

Documenting a Facility Complaint/Serious Incident Report

Note: In order to document a facility complaint or serious incident report, you need an assignment to the provider record.

1. From your desktop, click the Providers tab. Click the [View provider information](#) icon for the appropriate provider. Click the Licenses button. Then click the [Facility License](#) hyperlink to open the Facility License page.

Madison RCC (9221219)
Provider details:
Residential Care Center
License status: Closed - Regular

Provider address:
123 Main St.
Madison, WI 53701 (Dane County)

Primary worker/licensor:
Cake, Caitlin C.
(123) 456-7890
ccake@wisconsin.gov

Actions:
[Please select an action](#)

View provider information

[Assignments](#) [Basic](#) [Characteristics](#) [Checks](#)
[Licenses](#) [Parent Agency](#) [Payment Requests](#) [Placements](#)
[Provider](#) [Provider Services](#)

Licenses
[Facility License](#)
02/17/2023 - 01/31/2025 Regular Active
01/01/2022 - 02/15/2023 Regular Renewed

2. On the Facility License page, click the Complaints/SIRs tab. Click the Insert button. This will open the Complaint/SIR page.

eWiSACWIS x Facility License x +

eWiSACWIS Print Help

Provider

Name: [Madison RCC \(9221219\)](#) Licensor: Caitlin C. Cake
Type: Residential Care Center Class: Residential Care Center

[Provider](#) [License Information](#) [QRTP Certification](#) [Fees](#) [Site Visits](#) [Non-Site Visits](#) [Enforcements](#) [Complaints/SIRs](#)

Complaints/Serious Incident Reports (SIRs)

ID	Type	Received	Assigned To	Serious Ind/48 Hr	Screening Decision	Closed
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☐ View Made in Error [Insert](#)

[Save](#) [Close](#)

- On the Complaint/SIR page, enter the Received Date and select a Method from the drop-down in the Complaint Information section. If Letter is selected for the Method, the Complainant Letter Date will fill with the same date as the Received Date. If applicable, select the Serious Indicator/48 Hr checkbox. Enter the Date of Occurrence. If the Complaint/SIR is later associated to a site visit where the Action = 2544 Issued or a Noncompliance Statement and Correction Plan, the Noncompliance Statement checkbox will be selected. The Assigned Date fills with today's date. If the Complaint/SIR is later associated with a noncompliance, enforcement, or site visit, the Noncompliance, Enforcements, or Site Visits box, respectively, will display a Select link to the noncompliance, enforcement, or site visit. Clicking the hyperlink will open the associated noncompliance, enforcement, or site visit.
- If applicable, search for the liaison by selecting the [Search](#) hyperlink.

Note: You can update the Received By and Assigned To workers by clicking the [Search](#) hyperlink to the right of the associated field.

Complaint/SIR
Print
Help

Provider

Name: [Madison RCC \(9221219\)](#)
Licensor: Caitlin C. Cake

Type: Residential Care Center
Complaint/SIR ID:

Complaint Information

Received Date: 02/01/2023
Method: Email
Complainant Letter Date: 00/00/0000
Serious Indicator/48 Hr

Received By: Caitlin C. Cake
Search
Date of Occurrence: 00/00/0000
Noncompliance Statement

Assigned To: Caitlin C. Cake
Search
Assigned Date: 02/17/2023

Liaison:
Search

Decision: Screen In
Decision Date: 00/00/0000
Noncompliances
Enforcements
Site Visits

Decision By:
Status:
Closed Date: 00/00/0000

[Incident Type\(s\)](#)

Description:

Complainant Name:
Complaint Source: SIR

Notify Submitter
Date Submitter Notified: 00/00/0000
[Notify Primary Worker](#)

Complainant Contact Information

Number:
Street:
Apt:
WI City:

City:
State:
Zip:
Country:

Save
Close

- Select a Decision from the drop-down and enter the Decision Date. The [Incident Type\(s\)](#) and [Notify Primary Worker](#) hyperlinks display only if the Complaint Source is "SIR" once a "Decision" other than the default value of pending has been selected.
- Click the [Incident Type\(s\)](#) hyperlink. This will open the SIR Incident Type(s) page.

7. On the SIR Incident Type(s) page, select the appropriate types and click the Continue button to return to the Complaint/SIR page.

