

Welcome to the MI-FRI Informational Seminar!

Bureau of Community and Health Systems
February 27, 2019

MI-ACTS/LTCPP Background

MI-ACTS/LTCPP was originally developed in 2014 to automate the process of Facility Reported Incident (FRI) submissions. The original design was based on a concept that the computer would use a built in algorithm to prioritize and automate the intake processing of the record, based on the information submitted by the facility (using the required “Questions” in the “Investigation Detail” Tab) .



MI-ACTS/MI-FRI Workgroup

Since 2014, there have been some changes to the State Operations Manual (SOM), including the addition of the 2 hour reporting requirements.

This, along with ongoing technical issues in MI-ACTS, prompted the SA to review the application.

A decision was made to form a MI-ACTS workgroup and include both internal and external users in the redesign process to make it more user friendly for all.



MI-ACTS/MI-FRI Workgroup

The workgroup began in March 2018.

The focus was to:

1. Ensure the system was in line with the requirements of the State Operations Manual
2. Streamline/simplify the submission process
3. Identify reporting needs
4. Make it user friendly and mobile friendly



MI-ACTS/MI-FRI Workgroup

The workgroup mapped out the process from start to finish and participated in structured exercises to help determine where improvements were necessary. Many ideas and issues were identified, discussed, and documented. It was a great collaborative effort.



Development

After the workgroup concluded in July 2018, all of the ideas and suggestions were gathered, organized, prioritized and presented to management.

Approval was granted to move forward with development of the new application and this has been underway since August 2018.



What to Expect

- MI-FRI is anticipated to be released before the end of March 2019. Details regarding the exact date date and potential system downtime will be sent via email.
- Our goal is for the process to be fairly seamless.



What to Expect

MI-FRI will be accessible through MILogin, the exact same way you currently access the LTCPP.

**MILogin for
Third Party**

User ID

Password

LOGIN

[Don't have an account?](#)

SIGN UP

[Forgot your User ID?](#) [Need Help?](#) [Forgot your password?](#)



What to Expect

The name of the application will automatically be changed from LTCPP to “MI-FRI: Michigan Facility Reported Incidents for Long Term Care.”

The screenshot shows the Michigan.gov MILogin for Third Party interface. At the top left is the Michigan.gov logo. At the top right are links for HELP and CONTACT US. Below this is a dark teal header with the text "MILogin for Third Party". Underneath the header is a navigation bar with several menu items: HOME, REQUEST ACCESS, UPDATE PROFILE, SECURITY OPTIONS, CHANGE PASSWORD, and LOGOUT. The main content area is titled "Home Page of Andrea Pulido" and includes a password expiration notice: "Your password will expire in 44 days". Below this, there is a section for "Access your applications by clicking on the application links below". A list of application links is shown, with the first one being "LARA Licensing and Regulatory Affairs (LARA)". The second link, "LTCPP Long Term Care Provider Portal", is highlighted in grey and has a red arrow pointing to it from the right.



What to Expect

All data will be transferred over from MI-ACTS to MI-FRI. This means that all submissions since 2014 will continue to be available in the new application, including any drafts or incidents submissions still in need of investigations.



Recommended Browser

MI-FRI was tested using Internet Explorer and Google Chrome web browsers. While both browsers will work and allow successful submissions, it is highly recommended that Google Chrome is used to access the new application as we have found it to be the most user friendly.



What's New – Corporate Users

MI-FRI will provide the ability for corporate users to have access to multiple facility's under a single MI-Login ID. The "Corporate User Access Request Form" will be available soon and can be submitted after the system goes live. For security purposes, the form must be signed by the administrator of each facility before access can be granted.



What's New – Automated Emails

MI-FRI will send automated emails to all active users at the following process points:

- Incident Submission (Confirmation Email)
- Investigation Submission (Confirmation Email)
- Late Investigation Submission
- Records Closed in Administrative Review



What's New – Reports

- MI-FRI now has what we call “Highly Customizable Report” functionality. This allows you to create customized reports to meet your needs. The reports can be cleanly exported to excel, making it easy to utilize the data for monitoring incidents or for use in your Quality Assurance and Performance Improvement (QAPI) process.



What's New – System Flow

The new design has been improved to promote easy data entry and flow throughout the screens. There are no longer separate tabs for each section and you are no longer required to complete all required fields and save before moving on. Restrictions on the summary text boxes have been lifted, required fields are easily identified, and the help text is more prominent and actually helpful.



What's New – Algorithm Eliminated

MI-ACTS has an algorithm embedded in the system which prompted a required series of questions to be answered. The workgroup participants have unanimously deemed this section to be tedious, repetitive, and of little value. As a result, it has been eliminated completely.



Contact Info:

MI-FRI Helpdesk:

1-888-324-2647

LARA-MDS-OASIS@Michigan.gov



Live Demonstration



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