The Division of Quality Assurance (DQA) Misconduct Incident Reporting (MIR) system is a secure, web-based system for DQA-regulated entities to submit the Alleged Nursing Home Resident Mistreatment, Neglect, and Abuse Report (F-62617) and/or the Misconduct Incident Report (F-62447) forms to DQA, as required by federal and state regulations.

Use of the MIR system to submit allegations of misconduct is required, unless you are unable to access the system. In that case, reports will be accepted via email at dhscaregiverintake@wisconsin.gov, fax, or postal mail.

Access to the DQA MIR system involves a two-step registration process: (1) creating a WILMS account with the Department of Administration (DOA) Wisconsin Logon Management System (WILMS) and (2) registration with the DQA Misconduct Incident Reporting (MIR) system.

**STEP 1: CREATE A WILMS ACCOUNT**

To use the DQA MIR system, you must first have an account with WILMS.

If you know or believe that you may already have a WILMS ID, do not create another one. Many other Wisconsin government programs or agencies utilize the WILMS system to provide external users with access to online applications. **If you have an existing WILMS account but do not remember your ID or password, use the WILMS account recovery process to reactivate it rather than creating another account.** The account recovery process can be accessed by clicking on the “Logon ID/Password Recovery” link at the bottom of the WILMS main page.

A. Access the WILMS website where you will be presented with the following screen:
B. Before accepting the terms of service, click the link for the “User Acceptance Agreement” to review the agreement.

Click the link for “Self-Registration.” Next click the button labeled “Accept” to accept the User Agreement.

C. Follow the self-registration instructions. Note that a red asterisk (*) on the “Account Creation” page indicates information that is required. Other information is optional and may be left blank. Under “Systems You Will Access,” select “DQA Misconduct Incident Reports.” This will enable the WILMS to notify DQA that you have created an account with the system and facilitate communication should you require assistance.

NOTE: The email address you enter under “Profile Information” is ONLY used for the WILMS account registration process. Unless you have separately provided the same email address to DQA, it will not be used for other purposes or stored in any other system.
YOUR WILMS ID MUST BE UNIQUE. Most commonly, logon IDs consist of some variant of the name of the provider/facility or the individual’s name, such as the last name followed by the first and middle initials. However, if you attempt to create an account using an ID that has already been registered, you will be required to choose another ID. You may need to include numbers or special characters in your ID if you have a common name.

STEP 2: DQA MIR WILMS ACCOUNT REGISTRATION

To register as a user of the DQA MIR system, you must complete a registration survey with the online form, DQA MIR WILMS Account Registration, F-02426. The survey will ask you to provide the license/certification number of each provider/facility associated with your WILMS account(s).

Each entity or licensee using the DQA MIR system may create and register up to two WILMS accounts for the purpose of submitting required reports online. For example, a corporate entity with multiple locations may choose to have one WILMS account for a corporate employee to submit reports for multiple facilities. A separate WILMS account may then be registered for each individual facility by an employee of that facility (e.g., administrator, compliance officer, Director of Nursing).

If you are unsure of your entity’s license or certification number(s), you should consult the appropriate facility/provider directory on the DQA Find a Health Care Facility or Care Provider webpage.

The individual using each account must be a current employee of the entity or licensee. If reporting responsibilities are reassigned as a result of staff departures or other changes, the entity or licensee is to provide DQA with the name of the new staff person who will be using the WILMS account to submit reports by sending an email with the name of the individual to dhsdqamir@dhs.wisconsin.gov. The password created by the previous account user should also be changed by following the instructions under “Change Your Password” on the DOA WILMS main page.

QUESTIONS

WILMS Account

If you encounter problems while creating your WILMS account, need assistance with changing your password, or need assistance because your account is locked:

Email the WILMS HelpDesk at WILMSHelp@wisconsin.gov.

MIR System

If you have questions about or encounter problems accessing the MIR system:

Email the DHS HelpDesk at helpdesk@wi.gov or call 608-261-4400 or 866-335-2180 (toll free). Please specify that you are requesting help with the MIR system.