tab.
2. Select all of the applicable incident types for this incident.
3. Select “Save Incident Type” (located below all incident types).

Persons Involved

Persons involved are including but not limited to mainly clients, staffs, visitors in the role of perpetrator, victim and witness,

1. Select the Persons Involved tab.
2. Enter in applicable persons involved.



Note: Please enter client identifiers, instead of client names

Additional Information

1. Select the Additional Information tab.
2. Enter additional applicable information for this incident report.
3. Select “Save”.

Attachments



Note: Incident Report attachments may not be deleted once added to an incident report.

1. Select the Attachments tab.
2. Select Add Attachment.
3. Enter a document name.
4. Enter a document description.
5. Browse for the file you wish to attach.
6. Select Upload Attachment.
7. The attachment is uploaded and displayed on the attachment tab.
8. Repeat until all necessary attachments are added to the incident report.

Attachment size and types are limited to the following in the WEIRS application:

1. File size is limited to 2 MB.
2. File types are limited to:
 - a. Word (.doc, .docx)
 - b. Excel (.xls, .xlsx)
 - c. PowerPoint (.ppt, .pptx)
 - d. Text (.txt)
 - e. Adobe Acrobat (.pdf)
 - f. images (.png, .jpg, gif)



Board Notifications (if Residential or Community Mental Health Agency Incident Report)

1. Select the Board Notifications tab.
2. Select "Select Board". Selected Boards will receive a copy of the incident report upon submission to OhioMHAS.
3. The Search Boards dialogue box appears.
4. Enter a board name or select Search to view all boards.
5. Select "Assign" for the Boards that you wish to send a copy of the incident report.
6. Select X to close the Search Boards dialogue box.

Send for Approval

1. Select "Send for Approval" after all applicable incident report information has been entered.
2. If errors are displayed, please correct as applicable and select "Send for Approval" again.
3. Once validation passes, you will receive a message indicating "Your Incident Notification has been sent to your facility's reviewer for approval and submission to OhioMHAS."

Submit to OhioMHAS

External users cannot submit incident reports directly to OhioMHAS. If an external user sends an incident report for approval, the external reviewer for the facility is responsible for submitting to OhioMHAS. If the report is entered into WEIRS by an external reviewer or administrator, they will have to send the report for review and then also submit the report to OhioMHAS, a two-step process. Other roles may allow the user to complete both the "Send for Approval" and the "Submit to OhioMHAS" steps.

1. Select "Submit to OhioMHAS".

2. Select OK to confirm you wish to submit this incident report to OhioMHAS.
3. Upon submittal, the following occurs:
 - a. The message “Your Incident Notification has been successfully submitted to OhioMHAS for review.” Displays at the top of your incident report.
 - b. Email notification (with attached copy of the incident report) is sent to the Ohio Disability Board and additional selected boards (where applicable).
 - c. Email notification is sent to the WEIRS Administrators indicating a new incident report has been submitted for review.
 - d. Status is updated to “New”.
 - e. The incident report continues to appear on the user’s work list located on the home page.

Print Incident Reports

1. Locate the incident report you wish to print via “Search Incident Notifications” or the home page work list.
2. Select “Edit” to view the incident.
3. Select the Print button located at the top of the incident report.
4. The incident report will be generated. Note this may take a couple of seconds.
5. The following will appear at the bottom of your browser window (if you are using IE).



6. Select “Open” to view the report or “Save” to save the report to your computer.

Amend an Incident Report

An incident report can be modified at any time by an authorized user. Each time an incident is amended; the incident is submitted to and reviewed by OhioMHAS.

1. Locate the incident report in the work list located on the home page or through search incident notifications.
2. Select Edit
3. Modify the incident report as applicable and select Save.
4. You will receive a confirmation message indicating the status will be updated to Amended. Select OK to continue or cancel if you do not want to change the status of the incident report to “Amended”.
5. The Status is updated to Amended Pending Approval.
6. Select “Submit to OhioMHAS” and select OK to confirm you wish to submit.
7. The following happens upon submittal to OhioMHAS:
 - a. The message “Your Incident Notification has been successfully submitted to OhioMHAS for review.” Displays at the top of your incident report.
 - b. Email notification (with attached copy of the incident report) is sent to the Ohio Disability Board and additional selected boards (where applicable).
 - c. Email notification is sent to the WEIRS Administrators indicating an amended incident report has been submitted for review.
 - d. Status is updated to “Amended”
 - e. The incident report appears on the user’s work list located on the home page.

Six Month Reporting

Create Six Month Report

Six Month report, i.e. "Six month reportable incident" means an incident type of which limited information must be reported to the OhioMHAS. A six month reportable incident is not the same as a reportable incident.

The creation of the six month report follows a wizard approach and will display the applicable sections that must be completed in order to submit the report to OhioMHAS for review.

1. Select Six Month Reporting – Create Six Month Report from the main menu.
2. Select the Provider/Facility.
3. Select the Reporting Period.
4. Select the Reporting Year.
5. Enter a contact phone number.
6. Select Create.

