



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

### INCIDENT REPORT PROCESS UPDATE

**Target Audience - Qualified Vendors and Providers**

**Transmittal Date - 05/29/2020**

The Division of Developmental Disabilities is updating how Incident Reports are submitted to the Division. Currently, Incident Reports (IR) can be submitted by calling the Division's incident reporting line or by sending them via email to the appropriate District Quality Assurance Unit's IR mailbox.

Beginning Wednesday, July 1, 2020, DDD will launch a new online IR submission process integrated into Focus as a separate "Incident Management" application. The new application **will be live in Focus beginning Wednesday, July 1, 2020**. Users will have the option for "Incident Entry," allowing them to enter IRs directly using standardized fields. Additionally, users can see "My Incidents," that will show recent IRs entered allowing for internal tracking and trending of each vendor's own incidents.

This will streamline the process for submitting IRs. The new online form will have fields for all required information. Accurately completing these fields will reduce the need to provide additional information about the incident that may be omitted through email submission. Using the online application will ensure incidents are being submitted only once and will allow for timely IR triage by Division Quality Management clinical staff.

A user guide will be published in June 2020 along with a video demo of the new system.