Complaint and Incident Intake (CII)

Training Guide

- How to submit an incident report for Long Term Care (LTC) agencies/facilities.
- How to submit a Provider Investigation Report (PIR) for an incident.
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Training Guide Overview:

Texas Health and Human Services Commission has introduced a new incidents submission page under Texas Unified Licensure Information Portal (TULIP) for the following licensed and/or certified Texas Health and Human Services providers to submit incidents online to notify the agency if someone in their care has been or may be physically or mentally abused, neglected or exploited.

- Home and community support service agencies (Home health and hospice)
- Day activity and health services
- Assisted living facilities
- Licensed and skilled nursing facilities
- Licensed intermediate care facilities for persons with an intellectual disability
- Non-licensed ICF/IDs

Please note: This guide is only intended for providers who have already completed registration for TULIP portal. If you are not registered for TULIP, please refer to the link below to register for TULIP account before proceeding to the next steps.

https://hhs.texas.gov/doing-business-hhs/licensing-credentialing-regulation/tulip-online-licensure-application-system

If you are already registered for TULIP, please see the steps below on how to create and submit an incident report and how to create and submit a provider investigation report

This training guide is organized into the following major components

1. How to submit an incident for Long-Term Care (LTC) agency/facility
   1.1 TULIP Portal navigation: Logging into TULIP
   1.2 Incident Report: Create and submit an incident report
2. How to submit a PIR for an incident
   2.1 TULIP Portal navigation: Logging into TULIP and searching for an incident.
   2.2 Provider Investigation Report: Create and submit an investigation report
1. How to submit an incident for LTC agency/facility

1.1. Logging into TULIP

It is highly recommended that providers bookmark the login screen (https://txhhs.force.com/TULIP/s/login/) for easy access to their TULIP account portal. To log in, enter your username and password.

![TULIP Login screen](image)

*Figure 1. TULIP Login screen*
1.1.1. **TULIP Homepage**

The image below is an example of a provider homepage, the screen you will see when you first log into the TULIP portal. From here you can submit Incident reports, submit provider investigation report, submit a complaint and submit a Non LTC (Health care Quality and Substance Abuse facilities) incidents. To return to this page from anywhere in the portal, simply select the Home icon on the leftmost side of the page banner.

![TULIP Provider Homepage](image)

**Figure 2. TULIP Provider Homepage**
1.2. Incident Report: Create and submit an incident report

To create a new incident report for an agency/facility, follow the steps below.

1. Select the “Incident Report” tab and system will direct you to the incident reports page.

Figure 3. “Incident report” tab

Figure 4. Incident reports page
1.1 Select the “New LTC Incident” button on incident reports page and system will direct you to incident reports “Identify your agency/facility” page

**Figure 5. “Identify your agency/facility” page**
1.2 Search for the agency/facility you want to submit the incident report for using agency/facility name, agency license number/facility ID or address and click on search button. System displays the search results and you must select the agency/facility you want to submit an incident report for and click on next button.

![Texas Unified Licensure Information Portal (TULIP)](image)

Figure 6. Identify your agency/facility

2. Enter incident report data

The following screenshots will show the layout of incident report in TULIP. The fields will vary in type:

- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes
Fields that have red asterisk (*) at the end of the field label name are required fields.

Figure 7. Incident Report – Step 2
Figure 8. Incident Report – Step 3

3. Enter all the required information and click on next to proceed to next step/screen.
Figure 9. Incident Report – Step 4

4. Select yes if this incident posed a threat to multiple residents and click on next to proceed to step 5 – Alleged perpetrator section/screen
Select no if this incident posed a threat to few residents and click next to proceed to step 4.1 to add client information
Figure 10. Incident Report – Step 4.1 Client information

4.1 Click on “Add client” button to add client information
Figure 11. Incident Report – Step 4.1 Add New Client
Enter client information and click on “save” button to add and save client information

Figure 12. Incident Report – Step 4.1 Client actions

5. To edit previously entered client information, click on “Edit” button next to the client you want to edit
   To remove previously entered client, click on “Remove” button next to the client you want to remove
Figure 13. Incident Report – Step 5

- Select yes if there are identifiable perpetrators and click on next to proceed to step 5.1 – Perpetrator section
- Select no if there are no identifiable perpetrators and click next to proceed to step 6 – Description of incidents

Figure 14. Incident Report – Step 5.1 Perpetrator information
5.1 Click on “Add Alleged Perpetrator” button to add perpetrator information

Figure 15. Incident Report – Step 5.1 Add New Perpetrator

Enter perpetrator information and click on “save” button to add and save perpetrator information
Figure 16. Incident Report – Step 5.2 Perpetrator actions

5.2 To edit previously entered perpetrator information, click on “Edit” button next to the perpetrator you want to edit. To remove previously entered perpetrator, click on “Remove” button next to the perpetrator you want to remove.
Figure 17. Incident Report – Step 6 Description of incidents
Figure 18. Incident Report – Step 7 Actions and Notifications
### Figure 19. Incident Report – Step 8 Summary of the Incident
Figure 20. Incident Report – Step 8 Summary of the Incident Actions

6. To edit report, click on “Back” button to proceed to the step you want to edit information on
7. To print summary of the incident, click on “Print Page” button
8. To submit report, click on “Submit” button
Figure 21. Incident Report – Step 9 Confirmation Page

9. Incident information with intake number is displayed after submitting the report.
2. How to submit a PIR for LTC agency/facility

2.1. Logging into TULIP and searching for an incident.

It is highly recommended that providers bookmark the login screen (https://txhhs.force.com/TULIP/s/login/) for easy access to their TULIP account portal. To log in, enter your username and password.