SIR Incident Type(s)

Print

SIR Incident Type(s)

Check all that apply

☐ A reported incident of child abuse or neglect

☐ A serious injury or trauma requiring the services of a licensed medical practitioner

☐ An incident requiring the services of a law enforcement agency

☐ A medication administration error

☐ A medication administration error that results in an adverse reaction (GH only)

☐ A suicide attempt

☐ Any damage to the premises that would affect compliance with licensing rules

☐ Any damage to the premises or equipment failure that would affect compliance with this chapter and endanger a resident's physical safety (GH only)

☐ The death of a child in out-of-home-care

☐ Death of a resident within 24 hours after the occurrence (GH only)

☐ Any use of a restraint on a child in out-of-home-care (CPA, GH, and SC only)

☐ Any injury of a child in out-of-home-care sustained during the use of a restraint

☐ Any use of physical force to apprehend a resident with Type 2 status attempting to AWOL (RCC only)

☐ Any condition requiring closure of the placement setting or unit within the setting, to include implementation of the disaster plan, which necessitates removal of residents from the placement setting

☐ An incident or condition that requires the relocation of residents from the group home or the closure of the group home (GH only)

☐ An outbreak of a serious communicable disease as defined in DHS 145 Appendix A

☐ A fire at the placement setting that requires the services of the fire department

Close

Continue

8. Back on the Complaint/SIR page, enter the description of the complaint/SIR. Document the Complainant Name and Complaint Source. If the complainant would like to be notified of the result of the complaint, select the Notify Submitter checkbox. When applicable, enter the Date Submitter Notified. Complete the Complainant Contact Information section by entering the address and phone information for the complainant.

9. In the Facility Investigation section, the Type defaults to “Licensed” since this was created from the Facility License page. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation is complete, update the Violation Result for each Alleged Violation. Document the findings of the complaint/SIR and allegations in the Findings narrative field.

Complaint/SIRPrintHelp

Provider

Name: [Madison RCC \(9221219\)](#)

Type: Residential Care Center

Licensors: Caitlin C. Cake

Complaint/SIR ID:

Facility Investigation

Type: Licensed Result: Pending Begin Date: 00/00/0000 End Date: 00/00/0000

Alleged Violation	Violation Result	
SIR	Pending	Delete

Insert

Findings:

SIR Documentation

Date of Document	Image/Document
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SaveClose

10. If the Complaint Source is SIR, the SIR Documentation section displays. Insert a new row and click the [Imaging Search](#) hyperlink to add the SIR image.

Complaint/SIR
Print
Help

Provider

Name: [Madison RCC \(9221219\)](#)
Licensor: Caitlin C. Cake

Type: Residential Care Center
Complaint/SIR ID:

Findings:

SIR Documentation

Date of Document	Image/Document
	Delete Imaging Search

Insert

Referral

Referred To:
Date Sent: 00/00/0000
Response Received: 00/00/0000

Referral Reason:
Response:

Save
Close

11. On the Imaging Search page, eWiSACWIS determines if any SIR images have been added to eWiSACWIS in the past month. If an image already exists, click the radio button next to the image and click Continue to return to the Complaint/SIR page.

If no SIR images have been added, a message displays stating no matching data is found for the search criteria specified. You can add a new image by clicking the Create button.

12. If applicable, enter information in the Referral section. Click Save to save the Complaint/SIR. Click Close.

Note: Once a complaint/SIR has been saved, a Made in Error checkbox appears at the top of the page. See below for how to make a Complaint/SIR in error.

Provider

Name: [Madison RCC \(9221219\)](#)

Licensor: Caitlin C. Cake

☐ Made in Error

Type: Residential Care Center

Complaint/SIR ID: 8000460

Complaint Information

Received Date: 02/01/2023

Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr ☐

Received By: Caitlin C. Cake

[Search](#)Date of Occurrence: 00/00/0000 Noncompliance Statement ☐

Assigned To: Caitlin C. Cake

[Search](#)

Assigned Date: 02/17/2023

Liaison:

[Search](#)Decision: Screen In 

Decision Date: 02/06/2023

Noncompliances

Enforcements

Site Visits

Decision By: Caitlin C. Cake

Status: Active 

Closed Date: 00/00/0000

[Incident Type \(s\)](#): A reported incident of child abuse or neglect; A serious injury or trauma requiring the services of a licensed medical practitioner; A medication administration errorDescription: Complainant Name: Complaint Source: SIR Notify Submitter ☐

Date Submitter Notified: 00/00/0000

[Notify Primary Worker](#)

Complainant Contact Information

Number: Street: Apt: WI City: 
City: State:  Zip: Country: 
Phone: Ext: Work Phone: Cell Phone:
Ext:

