



# MI-FRI


## A general overview long term care



**LARA**  
LICENSING AND REGULATORY AFFAIRS

# Agenda:

- Overview
- Security and Roles
- System Navigation
- Incidents
- Investigations



Mi-Fri: Michigan Facility Reported Incidents For Long Term Care (MI-FRI) is a web-based application that automates the process of submitting incidents and investigative reports to the State of Michigan.

Reference guide available on website: [Survey & Certification \(michigan.gov\)](https://www.michigan.gov/survey-certification)

# Security and roles

TO ACCESS THE MI-FRI APPLICATION, USE MILOGIN (STATE OF MICHIGAN LOGIN).

TO OBTAIN ACCESS TO MI-FRI: COMPLETE THE AUTHORIZATION FORM: MI-FRI AUTHORIZATION FORM (LARA-BSC-101-9/27/23).

REGISTER FOR A MILOGIN ID AT:  
<https://milogintp.michigan.gov>

**\*IF YOU ALREADY HAVE A MILOGIN ID, YOUR USERNAME AND PASSWORD WILL STAY THE SAME.**

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# Registering for milogin

Step 1: Enter your email address.

Step 2: Enter the passcode that was sent to you.

Step 4 – 8: Enter your work or mobile phone number. Select a verification method. Then, enter the passcode verification that was sent to your phone.

Step 9: Create your User ID.

Step 10: Create your password.

## Michigan's one-stop login solution for business



MiLogin for Business connects you to many State of Michigan business services through a single user ID. Whether you want to renew a business license, access CHAMPS for Medicaid billing & claims, or report wages, hours, & contributions for your employees, you can use your MiLogin for Business user ID to connect you to many Michigan government services.

Welcome to  
**MiLogin**  
for Business

User ID

[Lookup your user ID](#)

Password

[Forgot your password?](#)

Log In

Create an Account

# Security and roles cont.

- EACH ROLE HAS A DEFINED ACCESS LEVEL:
- ADMINISTRATOR
- FACILITY WORKER
- CORPORATE ADMINISTRATOR (ACCESS TO MULTIPLE FACILITIES)
- AND CORPORATE READ ONLY.
- REMEMBER: The system allows for up to **six** users per facility, giving multiple individuals access to MI-FRI at any time.

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## Security and roles cont.

TO VIEW AN EXISTING PROFILE, CLICK ON “FIND WORKER PROFILE”, THEN SEARCH.

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- **NOTE:** TO DISABLE A USER FROM LOGGING INTO MI-FRI, AN ADMINISTRATOR MUST ENTER AN END ACCESS DATE ON THE WORKER PROFILE SCREEN.



# System Navigation

- FIRST, GO TO LOG-IN PAGE AND HOME SCREEN.
- AS AN INCIDENT IS UPDATED, THE STATUS OF THE RECORD WILL UPDATE (E.G. INCIDENT DRAFT...INCIDENT SUBMITTED TO SA...INVESTIGATION SUBMITTED TO SA...)
- **INCIDENT OVERVIEW:** ALLOWS FOR VIEWING, UPDATING AND DELETING OF DRAFT REPORT (INCIDENT REPORT SAVED, BUT NOT YET SUBMITTED TO SA).

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# Incidents


- **ADDING A NEW INCIDENT:** SELECT ‘ADD’, WHICH OPENS THE INCIDENT SCREEN TO OPEN TO ENTER INFORMATION  
REQUIRED FIELDS HAVE A RED (\*)
- ENTER: RESIDENT’S LAST NAME; FIRST NAME; RESIDENT HARMED? (IF YES, TYPE OF HARM), DOB, **PERTINENT** DIAGNOSES.
- IF THERE IS A PERPETRATOR: CLICK ‘ADD RESIDENT AS PERPETRATOR’.
- IF MORE THAN ONE RESIDENT INVOLVED IN INCIDENT, CLICK ‘ADD ANOTHER RESIDENT’.
- TYPES OF ALLEGED PERPETRATORS INCLUDE: VISITOR, STAFF, UNKNOWN OR N/A.

# Incidents cont.

- INCIDENT DETAILS:
- TYPE OF ALLEGED INCIDENT
- SUSPECTED CRIME?
- DATE AND TIME INCIDENT *DISCOVERED*
- DATE AND TIME INCIDENT *OCCURRED*
- AND INCIDENT SUMMARY.

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- THE INCIDENT SUMMARY TEXT BOX ENABLES USERS TO INPUT TEXT MANUALLY OR PASTE CONTENT DIRECTLY FROM ANOTHER DOCUMENT INTO THE NOTEPAD.



The required fields on each page include the word  
**REQUIRED \***.

The Save and Submit button is not activated until all required fields are entered.

# Incidents cont.

- **ADDING AN ATTACHMENT:**
- ATTACH FILES FROM A PRIVATE DRIVE TO THE INCIDENT REPORT.
- CLICK THE 'UPLOAD ATTACHMENTS' BUTTON (UNDER 10MB) AND ADD ATTACHMENTS TO THE INCIDENT.
- MULTIPLE ATTACHMENTS CAN BE ADDED AT ONCE.
- ONCE ATTACHMENTS HAVE BEEN UPLOADED, FILE NAME(S) WILL APPEAR.
- CLICK THE 'X' NEXT TO THE DOCUMENT IF YOU WISH TO REMOVE BEFORE SUBMISSION TO SA.

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# Incidents cont.