![TULIP Login screen](image)

*Figure 22. TULIP Login screen*
2.1.1. **TULIP Homepage**

1. The image below is an example of a provider homepage, the screen you will see when you first log into the TULIP portal. From here you can submit Incident reports, submit provider investigation report, submit a complaint and submit a Non LTC (Health care Quality and Substance Abuse facilities) incidents. To return to this page from anywhere in the portal, simply select the Home icon on the leftmost side of the page banner.

![Figure 23. TULIP Provider Homepage](image)

2. Select the “Incident Report” tab and system will direct you to the incident reports page
Figure 24. “Incident report” tab
3. Select the “Incident Report” tab and system will direct you to the incident reports page

![Incident report page](image)

**Figure 25. Incident report page**
Click on the RS Case Intake number for which you want to submit the provider investigation report and system will open the incident report.

![Texas Unified Licensure Information Portal (TULIP)](image)

**Figure 26. Incident details**
2.2. Provider Investigation Report: Create and submit report

1. Click on “Create PIR” button to create an Investigation report

![Texas Health and Human Services]

Texas Unified Licensure Information Portal (TULIP)

![Screen shot of TULIP portal with incident details]

Figure 27. Incident details – “Create PIR” button

1.1 Enter provider investigation report data

The following screenshots will show the layout of provider investigation report. The fields will vary in type:

- Free text
- Numerically-restricted
- Email-restricted
- Picklists (both single- and multiple-selection)
- Checkboxes
- Popup entry boxes
Fields that have red asterisk (*) at the end of the field label name are required fields

![Image of Intake Information and Incident Information fields]

**Figure 28. PIR – Step 1**
1.2 Client/Resident information

On client/resident information screen/page you will see client details which were submitted previously on the Incident report and you can also add a new client.

2. Edit client information

Click on “Edit” button next to the client you want to provide additional information for and system will take you to the edit screen, enter additional information and click on “Save client resident information” button to save the information.

![Image of Texas Unified Licensure Information Portal (TULIP)](image-url)

**Figure 29. PIR: Step 2 – Client/Resident information**
Figure 30. PIR: Step 2 – Edit Client/Resident Information
2.1 Add new client

Click on “Add Additional Client” button to enter additional client, enter information and click on “Save Client” button to save the information.

Figure 31. PIR: Step 2 – Add additional Client/Resident
Figure 32. PIR: Step 2 – Add additional Client/Resident information
2.2 Add new client actions

You can Edit or Remove client by clicking on “Edit” button or “Remove” button next to newly added client.

![Texas Unified Licensure Information Portal (TULIP) - Step 2](image)

**Figure 33. PIR: Step 2 – Add additional Client/Resident Actions**
3. Perpetrator information

On perpetrator information screen/page you will see perpetrator details who were submitted previously on the Incident report and you can also add a new perpetrator.

3.1 Edit perpetrator information

Click on “Edit” button next to the perpetrator you want to provide additional information for and system will take you to the edit screen, enter additional information and click on “Save perpetrator information” button to save the information.

![Perpetrator Information Screen](image)

**Figure 34. PIR: Step 3 – Perpetrator information**
Figure 35. PIR: Step 3 – Edit Perpetrator information
3.2 Add new perpetrator

Click on “Add Additional perpetrator” button to enter additional perpetrator, enter information and click on “Save Perpetrator” button to save the information.

Figure 36. PIR: Step 3 – Add additional Perpetrator
Figure 37. PIR: Step 3 – Add additional Perpetrator information
3.3 Add new perpetrator actions

You can Edit or Remove perpetrator by clicking on “Edit” button or “Remove” button next to newly added perpetrator.

Figure 38. PIR: Step 3 – Add additional perpetrator Actions
4. Witness Information
   4.1 Add Witness

You can add witness information by clicking on the “Add Witness information“ button or skip to next section by clicking on “Next” button.

**Figure 39. PIR: Step 4 – Witness Information**
4.2 Enter witness information and click on “Add Witness” button to save information

![Image of Witness Information Form]

**Figure 40. PIR: Step 4 – Add Witness Information**
4.3 Witness Actions

You can edit or remove witness by clicking on the “Edit” button or “Remove” button next to witness name.

Figure 41. PIR: Step 4 – Witness actions
5. Enter Investigation details and Attestation

**Figure 42. PIR: Step 5 – Investigation details and Attestation**
6. Confirmation Page and Attachments
   6.1 System will display confirmation message with intake number.

To upload files, click the “Chose File” button, select the file and click on “Upload” button to attach supporting documents to your investigation report and click on “Done” button or click on “Chose file” button again to add more attachments.

Figure 43. PIR: Step 6 – Confirmation page and Upload Attachments
6.2 Delete Attachments

To delete attachments uploaded in error, click on “Delete” button next to the attachment.

Figure 44. PIR: Step 6 – Attachments