

MUI Intake

The Do's and Don'ts of how to properly enter an MUI

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Entering a New MUI into the Incident Tracking System also known as ITS

Why is it so important that information in ITS be accurate, concise and professional?

- You may not be aware but the Incident Tracking System (ITS) is viewed daily by representatives of the Department, Ohio Department of Medicaid, Disability Rights Ohio, Advocacy and Protective Services Inc. and the Ohio Department of Health.
- Investigation reports are subject to review by Law Enforcement and the Attorney General's office
- Utilized in Administrative Hearings (Abuser Registry and Suspension/Revocation)

The Process

- o Entering an MUI into ITS occurs at the beginning stages of the investigation.
- o O.A.C. 5123:2-17-02 (D)(8)- Enter preliminary information on ITS and in the manner prescribed by the department by 3 p.m. on the working day following notification by the provider or becoming aware of the MUI.
- o Only basic information and facts should be entered

The Basics

- o Individual name or names
- o Provider
- o The allegation
- o PPI - if applicable
- o Immediate actions
- o Assigned I.A.
- o Notifications



- o To file a new MUI click on the “+” beside “Application” and a list of choices will appear (Schedule Leave only appears for supervisory users).
- o Select “New MUI,” being sure to click on part of the word and not just in the gray box.

Peer to Peer MUIs

- With revised ITS, P2P Acts will be filed as **group incidents**.
- Every individual involved is added to the consumer tab
- This will allow us to focus on all involved, review for trends and plan accordingly.
- Please remember, these are Peer to Peer Acts (Physical Act, Sexual Acts, etc.)
- Individuals (peers) served and should not be identified as a PPI (Primary Person Involved)

Peer to Peer Acts Multiple Individuals

Under the **Consumer Tab**, you would add any individual involved in the MUI. This would be the same way that any other group incident would be captured. Every individual involved would have information populated on the Consumer Page.



P2P Acts Marking the Others Tab



If it is a group incident, add the next individual the same way. The names will appear in a drop down box

- A drop down has been added for Peer (as opposed to PPI)
- Once Peer is selected, a drop down with the involved peers names will appear
- Please enter the peer or peers who are perceived to be the aggressor
- Reports will be developed to capture this information

What to do...when peers are from different counties

- All counties involved must file an MUI for the individual they serve
- Include in initial statement information which county serves the other individual and if they have been notified
- Counties can work together to decide how best to do investigation

What to do when filing a Peer to Peer Incident

- Add all individuals involved
- Complete the Others Tab-Peer with the aggressor
- Complete notification section.
- Explain in initial statement if Law Enforcement notification was warranted for any allegation of a crime. Please note LE notification is not required if no criminal act has occurred.

Provider Tab

Provider Tab Cont.

- Provider at the time of the incident – enter who was serving the individual at the time of incident
- Residential provider – enter regardless of where incident occurred if they have one.
- Enter full name of provider and select the type from the drop down box
- Enter no provider if they do not have a residential provider or if no provider was involved.

What should I do if I cant locate a Provider in the Provider Tab? Please include the Providers Name in the initial statement and the Intake Manager will try to locate the Provider.

Others Tab

Others Tab Cont.

- This is where you enter the PPI
- Enter all information available
- If you do not have any identifying information when entering, select last name under the drop down box
- If the PPI is unknown at the time of filing, please click the Unknown box from the drop down and not the systems issue box. Type unknown under the Identifying information and then "other identifier" from the drop down
- Hit the Add other button then hit save MUl

Why is it so important to include the DOB of the PPI? This information helps us with ...

- ❖ provider certification
- ❖ Identifying people for the abuser registry
- ❖ finding the correct person if they have a common name

Initial allegation

- The initial allegation should list only the known facts of the incident
- It should **clearly explain the allegation**
- The information entered **should relate to the current MUI only**. History should be entered into the final report, not the initial
- In most cases, the initial report should not be more than a few sentences in length

Initial Allegation Cont.

NOTES

- The roles of everyone involved should be listed. Clarify if the person is a staff, family, or individual.
- List any injury and if treatment was required
- List full names, not initials (unless someone served by Provider who is not served by DD)

Example

Example of a Good Initial Report

- On 5/9/14, Jane Doe (PPI), DSP, ABC workshop, did not use a gait belt when assisting Bob Ross in the bathroom at ABC day program. As a result, Bob fell to the floor, hitting his head on the wall. Bob's service plan states the gait belt is to be used for transfers and the PPI was trained on this method prior to the incident.

Unclear Initial Report

SSA reported the following incident:

- o 1. MA (Enrolled Individual) threw a chair at BB (Enrolled Individual), which hit DP in the head, causing a minor injury. (2014-083-0215)
- o 2. MA (Enrolled Individual) turned to BB (Enrolled Individual), pointed his finger at BB and stated, "You're next!" (2014-083-0216)
- o 3. BB (Enrolled Individual) became upset about the threat, and began pounding on her head and upper back repeatedly.

Immediate Actions

o The immediate actions should address the steps taken to ensure health and welfare during the investigation

For example

- o Any treatment received and the type
- o If funds have been secured
- o Actions taken with the PPI or what steps have been taken to ensure health and safety.
- o This should address all individuals that the PPI would come into contact with, not just the individual involved.
- o If meds or needed items have been replaced if needed

Good Immediate Actions

- o PPI was immediately retrained and will receive disciplinary action.
- o Bob was sent to the ER for evaluation. No injuries noted.
- o The wheelchair was assessed and determined to be unsafe after the accident. A replacement wheelchair was given to Sara until hers can be replaced.

NOTICE TAB

		Law Enforcement:	Guardian:
		Date: <input type="text"/>	Date: <input type="text"/>
		Time: <input type="text"/>	Time: <input type="text"/>
Public Service Children Agency:	Family:	SSA:	
Date: <input type="text"/>	Date: <input type="text"/>	Date: 6/2/2014 <input type="text"/>	
Time: <input type="text"/>	Time: <input type="text"/>	Time: 12 : 15 PM <input type="text"/>	
Licensed/Certified Provider:	County by Provider:	Other:	
Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	
Time: <input type="text"/>	Time: <input type="text"/>	Time: <input type="text"/>	
		Describe: <input type="text"/>	
Support Broker:	Financial Management Services:	Administrator (ICF):	
Date: <input type="text"/>	Date: <input type="text"/>	Date: <input type="text"/>	
Time: <input type="text"/>	Time: <input type="text"/>	Time: <input type="text"/>	

NOTICE Tab Cont.

- The notice tab is used to record the dates and times of all required notifications.
- At least one notifications must be entered to save an MUI
- Enter time and date
- If the time is unknown, use the default 12:00 a.m.

Intake Do's and Don'ts



Do's

- o Complete all sections
- o Add all individuals involved
- o Add PPI
- o Enter identifying information if individual is not in your system
- o Enter a clear and precise allegation
- o Enter a complete immediate action
- o Complete Notice tab
- o Describe UBS utilized
- o Include the Dollar amount that was misappropriated

Don'ts

- o Write a book
- o Add history or information not related to current MUI
- o Forget to add PPI
- o Forget to add treatment received
- o Use UBS names from a specific curriculum
- o Use Abbreviations

Questions or Comments

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Thank You!
