CLASS 4 – GUARDIANSHIP WORKER SAFETY

STEP-BY-STEP INSTRUCTIONS FOR ENTERING A CLASS 4 INCIDENT REPORT IN KYGFIS

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CLASS 4 IS APPLICABLE TO GUARDIANSHIP **CLIENTS** ONLY;

FOR SAFETY INCIDENTS INVOLVING NON-CLIENTS REFER TO THE EMPLOYEE SAFETY INCIDNET REPORT NON-WARD WHICH IS LOCATED ON THE DAIL DRIVE.

1. www.ky.panosoft.com will take you to the "Logon" page for KYGFIS (you may want to bookmark this web address)

2. Enter your Username and Password and click on "log on".

3. If you have not yet registered for a Username and Password, contact Jessica.Wayne@ky.gov

4. Click in the "Client" box (top left of screen)

5. Enter the last name and first name of the client (Example: Skywalker, Luke) and click on "search". This box is NOT case sensitive but it does require the correct spelling of the name.

6. When the search feature is complete, "Skywalker, Luke" (or the real name you entered) should appear within the alphabetized list (generally, it is the first name on the first line). If the name does not show, delete the name out of the box and try again. Once the name appears, click on name and file will open to the "Face Sheet" – header says "Client Information".

7. To add a new Incident, use the left navigation bar and click on "Incidents".

8. When the Incident page opens, click on "insert" (top right). The Heading will say "Insert Incident Information" - you are now in "insert" mode.

Worker Safety Incident Record

9. Date of Actual Worker Safety Incident - The current date is automatically populated within this field. However, if the incident occurred on a different date, then enter the correct date using the date format of MM/DD/YYYY (notice the box turns blue). The date of an incident is provided to the GSSW by the provider/agency. You can choose dates by either clicking on the calendar next to the field or you may type in a date using the date format above. Once you have entered a date, tap the "Tab" key on your keyboard and you will move to the next data field.

10. Date Guardianship Notified of Worker Safety Incident - This is the date the worker safety incident occurred. Enter this date in the blank field or click on the calendar and choose a date. If the worker safety incident (threat) is received via telephone, then the date of the telephone call is the Date Guardianship was Notified of Incident. If the threat comes in written form such as a fax or e-mail, then the e-mail/fax date would be the Date Guardianship was notified.

Incident Type

11. Incident Level – Choose Class 4 from the drop down box. **This field must be completed before you can SAVE the document.**

12. When Class 4 is chosen, a "Supervisor" box will appear. Choose the name of your supervisor from the drop-down box. Their address will populate the "Supervisor Email box. Your supervisor will receive a copy of the Class 4 you enter, once saved. In the event the supervisor position is vacant in your region, please choose the "back-up" supervisors name from the drop down box and they will get the e-mail. Only one e-mail address can be entered! **Field must be completed before the document can be saved.**

13. The Definitions for Level 4 as well as the categories that fall within each Class Level are provided. Once the Incident level is determined, check the box that best describes the incident. Choose only one category. If none apply, then choose the category that best describes the harmful behavior.

Incident Details

14. APS Referral – "APS" is the acronym for Adult Protective Services which is located in the Department for Community Based Services (DCBS). If the worker safety incident is referred to APS regardless of source, choose "yes" from the drop down box. Otherwise, choose "no". **Field must be completed before the document can be saved.**

15. APS Referral by – This field is asking who made the APS referral. Using the drop down box, pick one of the three choices.

16. APS Other Referral – If "Other" is entered in the APS Referral by" field, the name of the person or agency is to be identified in this field.

17. First and Last Name of Person or Persons in the **Presence** of Client at the Time of Incident – This means exactly what it says. Guardianship staff is to secure the name of the person or persons in the presence of our client at the time of the incident, a witness to you being threatened or harmed in other words.

There will be times when #17 is an exception:

- If the client is alone at the time of the incident, the client's name should be entered (first and last name).

18. Terminated - This field does not apply to a Guardianship Worker Safety Class 4.

19. Agency Refused to Provide Name of Employee with our Client at the Time of the Incident - This field does not apply to a Guardianship Worker Safety Class 4.

20. Agency Refused to Provide a Formal Incident Report to the Guardian of this Client - This field does not apply to a Guardianship Worker Safety Class 4.
21. Describe Incident – Describe in detail the sequence of events that led up to and during the time you your safety was compromised by a client of the CHFS Guardianship Program. Field must be

completed, do not enter "see attached." IMPORTANT_REQUIREMENT: NO E-MAILS AND NO EXTRA/EMPTY/BLANK LINES IN THIS BOX PLEASE!!!!!!!!!!! Enter ONE PARAGRAPH ONLY and then attach the actual e-mail to the follow-up but NEVER copy/paste the e-mail in this box - NEVER, EVER!!!!! This requirement applies to the initial incident report box called "Describe the Incident" plus the box called "Follow Up Actions AND any subsequent follow ups entered.; however, you may attach photos of injuries or any other documentation to the incident report. Very often the descriptions of incidents taken from the provider incident reports are poorly written and likely to be indecipherable. A GSSW has one of two choices; they can request another incident report be submitted clarifying the description or the GSSW can describe the incident based on oral and written communication with the provider. The description of the incident must be clear and free from misinterpretation. It is to be grammatically correct with no typographical errors or incomplete sentences. It is imperative the reader understand the chain of events which is to always include "who, what, when, where." **This field must be completed before the document can be saved.**

