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.

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

3. 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.

4. 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

5. 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.

6. 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 🖨   Help ❓

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 suicide attempt
- ☐ Any damage to the premises that would affect compliance with licensing rules
- ☐ The death of a child in out-of-home-care
- ☐ 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 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

[Continue] [Close]

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.

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.

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

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

Decision By: Caitlin C. Cake

Status: [Active ▼]   Closed Date: 00/00/0000

Noncompliances	Enforcements	Site Visits

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: [   ]

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	Violation Result	
[SIR ▼]	[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   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 | 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
8000460	SIR	02/01/2023	Caitlin C. Cake	☐	Screen In	

☐ View Made in Error   Insert

Save   Close

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.

3. 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.

4. Clicking Save freezes the page and no additional updates can be made. Click Close to return to the Facility License page.

5. 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.

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	
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