

Mental Retardation Quality Management Reporting System (HCSIS)

SC Quick Guide

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Key Terms

In-Progress – This term is used when a document (Incident Report, Area Office Management Review, Restraint Manager Review, etc.) has been created but not Finalized.

Submitted – This term refers to when the Initial (version of the) Report has been completed (by clicking the “Submit” button) by the Filing Agency. The Filing Agency still needs to complete the Final (version of the) Report of the Incident within 7 business days, but may no longer make edits to the Initial Report as it is read-only.

Finalized – This term is used when a document (Incident Report, Area Office Management Review, Restraint Report, etc.) has been completed (by clicking the “Finalize” button) and is now read-only. There can be no more edits to a document once it is read-only. Only those with the appropriate role and scope will have access to, or even see, the finalize button.

Closed - This term refers to when the process flow for reviewing an Event is complete.

- **Minor Incidents** are closed when the Area Office Management Review marks the incident report as approved and Finalized.
- **Major Incidents** are closed when the Regional Office Management Review marks the incident report as approved and Finalized.
- **Medication Occurrence Reports (MORs)** are closed when the Regional MAP review marks the MOR as approved and Finalized at the Regional Office Management Review level.
- **Restraint Reports** are closed when the Commissioner’s Review is completed or 120 days has elapsed since the Area Office Management Review marked the Restraint Report as approved.

Events - Events include Incident Reports, Medication Occurrence Reports, Restraint Reports, and Optionally Reportable Events. Each event (incident, MOR, restraint,) is assigned a unique Event ID (number) when it is created.

Managing Workload

Overview

In order to manage their workload, Service Coordinators should consider utilizing the following:

- **Alerts** – Use alerts to be aware of actions occurring with events in your scope that may require more immediate attention during the current business day. Think of Alerts as news flashes, as they arrive within moments after the Submit or Finalized button has been pressed. However, it is not a good idea to manage the caseload thru Alerts, given

that there are up to 7 business days to respond to a submitted event and that each event can generate multiple alerts.

- **Process Management Screens** – These screens can be thought of as your daily newspaper and are a better way to manage open events on the caseload. There are two screens: Filing Process Management and the Review Process Management. The former shows what the filing agency (generally the provider) is responsible for taking action; the latter is what the receiving agency (generally DMR) is responsible for taking action on. These two screens are refreshed overnight meaning they contain the latest data from previous days but do not reflect any changes made during the current business day. Once an event has been closed, HCSIS will automatically remove it from the screen the following business day. The user may consider printing the screen (**File > Print**) daily (usually during the first log-in of the day) rather than returning to it multiple times during the day while working the HCSIS caseload.
- **Reports** – Offer an additional way to manage events occurring in scope. For example, patterns of individual behavior can be charted through the Events by Individual Detail report. Patterns of events occurring at provider sites can be charted through the Events by Site/Provider report.

Process Management Screens

There are two. Navigate to them by clicking:

QM > IM > Filing Process Management

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Filing Process Mgt. | Review Process Mgt.
 QM > IM > Filing Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): * 05/01/2005 To Date (MM/DD/YYYY): * 05/19/2006

Area Office: [v] Region: [v]
 Include: [v] Sort By: [v]

[Search] [Reset]

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Person Responsible for FollowUp	Provider	Provider Site	Area Office
187	BROWNLEE, PARALLEL	01/25/2006 MOR	Wrong Dose		Medication Occurrence Report - In progress	THE ASSOCIATION FOR COMMUNITY	11 CREAMERY AVE., BUCKLAND	Springfield/Westfield	

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QM > IM > Review Process Management

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Filing Process Mgt. | Review Process Mgt.
 QM > IM > Review Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): * 05/01/2005 To Date (MM/DD/YYYY): * 05/01/2006

Area Office: Region:

Include: Sort By:

Area Management Review Status:

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Person Responsible for Follow Up	Provider	Provider Site	Area Office
145	BROWNLEE, PARALLEL	01/23/2006 MOR		Wrong Route	Medication Occurrence Report - Finalized		THE ASSOCIATION FOR COMMUNITY	201 HENDERSON RD., CLARKSBURG	Springfield/Westfield

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A Search can be performed by entering the From Date and the To Date (Note date format) then clicking the Search button. The information contained on these screens will inform the user of events that have been entered into HCSIS within their scope.