Provider Agency

22. Vendor: Click on the drop down arrow and an extensive list of providers/vendors/agencies will appear. Choose one. Once a vendor has been chosen, the next box, or 9 fields will populate (Who, Address, City, State, Zip, Phone, fax). A Vendor must be chosen from the drop down box before the document can be saved.

23. **ALWAYS CHOOSE FROM THE DROP DOWN BOX. UNDER NO CIRCUMSTANCES ARE YOU TO KEY IN OR TYPE IN A VENDOR NAME/ADDRESS. IF THE VENDOR IS NOT LISTED, PLEASE CONTACT CINDY FORD at Cindy.Ford@ky.gov or JENNIFER ROSENBERG at Jennifer.Rosenberg@ky.gov TO ADD THE VENDOR FOR YOU.**

Agency Responsible for Client at the Time of the Incident

24. Name and Address of Agency Responsible for Client at the Time of the Incident OR check this box if same as above:" – If the Vendor you entered in the previous field was also responsible for our client at the time of the incident, then click the box and their vendor information will populate this section.

    If our client was away from the primary vendor, such as being transported from one location to another, maybe to a day treatment program, or somewhere similar yet not under the direct supervision of the primary vendor when your safety was compromised, then choose the secondary vendor from the drop down box. If the secondary vendor is not listed in this very extensive drop down box of vendors but you think the vendor will be utilized in the future, then you are to contact Cindy Ford or Jennifer Rosenberg to add the new Secondary Vendor to our main vendor database. Once added, you can go back and pick the correct vendor by choosing from the drop down box.

    Example: Luke Skywalker's (playful name) resides in a CAKY (primary vendor) Family Home located in Frankfort. He boards the Bluegrass Ultra Transit (BUS) early one morning to spend the day at the Frankfort Active Day Treatment Program. The BUS pulls up in front of the day treatment program and Luke disembarks. Before entering through the program doors, he calls you on his cell phone and menacingly threatens you and everyone else in the office. Bluegrass Ultra Transit (secondary vendor) is then the Agency Responsible for Client at the Time of the Incident and you would choose their Name/Address from the drop down box.

Choosing from the drop down box is the only way to GO! But "what about the times we might have a secondary vendor that we will use only once you ask? That can happen!

Example: Let's say one of our client's has an "incident" while in the temporary custody of family or friends and you KNOW these family/friends are not a Vendor we are likely to use again.

Do we really want to create a permanent address for a temporary "vendor?" Absolutely NOT! If you feel confident we will not need this address again in the future, go ahead and enter the full and complete contact information for the family or friend, this means first and last name (spelled correctly) and then a complete United States Postal Service deliverable address. The data you enter will be specific to that incident and to that client but will NOT be listed in the Main Vendor List which we do not want! Don't fret. If you find you will use them more than once, then contact Cindy Ford or Jennifer Rosenberg and they can add them to our already enormous Vendor database.

What about the client **who lives alone** and an incident occurs? Simply add the Vendor's name from the Vendor Drop down box to complete the Provider Address and for the "Agency Responsible for the Client at the Time of the Incident". *It would be the CLIENT themselves*! So, add the client's full name and address.

Please remember, "Agency Responsible for Client at the time of the Incident" must be completed before the document can be saved.

Guardianship Worker's Initial Action Plan

25. GSSW Initial Action Plan – Describe what actions you took or will take to ensure your safety. Who will you notify? Did you complete the Cabinet's Incident Report? When? **This field must be completed before the document can be saved.**

26. Additional Follow Up Needed - This field defaults to "Yes". If it is determined no other follow-up is needed choose "NO" in the Additional Follow Up Needed" field which CLOSES THE INCIDENT. It is imperative the "GSSW Initial Action Plan" and the "Additional Follow Up Needed" fields support each other!!!! There can be multiple follow up reports on the same incident. It is important that all information and subsequent follow-up efforts in reference to the incident is recorded as a "follow-up" to the incident until the incident is completely resolved. IMPORTANT REQUIREMENT: NO E-MAILS AND NO EXTRA/EMPTY/BLANK LINES IN THIS BOX PLEASE! Enter ONE PARAGRAPH ONLY and then attach the actual e-mail to the follow-up but NEVER copy/paste the e-mail in this box - NEVER, EVER! This requirement applies to the initial incident report box called "Describe the Incident" plus the box called "Follow Up Actions AND any subsequent follow ups entered. It is not acceptable to record Incident information on the EVENT side of KYGFIS. There are times when a GSSW can use incident activities as case management contacts. In that event, you may enter the case management contact as a follow-up to the incident on the Incident side of KYGFIS as well as a case management contact on the event side of KYGFIS.

