mn DEPARTMENT OF HEALTH

NHIR Updated Web Reporting Application FAQs

How do I set up my account and where do I go to login?

If you do not yet have an account set-up for the Updated Web Reporting Application, you will need to have a Super-User in your facility set an account up for you by going to User Management and Add User. You will need a valid email address to set up an account. To access the new application, go to [Nursing Home/Swing Bed Online Reporting Portal (https://nhir.web.health.state.mn.us/)](https://nhir.web.health.state.mn.us/) and follow the steps for first login on the user resource page.

I am creating my user accounts and I and made an error in the entry of a username. I am not able to edit that field. How do I change it?

To edit a user's username, you must contact MDH at Health.OHFCNHRS@state.mn.us with the account information you need changed.

I want to add our LPNs as users (people who will do the reporting), but they do not have individual users. Their email is the nurse's station. Is it ok, to set them up with that email?

Many facilities have run into the issue of staff not having access to a facility issued email address. MDH is not making any recommendations related to this issue; it is up to the facility to decide what is best. Facilities with this issue have chosen to do one of the following:

- Created facility email addresses for those who will need access to the application.
- Appointed On-Call staff who have access to the application to take reports and submit them on the reporter's behalf.
- Limited the number of users who have access but spread them out over all shifts so that at least one staff per shift can submit incident reports.
- Allowed Incident Submitters to use their personal email address.
- Created Yahoo and Gmail accounts for users who need access to the application.
- Created a generic account, not assigned to a specific person, but to a group. This choice does diminish some of the security features of the system and presents some issues with password creation and resetting.

I am trying to help a staff person out with resetting her password to and when she hits Forgot Password, she does not receive the email with the link to reset her password. What email address is that coming from so I can look for it in our email logs?

The email would come from donotreply@state.mn.us. If and email is not received, try the following:

- Check your Spam/Junk folder to ensure the email did not go there.

- Have a Super User login and verify that you have an account, and your email address is correct.

- Open Internet Explorer (or the web browser you use), go to Internet Options, delete your cache/cookies, and restart your computer.

- If none of the above work, please contact MDH at Health.OHFCNHRS@state.mn.us.

When we set up individual users, will they have the ability to submit an investigative summary on an incident if they did not do the original submission?

Super User will have access to all incidents to submit an investigative summary. Incident Submitters (regular users) only have access to the incidents they originally submitted.

I created an account for myself; do I need to create additional logins for all the staff that may report, or just add them as users under mine? Should I share my login information with others?

Yes, each user whether they be a Super User or Incident Submitter will need an account created for them. Follow the instructions for User Management on the user resource page. Do not share your password with others.

I receive the error message when I click the password reset link I received via email. The message says, "We're sorry invalid username or password"

This error has been occurring for some users because something in the facility's network is blocking the link from sending information back to MDH to set your password. To work around the error, go through the "forgot password" process again to get a fresh new link issued, copy and paste it into Internet Explorer or another web browser and hit enter to process it. This should allow you bypass the error. If you click the link at all, it will issue the error making the link invalid. If this happens, you will need to go back through the "forgot password" process for a fresh link.

A staff person transferred to from one facility location to another within our corporation. When I went to enter her in the system, it says she already exists. How to I create her an account?

Contact MDH Health.OHFCNHRS@state.mn.us.

Can I get a copy of the blank forms for the Initial Incident Report and of the final 5-day Investigative Report? I would like to show staff what the forms look like prior to utilizing the new site.

Blank copies of the forms are available on the user resource page.

The site does not tell you how long you have to work before it logs you out causing me to have to retype things multiple times. I have been actively typing on the site, and then I tried to save and the site logged me out.

The application bases inactivity on making a server request, not active usage of the site (typing in information). Not having saved the information for 30 minutes is cause for a timeout/logout. Please save your work or update your draft every 10 to 15 minutes to avoid work being lost.

Our facility will be switching over to a new company and we will all have different e-mail addresses issued. How to we update our accounts?