Facility Investigation

Type: Licensed 

Result: Pending

Begin Date: 00/00/0000

End Date: 00/00/0000

Alleged Violation

SIR 

Violation Result

Pending [Delete](#)

Insert

Findings:

SIR Documentation

Date of Document	Image/Document	
02/02/2023	Edit	Delete Imaging Search

Insert

Referral

Referred To:

Date Sent: 00/00/0000

Response Received: 00/00/0000

Referral Reason: Response:

Save

Close

13. From the Complaints/SIRs tab on the Facility License page, you can access the complaint/SIR at any time by clicking the ID hyperlink.

eWiSACWIS

Facility License

+

Print

Help

Provider

Name: [Madison RCC \(9221219\)](#)

Licensors: Caitlin C. Cake

Type: Residential Care Center

Class: Residential Care Center

Provider

License Information

Q RTP Certification

Fees

Site Visits

Non-Site Visits

Enforcements

Complaints/SIRs

Complaints/Serious Incident Reports (SIRs)

ID	Type	Received	Assigned To	Serious Ind/48 Hr	Screening Decision	Closed
8000460	SIR	02/01/2023	Caitlin C. Cake	☐	Screen In	

☐ View Made in Error

Insert

SaveClose

Making a Complaint/SIR in Error

Once a complaint/SIR has been saved, a Made in Error checkbox appears on the Complaint/SIR page.

1. To make a complaint/SIR in error, access the appropriate complaint/SIR. From your desktop, click the Providers tab. Click the [+ View provider information](#) icon for the appropriate provider. Click the Licenses button. Then click the [Facility License](#) hyperlink to open the Facility License page.
2. Click the Complaints/SIRs tab. Click the ID hyperlink for the complaint/SIR you would like to make in error. This will open the Complaint/SIR page.

eWiSACWIS

Facility License

+

Print

Help

Provider

Name: [Madison RCC \(9221219\)](#) Licensor: Caitlin C. Cake
Type: Residential Care Center Class: Residential Care Center

Provider

License Information

Q RTP Certification

Fees

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Non-Site Visits

Enforcements

Complaints/SIRs

Complaints/Serious Incident Reports (SIRs)

ID	Type	Received	Assigned To	Serious Ind/48 Hr	Screening Decision	Closed
8000460	SIR	02/01/2023	Caitlin C. Cake	☐	Screen In	

☐ View Made in Error

Insert

Save

Close

- On the Complaint/SIR page, select the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint/SIR is being made in error.

Complaint/SIR Print Help

Provider

Name: [Madison RCC \(9221219\)](#) Licensor: Caitlin C. Cake
Type: Residential Care Center Complaint/SIR ID: 8000460 ☒ Made in Error

Complaint Information

Made in Error Justification:

Received Date: 02/01/2023 Method: Email Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr ☐
Received By: Caitlin C. Cake [Search](#) Date of Occurrence: 00/00/0000 Noncompliance Statement ☐
Assigned To: Caitlin C. Cake [Search](#) Assigned Date: 02/17/2023
Liaison: [Search](#)
Decision: Screen In Decision Date: 02/06/2023 **Noncompliances** **Enforcements** **Site Visits**
Decision By: Caitlin C. Cake
Status: Active Closed Date: 00/00/0000
[Incident Type \(s\):](#) A reported incident of child abuse or neglect; A serious injury or trauma requiring the services of a licensed medical practitioner; A medication administration error
Description:

Save Close

- Clicking Save freezes the page and no additional updates can be made. Click Close to return to the Facility License page.
- If a made in error complaint/SIR exists for this provider, a "View Made in Error" checkbox appears on the Complaints/SIRs tab. To view the made in error complaints/SIRs, select the View Made in Error checkbox.

Provider

Name: [Madison RCC \(9221219\)](#)

Licensor: Caitlin C. Cake

Type: Residential Care Center

Class: Residential Care Center ▼

Provider

License
InformationQ RTP
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Non-Site Visits

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Complaints/SIRs

Complaints/Serious Incident Reports (SIRs)

ID	Type	Received 	Assigned To	Serious Ind/48 Hr	Screening Decision	Closed	
8000460	SIR	02/01/2023	Caitlin C. Cake	☐			Made in Error
8000380	SIR	09/26/2021	Caitlin C. Cake	☐			Made in Error
8000240	SIR	12/01/2017	Caitlin C. Cake	☐			Made in Error

☒ View Made in Error

Insert

Save

Close