

# INCIDENT REPORTING AND ANALYSIS (IRAS) SYSTEM

## FOR SUBSTANCE ABUSE AND MENTAL HEALTH PROVIDERS

### What Is IRAS?

IRAS is an online incident reporting tool that enables the Department of Children and Families (DCF) to collect and analyze information about critical incidents that occur in substance abuse and mental health facilities. In some cases, critical incidents that occur *outside* of facilities, such as the death of an individual served, must also be reported. IRAS is not a tool for case management or maintenance of clinical records.

### Which Providers Must Report Critical Incidents to IRAS?

The following types of providers **must report** critical incidents via the IRAS System:

**Managing Entities (MEs)** - Managing Entities (MEs) must submit incident reports to IRAS on behalf of their subcontracted substance abuse and mental health (SAMH) providers. Contracted SAMH providers include contracted substance abuse and contracted mental health providers, as well as contracted providers who offer both types of services.

**Licensed Substance Abuse Providers** - This includes all providers who are licensed to provide substance abuse prevention and treatment under Chapter 397, Florida Statutes, and Chapter 65D-30, Florida Administrative Code, whether or not they serve DCF clients and whether or not they are contracted by the DCF. This is required by subsection 65D-30.004 (27), F.A.C., as a condition of licensure.

### Which Providers Are Not Required To Report Critical Incidents to IRAS?

Private designated receiving facilities and state mental health treatment facilities (state hospitals) are not required to submit incidents via the IRAS system.

### What Types Of Critical Incidents Must Be Reported?

The DCF's IRAS Policy, CF-OP 215-6, defines the categories of critical incidents which must be reported. The definition of each category of critical incident is also found in the Help Screens of the IRAS system. These definitions are uniform for all DCF programs and services.

### When Must Incidents Be Reported?

**For each critical incident, an incident report must be submitted to IRAS within one business day.** It is important that MEs establish appropriate timelines that allow subcontracted providers to report critical incidents to the ME, and the ME to submit the incident report to IRAS.

When a critical incident occurs, subcontracted provider staff should:

- Take action to ensure the health, safety, and welfare of all individuals involved in the incident.
- Contact law enforcement, emergency responders, or the Abuse Hotline.
- Follow the incident reporting procedures established by the ME.

CF-OP 215-6 provides additional detailed guidance on reporting incidents.

### How Do Provider Staff Members Report Incidents In IRAS?

The only providers who need to have staff register are MEs and substance abuse providers *licensed* by the Department **but not contracted** by the Department.

#### Provider Database Facility Registration

Before provider staff can register to use IRAS, the provider must be registered in the Department's provider database. MEs are already registered in the provider database. Non-contracted substance abuse providers may or may not be registered in the provider database. If your provider needs to register, or you are unsure if your provider is registered, send an email with the complete name and address of the facility to Sherry Catledge, DCF at [sherry\\_catledge@dcf.state.fl.us](mailto:sherry_catledge@dcf.state.fl.us).

#### Provider Staff Registration

Please follow the steps below to register as an IRAS User.

**Here are the steps to register as an IRAS user and begin reporting incidents. For more information, visit: <http://www.dcf.state.fl.us/programs/samh/iras/registration.shtml>**

1. Determine what IRAS user role is appropriate for you. Each provider that is required to submit incident reports to IRAS must have at least two staff members registered in the role of Incident Coordinator. Additional staff may be registered in other roles such as Initiator or Viewer. See the IRAS User Guide for details on these and other user roles.
2. **Complete** the required HIPAA and Security Awareness trainings and save the completion certificates.
3. **Complete** a Provider Data Security Enrollment Form (also referred to as the Database Access Request Form) and obtain your supervisor's signature on it.
4. **Email** completed Provider Data Security Enrollment Form *and* completion certificates for HIPAA and Security Awareness trainings to:
  - a. Your Regional or Managing Entity (ME) Data Liaison, if you are a staff member of an ME. or
  - b. Sara Griffith, DCF at [sarah\\_griffith@dcf.state.fl.us](mailto:sarah_griffith@dcf.state.fl.us), if you are a staff member of a private (non-contracted) substance abuse provider licensed by the Department.
5. **You should receive your IRAS password** by email within 5 business days. If you do not, please follow-up with Sara Griffith, DCF at [sarah\\_griffith@dcf.state.fl.us](mailto:sarah_griffith@dcf.state.fl.us).
6. **Login** with your LDAP and IRAS password to the DCF Web Portal.
7. **Watch** the IRAS online training video at <http://floridadcf.adobeconnect.com/p79138144/>.
8. **Review** the IRAS User Guide for more detailed information. (Also accessible within the IRAS system.)
9. **Review** DCF Operating Procedure, CF-OP 215-6 to understand what incidents must be reported and the responsibilities of provider staff.
10. **Use IRAS** to submit or view incidents. If you have technical problems while using IRAS (other than with the registration process), email [DCF\\_Helpdesk@dcf.state.fl.us](mailto:DCF_Helpdesk@dcf.state.fl.us). For problems with the registration process, email Sara Griffith, DCF at [sarah\\_griffith@dcf.state.fl.us](mailto:sarah_griffith@dcf.state.fl.us).

For more information about IRAS, visit: <http://www.dcf.state.fl.us/programs/samh/iras>.

