



Cloud-based Incident & Accident Reporting

Quick Facts About eSystems

- Over 19 years of delivering solutions to complex challenges for Health & Human Service Organizations
- Over 18 large Health & Human services engagements
- Clients include State & Provincial Government Agencies and Fortune 100 firms
- Certified by D&B with a 90% Rating based on a “Past Performance Evaluation Survey” of our customers*
- Experience collaborating with major technology partners (IBM, Salesforce, Microsoft, Oracle) on large scale projects
- Combined wealth of broad experience and knowledge in implementation, standards, and best practices for Social Services
- All of our State & Local Government clients are referenceable

*Based on a number of criteria including Reliability, Cost, Order Accuracy, Quality & Delivery Timeliness

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The Challenge

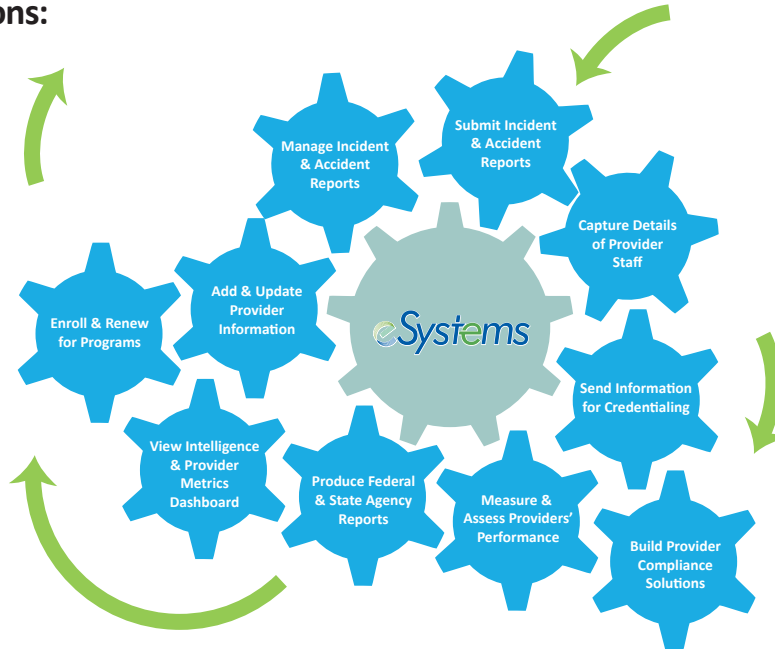
Time is of the essence when incidents or accidents occur at provider facilities such as nursing homes, hospitals and long-term care centers. Depending on the severity of the incident, the state agency must obtain the incident/accident report, review the incident, investigate it and close it out. Medicaid providers must submit reports of any incidents or accidents which occur in facilities within a certain time limit that can vary from state to state. Once submitted, these reports must be reviewed and acted upon quickly by the state Medicaid agency.

Currently in many states, it's a manual process of scanning, faxing, reviewing and investigating reports. Reports are often late, which creates problems for the agency, including compliance and potential liability issues. Even more importantly, reporting lags can have dire consequences for the affected individual, especially if a dangerous situation is not corrected promptly.

Our Solution

We've developed a solution on the Salesforce platform which automates and streamlines the processing of Incident and Accident reporting. Now providers can log in and report an incident or accident wherever they are: from a laptop, mobile phone or tablet device. Once received by the state agency, supervisors can log in for quick updates on how many outstanding I&A cases there are, who is working each case, assign or re-assign cases as needed, and send communications to their team. Agency workers can initiate an investigation and create Detailed Investigation Reports. Reports can be quickly downloaded for CMS compliance. All of the information is available for fast, easy access, and all data and analytics can be easily viewed right from the home page dashboard.

Engage with providers by enabling cloud-based **Incident & Accident Reporting** which includes the following **functions**:



Ask about our demo on Incident and Accident Reporting for Health and Human Services

Our **Core Services** cover a range of business needs, including:

❖ Program / Project Management	❖ Full Life Cycle Global Delivery Models
❖ Systems Integration	❖ Application Management Services
❖ Business Transformation	❖ Data Migration / Conversion
❖ Quality Assurance and Reliability Services	❖ Web-enabling Technologies
❖ Application Maintenance & Support	❖ Package Implementations (COTS, ERP, etc.)
❖ Business Intelligence / Analytics	❖ Mobile Applications

Testimonials on eSystems from Some Satisfied Clients:

“Thank you and the eSystems team for the outstanding work you have done in supporting our MAGI Medicaid Eligibility and Enrollment Framework over the past several years...your work has made a positive impact on DHS and our citizens.”

State Governor

“eSystems not only brought key skills to the project but have been providing invaluable contribution to all project areas. I found their staff highly knowledgeable and extremely professional in their approach. They are very quality conscious and have completed project deliverables on time.”

Project Director, Large State Eligibility System

“Your team was very responsive and fully dedicated to support our efforts and make adjustments as needed throughout the entire project. It has been a pleasure to work with such a skilled and professional group”

Director, State Department of Human Resources