Event Search Criteria

From Date (MM/DD/YYYY): * 05/01/2005 To Date (MM/DD/YYYY): * 05/01/2006

Area Office: Region:

Include: Sort By:

Area Management Review Status:

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Person Responsible for Follow Up	Provider	Provider Site	Area Office
145	BROWNLEE, PARALLEL	01/23/2006 MOR		Wrong Route	Medication Occurrence Report - Finalized		THE ASSOCIATION FOR COMMUNITY	201 HENDERSON RD., CLARKSBURG	Springfield/Westfield

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TIP: The Process Management Screens include a mechanism to jump to the event's switchboard via the Event ID hyperlink. To open the Event in a new browser window: **Right Click > Open in New Window**. This will allow the user to toggle back and forth between the switchboard and the event.

Additional Information

- **Filing Process Management** - This screen allows the user to view an event that is currently in process on at the Filing Agency, but not yet

completed. The following event statuses are viewable for each event under the **Recent Milestone** column:

Event Type	Recent Milestone	Description	Next Steps
Incident	Initial Report - In progress	Incident Report that has been created but not Submitted or Finalized	Filing Agency will Submit the Initial Report within 1 day for a major incident or within 3 days for a minor incident
Incident	Initial Report – Submitted	Incident Report that has the Initial Report submitted, but the Final Report has not been Finalized	Filing Agency will Finalize the Final Report within 7 days of Incident
Incident	Incident Report - Not Approved	Incident Report that has been Finalized but was marked as Not Approved by the Area Office Management Review and sent back to the Filing Agency for more details	Filing Agency will read Area/Regional Reviews, amend the Incident Report, and Finalize the Final Report
Medication Occurrence (MOR)	Medication Occurrence Report - In progress	Medication Occurrence Report that has been created but not Finalized	Filing Agency will Finalize the MOR
Medication Occurrence (MOR)	Medication Occurrence Report - Not Approved	Medication Occurrence Report that has been Finalized but the MAP Coordinator Review was marked Not Approved. The provider will need to re-finalize the MOR.	Filing Agency will read the MAP Coordinator Review and Finalize the MOR
Restraint	Restraint Report - In progress	Restraint Report has been created but not Finalized or the Restraint Report has been Finalized but the Restraint Manager (usually SC) Review has not been Finalized	Filing Agency will Finalize the Restraint Report and the Restraint Manager Review
Restraint	Restraint Report - Not Approved	Restraint Report that has been Finalized but was marked as Incomplete by the Area Office Management Review and sent back to the Filing Agency.	Filing Agency will read the Area Management Review and Finalize the Restraint Report

- **Review Process Management** - This screen allows the user to view what has been processed by the Filing Agency (generally the provider) and is now under DMR review. The following event statuses are viewable on this screen under the **Recent Milestone** column:

Event Type	Recent Milestone	Description	Next Steps
Incident	Final Report – Finalized	The Incident Report (Initial Report/Final Report) has been Finalized by the Filing Agency	Area Office Management Review needs to be created and Finalized by the SC, SCS, and Area Director

Event Type	Recent Milestone	Description	Next Steps
			/ Designee
Incident	Area Management Review - In Progress	The Area Office Management Review has been created and is awaiting Finalization	Area Office Management Review needs to be Finalized by the SCS for a minor incident or the Area Director/Designee for a major incident
Incident	Area Management Review – Finalized	The Area Office Management Review has been Finalized and marked the Incident Report as Approved. A major incident requires a Regional Office Review.	Regional Office Management Review needs to be created and Finalized by the Regional Director / Designee
Medication Occurrence (MOR)	Medication Occurrence Report – Finalized	Medication Occurrence Report has been Finalized by the Filing Agency.	Region MAP Review needs to be created and Finalized by the Regional MAP Coordinator
Medication Occurrence (MOR)	MAP Review - In progress	Regional MAP Review has been created and is awaiting Finalization	Regional MAP Review needs to be Finalized by the Regional MAP Coordinator
Restraint	Restraint Manager Review – Finalized	Restraint Report and Restraint Manager Review has been Finalized by the Filing Agency	Area Office Management Review needs to be created & Finalized by SC/SCS
Restraint	Area Management Review - In progress	The Area Office Management Review has been created and is awaiting Finalization	Area Office Management Review needs to be Finalized by the SC/SCS
Restraint	Area Management Review – Finalized	The Area Office Management Review has been Finalized and is awaiting the HR Committee Review / Commissioner’s Office Review before being closed out	HR Committee Review and Commissioner’s Office Review (Optional) need to be created and Finalized
Restraint	Human Rights Committee Review - In progress	The Human Rights Committee Review has been created and is awaiting Finalization	HR Committee Review needs to be Finalized
Restraint	Human Rights Committee Review – Finalized	The Human Rights Committee Review has been Finalized	Commissioner’s Office Review needs to be completed or 120 days needs to elapse to close out the Restraint
Restraint	Commissioner’s Review – In progress	The Commissioner’s Review has been created and is awaiting Finalization	The Commissioner’s Office Review needs to be Finalized to close out the Restraint