- SUBMITTING AN INCIDENT:
- ONCE ALL REQUIRED FIELDS ARE COMPLETE AND YOU ARE READY TO SUBMIT YOUR INCIDENT REPORT, CLICK THE 'SAVE AND SUBMIT' BUTTON.
- THE MI-FRI ID NUMBER WILL BE ASSIGNED.
- AN EMAIL WILL BE SENT CONFIRMING SUBMISSION

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- YOU CAN SEARCH/UPDATE ANY INCIDENT THAT HAS BEEN SAVED OR SUBMITTED.
- YOU CAN UPDATE AN EXISTING INCIDENT *WHILE IN DRAFT STATUS.*

# Incidents Cont.

- THE SA CANNOT UPDATE INFORMATION SUBMITTED BY THE FACILITY.
- THE SA MAY *VIEW* THE INFORMATION BUT CANNOT CHANGE THE INFORMATION.
- IF THE FACILITY HAS IMPORTANT INFORMATION THAT **MUST** BE ADDED AFTER SUBMISSION, IT CAN BE SENT TO THE SA TO BE ADDED AS AN ATTACHMENT.

# Incidents Cont.

- TO VIEW AN EXISTING INCIDENT, CLICK 'SEARCH/VIEW'.
- AFTER INCIDENT IS SUBMITTED TO THE SA, ALL FIELDS ARE *VIEW ONLY*.
- YOU NOW HAVE THE OPTION TO START AN INVESTIGATION WHEN YOU CLICK 'START INVESTIGATION'.

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# Investigation

- STARTING AN INVESTIGATION REPORT:
- **NO LATER THAN 5 DAYS AFTER INCIDENT**
- INVESTIGATION REPORTS CAN BE ADDED AFTER AN INCIDENT HAS BEEN SUBMITTED TO THE SA.
- TO ADD AN INVESTIGATION, OPEN THE INCIDENT RECORD.
- ONCE THE DESIRED RECORD IS OPEN, CLICK THE 'START INVESTIGATION' BUTTON
- AN INVESTIGATION DRAFT IS CREATED.

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# Investigation Cont.

- ONCE THE INVESTIGATION HAS BEEN STARTED, THE INFORMATION SUBMITTED VIA THE CORRESPONDING INCIDENT REPORT WILL BE PRE-POPULATED INTO THE INVESTIGATION REPORT.
- ADDITIONAL REQUIRED FIELDS WILL BE (\*)

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# Investigation cont.

- RESIDENTS, PERPETRATORS, AND WITNESSES CAN BE ADDED TO THE INCIDENT.
- THE 'DETAILS' SECTION IS PREPOPULATED WITH THE INFORMATION ENTERED IN THE INCIDENT.
- THE USER MAY UPDATE THE INFORMATION BASED ON THE RESULTS OF THE INVESTIGATION.
- REQUIRED \* FIELDS:  
SUSPECTED CRIME, INCIDENT VERIFIED (SUBSTANTIATED)?, INVESTIGATORS LAST AND FIRST NAME, SUMMARY/ACTIONS TAKEN AFTER THE INCIDENT OCCURRED (ENTER IN TEXT PAD).

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# Investigation cont.

- **LAW ENFORCEMENT CONTACTED?**
- IF YES...POLICE AGENCY/PRECINCT CONTACTED, DATE/TIME, CONTACT PERSON, TELEPHONE NUMBER, CASE/REPORT NUMBER.
- **OTHER AGENCIES CONTACTED?** NAME, DATE, TIME CONTACTED.
- ATTACHMENTS CAN BE ADDED TO INVESTIGATION REPORT OR REMOVED BEFORE SUBMITTING TO SA.
- ONCE SUBMITTED TO SA...ANY DATA CHANGED WILL BE HIGHLIGHTED IN **GREEN** AND “REASON FOR CHANGE” WILL NEED EXPLANATION.

# Investigation cont.

- ONCE INVESTIGATION SUCCESSFULLY SUBMITTED, STATUS WILL CHANGE TO *INVESTIGATION REPORT SUBMITTED TO SA*.
- AN EMAIL WILL BE SENT

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- MI-FRI IS EQUIPPED WITH A CUSTOMIZABLE REPORT FUNCTION (PLEASE REFER TO USER GUIDE).

# Final tips & takeaways

- IF UNABLE TO ACCESS APPLICATION CONTACT CLIENT SERVICE CENTER AT 517-241-9700 OR 1-800-968-2644.
- Security roles are based on access level.
- Unfortunately, the only way for FRIs to be submitted to the State Agency is through the MI-FRI System.
- The MI-FRI System allows for up to 6 users per facility.
- Register for MILOGIN ID at: <https://milogintp.Michigan.gov>
- If unable to access the MI-FRI System contact LARA-BSC-IT@michigan.gov

ROLE	ACCESS LEVEL
Facility Administrator	Add/Update/View Incidents and Investigations, Delete Incident Drafts, View Task List, Run Reports, View History, Update Worker Profile Records.
Facility Worker	Add/Update/View Incidents and Investigations, Delete Incident Drafts, View Task List, Run Reports, View History, View Worker Profile Records.
Corporate Administrator*	Add/Update/View Incidents and Investigations, Delete Incident Drafts, View Task List, Run Reports, View History, Update Worker Profile Records.
Corporate Read Only*	View Incidents and Investigations, View Task List, Run Reports, View History, View Worker Profiles

# Thank you

Questions?

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