If all users require and email update, please contact MDH immediately at Health.OHFCNHRS@state.mn.us. You will be able to access your accounts as soon as we update your email addresses.

Please clarify MAARC versus the Nursing Home Incident Reporting.

OHFC Nursing Home Incident Reporting: Federal Regulation 42 CFR:

▪ §483.13(c)(2) The facility must ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown source and misappropriation of resident property are reported immediately to the administrator of the facility and to other officials in accordance with State law through established procedures (including to the State survey and certification agency).

▪ §483.13(c)(3) The facility must have evidence that all alleged violations are thoroughly investigated, and must prevent further potential abuse while the investigation is in progress.

MAARC Reporting:

▪ To meet a duty as a mandated reporter on a Vulnerable Adult (Mandated Reporter: designated facility reporters, law enforcement, counties, and lead investigative agencies) under MS626.5572 Subd. 16.

NOTE: If you are reporting an emergency, including a medical emergency or a crime in progress, please call 911 first then make a mandated report on a vulnerable adult to either OHFC or MAARC.

I just completed an Incident Report, but I am unable to view the draft prior to submitting. How can I view the draft of my report prior to submission?

Once you save the Incident Report, you will find under Drafted Reports in the Incident Reporting drop down. If you also scroll down your page, you will be able to view your submission as well.

I thought I submitted an Incident Report, but now I cannot find it in my Submitted Reports List.

Go to the Incident Reporting drop down and select Search Incident Reports. Type in the Incident Tracking ID number and hit Search. There is a possibility that the incident had an error on the screen at time of submission and did not submit to MDH. Locate the draft of the incident and attempt to resubmit. If you are not taken to an Incident Report Summary page and there are red boxes on the screen, it means there are errors to correct. Make the corrections, update your draft and resubmit to MDH.

I tried to submit an investigative report last night, it was due last night, but I had a hard time figuring out the new computer system. I submitted it this morning. Will there be a penalty of some sort because I submitted the investigative report late?

If you encounter issues with a submission in the updated application due to first time use please make a note somewhere in the report that you encountered and issue or contact MDH Health.OHFCNHRS@state.mn.us.

I received a 500-code error message when I attempted to submit my 5-day Investigative Report

This error means you have exceeded the character count in a text area. Currently the size of investigation report documents reviewed and policy gap coverage is 1000, but we will be doubling the size of theses text areas to allow for more text.

I was unable to upload a document on the Investigative Report. I select the document to upload, but it does not appear.

Save the report as a draft or update your draft, close out of the report and then reopen it. The application should then allow for the upload.

Did I send the right information in the Care Plan attachment for the 5-day Investigative Report?

Please note that you do not necessarily need to send a copy of the residents Care Plan, and we do not need the entire Care Plan sent. Please attach a document that you reviewed over the course of your investigation that helped you conclude that you did. It can be a section of the Care Plan, a Fall Assessment, Policy and Procedure, Behavior Plan, Med Error Report Form, etc.

When I have attempted in printing a copy of my 5- day report, more than half of the report is blank with white boxes in it. Would you know if it is an error on your end or with my computer?

When printing copies of Incident Report Summaries, or Investigative Report Summaries be sure to utilize the Print button at the top left of the page and ensure that your printer settings allow you to see all of the information on the page.

I tried to submit an incident report on a Sunday at 3:00 A.M. and I could not log in.

Right now, the Updated Web Reporting Application is down every Sunday morning from 2:00 A.M. to 6:30 A.M. for server maintenance.

How soon should we remove employee access when the employee no longer works for the company?

It is recommended to remove a user within 24 hours of the end of their employment at the facility.

Does AMA require an NHIR or MAARC Report?

A MAARC report is appropriate and should identify if the VA is their own decision maker and has the ability to make cognitive decisions. The report must also identify if attempts made to contact the VA.

Minnesota Department of Health
Health Regulation Division
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651-201-4200
health.ohfc-complaints@state.mn.us
www.health.state.mn.us

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To obtain this information in a different format, call: 651-201-4200.