Notes

27. Notes. Generic notes to yourself can be made here. The text within this field is not reviewed nor part of the reportable incident report.

If you have updated information; enter it as a follow-up!

29. The previously entered worker safety Class 4 will be listed among the client related Incident Reports. Using your mouse pointer, hover over the incident you want and click. The incident will open and you will be in "insert" mode again.

30. At the left navigation bar, click on "Addt'l Follow Ups" and a new screen will appear.

31. Click on "Insert" in the top right hand corner.

32. Enter the additional information in the "Follow Up Actions" box IN ONE PARAGRAPH. Spell check does not work in this area so check for accuracy. IMPORTANT REQUIREMENT: NO E-MAILS AND NO EXTRA/EMPTY/BLANK LINES IN THIS BOX PLEASE! Enter ONE PARAGRAPH ONLY and then attach the actual e-mail to the follow-up but NEVER copy/paste the e-mail in this box - NEVER, EVER! This requirement applies to the initial incident report box called "Describe the Incident" plus the box called "Follow Up Actions AND any subsequent follow ups entered.

33. If satisfied, click on "Save" – "Save" can be found at the top or bottom of the screen.

34. Some Incident Reports will have multiple follow-ups. To help you see what you have entered so far, you can view your Follow-ups by Clicking on the "Prev" or "Next" buttons at the top of the screen. These two buttons will take you to the beginning and ending of follow-ups for each client. Very handy!

ATTACHING AN E-MAIL OR ANY OTHER DOCUMENT TO A FOLLOW UP:

35. Follow-ups can be initiated several ways. They can be an e-mail from your supervisor or other management staff, a telephone call, or even another incident report can serve as a follow up to the Class 4. If you have a document you want to attach, Scan and save to your desktop then follow steps 30-33 below.

EDIT MODE

36. Edit Mode is used to make a correction to an already saved Incident Report or to make a correction to the saved subsequent follow-ups (unlike the Event side of KYGFIS).

37. Click on "Incidents" from the left navigation bar (always double-check that you have the right client file) and the incidents related to that client will pop up.

38. Hover your mouse pointer over the incident that needs to be edited and click one time. It will open.

39. You will now see two tabs at the top left of the screen. "View" and "Edit"

40. Click on "Edit"

41. Make the necessary changes/edits. IMPORTANT REQUIREMENT: NO E-MAILS AND NO EXTRA/EMPTY/BLANK LINES IN THIS BOX PLEASE!!!!!!!!!!! Enter ONE PARAGRAPH ONLY and then attach the actual e-mail to the follow-up but NEVER copy/paste the e-mail in this box - NEVER, EVER!!!!! This requirement applies to the initial incident report box called "Describe the Incident" plus the box called "Follow Up Actions AND any subsequent follow ups entered.

42. If done, click "SAVE CHANGES"

43. If you need to edit more than one incident report, any Class 1, 2, 3, or 4 on the same client, which most likely won't happen but in case it does - click on "SAVE AND EDIT PREV" or "SAVE AND EDIT NEXT" and this will allow you to scroll back or forth to edit any other incident reports within that client's record. It basically keeps you in "Edit" mode.

44. All Done? Saved your Edits? Click "release" from the left navigation bar and you will go back to the page that lists each of the incident reports for the particular client, including the Class 4.

ATTACHING THE VENDOR'S INCIDENT REPORT TO THE FILE

45. If pictures are taken or if you have any other documentation you feel is important, please scan and save to your desktop. If you need assistance on scanning/saving incident reports, please consult your supervisor.

46. Once you have ENTERED and SAVED the Class 4, you will be returned to the "View Incident" screen. You will then see the Incident Report you just entered.

47. At the left navigation bar, click on "Files" (under "Incident" heading) and a new screen will appear.

48. Click "Insert" (top right) and the screen will open to "Insert" mode.

49. Click in the Name box and enter the client's first and last name.

50. Click in the Description Box, Enter the words "Incident Report"

51. Next, click the "Browse" button and search your desktop until you find the Pictures or other important documentation, highlight the document with your pointer and click "Open".

52. You will now see the "browse" field has been populated. In other words, it has picked up the scanned documentation and attached it to the Incident Report.

53. Click on “Save” and when the box opens that asks “Are you sure you want to submit this form? Click on “ok”.

54. If you need to attach additional scanned documents to the Incident Report, instead of clicking “Save” - click on “Save and Re-insert” and the screen will change requiring you to follow steps 45-53 again.