



SIMS - Support Coordinator Responsibilities

- Ensure Health and Safety
 - Take immediate action to ensure the participant is protected from further harm and respond to any emergency needs of the participant
 - Report incidents involving abuse, neglect, exploitation, and extortion to APS or EPS

- DSP enters an incident
 - Support coordinator (SC) supervisor will review SIMS daily to assign new CIRS after DSP entry
 - SC will review a CIR when assigned
 - SCs will enter follow-up case note by close of the sixth business day after initial report. An SC will enter a follow-up case note by close of the 6th business day after initial report to either document that more information is needed or the DSP's follow up is sufficient.

- SC enters a CIR
 - Enter critical incident report information into the critical incident reporting system by close of the following business day after notification of a critical incident (when the SC first discovers an incident)
 - SC supervisor will review SIMS daily to assign new CIRS after SC entry
 - A DSP is still required to enter a follow up by the 3rd business day. An SC will enter a follow-up case note by close of the 6th business day after initial report to either document that more information is needed or that the DSP's follow up is sufficient.

- All CIRs
 - SCs will continue to follow up with the DSP, the participant, and others, as necessary, and update SIMS with case notes until the incident is resolved and the case is closed
 - Continue to follow up with the DSP, the participant, and others, as necessary, and update critical incident reporting system with case notes until the incident is resolved and the case is closed
 - Convene any planning meetings that may be needed to resolve the critical incident, develop strategies to prevent and/or mitigate the likelihood of similar critical incidents occurring in the future and revise the POC when needed

- Send the participant a copy of the Incident Participant Summary within fifteen (15) calendar days after the incident closure by the Regional Office.
- It does not include the identity of the reporter or any sensitive or unsubstantiated allegations. The Participant Summary is not distributed in the event of deaths
- Track critical incidents to identify remediation needs and quality improvement goals to determine the effectiveness of strategies employed.
- Falls
 - During DSP Service delivery
 - Ensures that the DSP conducts a fall assessment using the *OAAS Fall Assessment Form*
 - Validates the information in the *OAAS Fall Assessment Form* through participant and/or family interview
 - Ensures that the DSP conducts a fall analysis using the *OAAS Fall Analysis and Action Form*
 - Reviews analysis and collaborates with DSP to implement preventative strategies; includes preventative strategies in the POC
 - Submits this information timely into critical incident reporting system (when the SC first discovers a critical incident)
 - Outside of DSP Service Delivery
 - In the event of a fall, which occurred outside of direct service delivery and is reported to or discovered by the SC, the SC is responsible in collaborating with the participant, informal supports and any applicable providers. SC will screen major determine whether they meet the definition of a Major Medical Event
 - The SC has primary responsibility for completing the *OAAS Fall Assessment Form* and the *OAAS Fall Analysis and Action Form*; entering the *OAAS Fall Assessment Form* with the Critical Incident Description; and the *OAAS Fall Analysis and Action Form* is entered.
- Major Medical Event (MME)
 - DSPs will enter any suspected or confirmed wound or injury to a person of known or unknown origin which requires treatment by a physician, dentist, nurse, or other licensed health care provider).
 - SC will screen and determine whether the incident meets the definition of a Major Medical Event
 - DSP enters incident into SIMS once aware of the admittance. Admit Date=Occurred Date. Discovered Date=Date SC notified of participant's admit. SC monitors the CIR and determines whether it meets the criteria for a MME CIR.

- MME Flow Chart for SCs
 - [http://ldh.la.gov/assets/docs/OAAS/CCWForms/OAAS-PC-14-003-MME Flow Chart for SCs-RI-8-9-19.pdf](http://ldh.la.gov/assets/docs/OAAS/CCWForms/OAAS-PC-14-003-MME_Flow_Chart_for_SCs-RI-8-9-19.pdf)
- DSP Non-Compliance
 - SCs must contact the DSP manager if a follow-up note is not received by the 3rd business day after the initial report
 - SCs must request verbal follow-up, inform the DSP manager that written follow-up report (entered into SIMS) is still required and it must be entered by noon on the 6th business day
 - If the SC does not receive the follow-up note by noon on the 6th business day, the SC notifies OAAS regional office via the critical incident reporting system.
 - The Regional Office will then send a warning notice, i.e., verbal or written, to the DSP that written follow-up is past due.
 - The SC enters in critical incident reporting system all relevant documentation related to the noncompliance.
- Online Trainings and Materials
 - Available on the OAAS website under “SIMS Training”.
<http://ldh.la.gov/index.cfm/newsroom/detail/5142>
- Questions?
 - Please contact OAAS regional office or email SIMSWaiver@la.gov.