



State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing
Office of Aging and Adult Services
Office of Citizens with Developmental Disabilities

MEMORANDUM

OAAS-P-19-004
OCDD-P-19-005

TO: OAAS/OCDD Waiver Personal Care Attendant Agencies

FROM: Brian Bennett, Section Chief, Medicaid *Brian Bennett*
Julie Foster Hagan, Assistant Secretary, OCDD *Julie Foster Hagan*
Tara A. LeBlanc, Assistant Secretary, OAAS *Tara A. LeBlanc*

DATE: April 23, 2019

SUBJECT: New Critical Incident System

The Louisiana Department of Health (LDH) plans to launch its new critical incident reporting system, Statewide Incident Management System (SIMS), in May of 2019. Upon implementation of SIMS, Direct Service Providers (DSPs) will submit critical incident reports online through SIMS in lieu of the current practice of faxing reports to support coordinators. This new critical incident system will allow providers serving LDH's waiver participants better access to and sharing of important health and safety information that is critical to safeguarding our participants' health and well-being in the community.

To facilitate this online reporting process, each Personal Care Attendant (PCA) agency will be assigned two user accounts to access the system. It is required that each user enroll online to register their SIMS account.

All other requirements for critical incident reporting will remain unchanged. Direct service workers in the home will continue to use a paper version of the Critical Incident Report (CIR), and will submit the CIR information to their company's SIMS users to enter.

Additional information detailing both the enrollment of user accounts and training for the new system can be found on the following websites:

OAAS: <http://ldh.la.gov/index.cfm/subhome/12>

OCDD: <http://ldh.la.gov/index.cfm/page/137>

SIMS is being implemented for waiver critical incidents statewide by region. The SIMS “Go-Live” dates for each region is indicated in the table below:

| Regions: | SIMS “Go-Live” Dates: | Deadline for SIMS Online Enrollment: |
|-----------------|------------------------------|---|
| 3 and 5 | 05/06/19 | 5/01/19 |
| 6 and 8 | 05/27/19 | 5/22/19 |
| 1,2,9 and 10 | 06/17/19 | 6/12/19 |
| 4 and 7 | 07/08/19 | 7/03/19 |

NOTE: SIMS will “Go-Live” in each region at 8:00 am on the above listed dates.

Once the SIMS “Go-Live” date has reached your region, you MUST use SIMS for all waiver critical incidents. The ability to create new critical incidents in the Online Tracking Incident System (OTIS) will be disabled. Support Coordinators will still have the ability to complete any incidents that were entered prior to the “Go-Live” date. OTIS will become a read only system in that region once all CIRs in that region have been closed out.

Please submit any questions you have to SIMSWaiver@la.gov.

- c: OAAS State Office
- OCDD State Office
- OAAS Regional Offices
- OCDD Local Governing Entities
- OAAS/OCDD Waiver Support Coordination Agencies