Alerts

Alerts in HCSIS can be accessed two ways:

1. The Alerts link on the homepage (upper left hand corner – click on the underlined word next to the yellow triangle)



2. Tools > Alerts > Pending Alerts

The screenshot shows the 'Pending Alerts' page. The 'ADMIN' tab is selected in the navigation bar. Below the navigation bar, there is a search criteria form with 'Subject' and 'Recipient User' dropdown menus, and 'Reset' and 'Search' buttons. Below the search form, there is a message: 'Your search found multiple matches. Please select the desired Alert.' Below this message, there is a table with the following data:

Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	05/19/2006	An Incident has been closed	An Incident has been closed: Individual Name: BROWNLEE, PARALLEL; Event ID: 988; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 09:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.
<input type="checkbox"/>	05/19/2006	Minor Incident has been Finalized	Oversight entities are alerted an Incident Report for a Minor Incident has been Finalized: Individual Name: BROWNLEE, PARALLEL; Event ID: 988; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 09:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.
<input type="checkbox"/>	05/19/2006	Major Incident has been Finalized	Oversight entities are alerted an Incident Report for a Major Incident has been Finalized: Individual Name: BROWNLEE, PARALLEL; Event ID: 961; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 11:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.

Note: After checking the Process Management screens in the morning the user should periodically check their alerts to be informed of anything that has happened current business day, and which may require immediate attention.

TIP: The Alerts Screens also provides a mechanism for the user to quickly navigate to the event's switchboard via the Alert Subject hyperlink. To open the alert in a new browser window: **Right Click > Open in New Window.**

Helpful Alert Hints:

1. The most recent alert will appear at the top of the screen
2. Multiple alerts can be sent for the same event. To keep the alert screen clean, delete old alerts
3. Use the Alert Search Criteria by Subject drop down menu to filter out a particular alert
4. Use the Alert Search Criteria by Recipient drop down menu to filter out a particular user's alerts

Reports

Reports can be accessed by **Tools > Reports > Reports Request**

This will display a list of reports available to your HCSIS role. The Reports are useful, other than for statistical purposes, for, e.g., determining patterns of behavior of individuals and also for the staff with which they are involved. To run a chosen report, for example, Events by Site/Provider, enter required fields, and click **View Report**. There are three choices through which to view a report: Adobe Acrobat, Rich Text or Plain Text. Most users may wish to use Rich Text.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF MENTAL RETARDATION
INCIDENT MANAGEMENT - EVENTS BY SITE/PROVIDER REPORT

Begin Date (MM/DD/YYYY): 01/01/2006
End Date (MM/DD/YYYY): 08/14/2006
SSN #: NULL
First Name: NULL
Last Name: NULL
Primary Nature: NULL
Secondary Nature: NULL
Provider: NULL
Site: NULL
Area Office: NULL
Region: NULL
Event Type: NULL
Event Category: NULL
Area/Provider Reported Incidents: NULL

Run Date : 08/14/2006
Run Time : 4:37:44 pm
As Of Date : 08/14/2006 4:37:44 pm

Note: when run times and dates are the same, the report is up to the minute. Some reports refresh

Provider : THE ASSOCIATION FOR COMMUNITY LIVING

Site : 1 CARANDO DR, SPRINGFIELD, M

Individual's Name : BROWNLEE, PARALLEL

Event ID	Event Date	Event Time	Day of Week	Filing Agency	Primary Nature	Secondary Nature	Person Responsible for Follow-up	Status
914	05/17/2006	12:00 pm	Wednesda	THE ASSOCIATION FOR COMMUNITY LIVING	Physical Altercation	Individual to Individual, Alleged Perpetrator		Open
1328	05/13/2006	12:00 am	Saturday	THE ASSOCIATION FOR COMMUNITY LIVING	Other	Other	NEAL, REBECCA	Closed
1335	05/13/2006	9:30 am	Saturday	THE ASSOCIATION FOR COMMUNITY LIVING	Physical Altercation	Individual to Individual, Alleged Victim	BARE, AL	Closed