Please enter the following information


i Please submit this report by the following deadlines:

- For the incident reporting period of January 1 through June 30, by July 31 of the same year.
- For the incident reporting period of July 1 through December 31, by January 31 of the following year.

Provider/Facility:

Reporting Period:

Reporting Year:

Provide a Phone Number 

(we may contact you with questions related to this Report)

Create

7. Complete Part A and select Save and Continue.
8. The wizard will direct you to the next applicable section to complete.
9. Complete each section, selecting Save and Continue to proceed.
10. Upon completion of the last section, you will see the message "You have reached the end of the Six Month Reportable Incident Data Report."
11. Select "Submit" to complete your review.
12. A message is displayed indicating your report has been successfully submitted.



Note: Depending on your user role, an email may be sent to a reviewer and the reviewer will review your report and submit to OhioMHAS Central Office.

Search Six Month Report

Only active six month reports are displayed on dashboard, If you like to view six month report in other status, you can use search six month report function.

1. Select Six Month Reporting – Search Six Month Reports
2. Enter the appropriate search criteria.
3. Select Search Six Month Reports.
4. The results of your search are displayed.
5. Select Edit or View for the appropriate six month report.

Enter search criteria to search six month reports

Report Id:

Status:

Facility Name:

License Number:

Reporting Year:

Reporting Period:

Search Six Month Reports

Submit Six Month Report to OhioMHAS Central Office

External users cannot submit six month reports directly to OhioMHAS. First, it must be sent to the facilities' external reviewer for review. The external reviewer for the facility is responsible for submitting the six month report to OhioMHAS Central Office. To submit a six month report to OhioMHAS Central Office:

1. Open the appropriate six month report.
2. Select Finish.
3. Select "Submit to OhioMHAS Central Office".
4. Upon submittal, the following occurs:
 - a. The message "Your Six Month Reportable Incident Data Report has been successfully submitted to OhioMHAS for review." displays at the bottom of your report screen.
 - b. Once the report has been submitted, it is removed from the Dashboard.

Amend a Six Month Report

A six month report can be modified up to 6 months after submission by an authorized user. Each time a six month report is amended; the report is submitted to and reviewed by OhioMHAS.

1. Locate the six month report in the work list located on the home page or through search incident notifications.
2. Select Edit.
3. Select the appropriate section to modify.
4. Modify as applicable and select Save and Continue.
5. Review each section making changes appropriate, selecting Save and Continue to proceed.
6. Upon completion of the last section, you will see the message "You have reached the end of the Six Month Reportable Incident Data Report."
7. Select "Submit" to complete your review.
8. A message is displayed indicating your report has been successfully submitted.

Cancel Six Month Report

The six month report may be cancelled any time prior to submission by selecting the Cancel button.

1. Locate the applicable six month report and select the “Cancel Report” button.
2. A message will appear asking you to confirm you wish to cancel. Select OK.
3. The status of the report is updated to Cancelled.

Print Six Month Report

1. Locate the six month report in the work list located on the home page or through search incident notifications.
2. Select “Print Report”



Note: Six Month Reports may not be printed when the status is Draft or Amended Draft.

Administration

Maintain Facility Users

Only users assigned the role of External Administrator may maintain user's role for their assigned facilities. External Administrators may assign users and incident report reviewers for their assigned facilities.



External Administrators are maintained by the Office of Licensure and Certification. For additional information, please contact Lic.Cert@mha.ohio.gov

Create MHAS IPortal User Account

This needs to be done by the user:

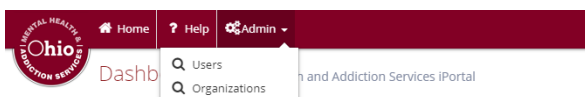
1. Go to <https://ohid.ohio.gov/wps/portal/gov/ohid/login/> to create an OH|ID account.
2. After OH|ID account is created. Go to <https://apps.mha.ohio.gov/iPortal/User/LoginTiles> and click middle tile to login. Once login successfully, MHAS IPortal will automatic create an account. User should able to see MHAS IPortal dashboard.



Note: This needs to be done by the user not the external administrator.

Assign User Role

1. Login as external administrators and click “Users” under Admin menu



2. Search user then click “Assign Role” of the user record on the result list.

Enter at least one search criteria to search users

State of Ohio User Name: Email:
First Name: Last Name:
Application Name:
Organization Name:

Q Search Results

List of Users					
Action	First Name	Last Name	Title	Email	Is Active
<input checked="" type="checkbox"/> Assign Role	IOP	TEST		TestingIOP@test.com	True

3. On the Assign Role page, select “WEIRS” from Application dropdown list and your organization from Organization dropdown list. Then the checkbox list of roles will appear. Select the appropriate role for the user then click “Submit”

Application: *

Organization: *

- Roles:
- Auditor
 - External Administrator
 - External Reviewer
 - External User
 - External Viewer
 - Internal User
 - Internal Viewer
 - System Administrator