

Quick Guide  
for Restraint Reporting

*Below are the time frames and business processes for Restraints—original document on DMR web site. The following Restraint Quick Guide displays the whole restraint process; as the user, you may only see a portion of the process.*

**Restraint Paper Process Work Flow**

v.06217 page 1 of 1

1. A restraint event occurs.

24 hrs.  
From  
Event

2. The initial information for the Restraint Report is completed and the consumer interview is completed.

5 days  
From  
Event

3. Initial Information is completed and the form is signed and submitted to the Restraint Manager for review.

4. Restraint Manager makes two copies (one copy would suffice) of the form and holds the original, sends one to the Human Rights Coordinator and faxes the other to the Area Office (AO) (Service Coordinator/Area Office or QMRP/Facility).

7 days  
From  
Receipt

5. The AO reviews its copy of the Restraint Form and discusses any outstanding issues with the provider and reflects any changes or comments in the comments section. The Facility Director performs the same function as the AO for facility generated forms. The report is approved.

30 days  
From  
Event

6. AO/Facility notifies the Restraint Manager for the event that the AO/Facility review is complete and the results of the review.

7. The report is made available for Commissioner's Review (Notice to Human Rights Specialist).

90-120  
days  
From  
Event

8. The Human Rights Committee reviews the restraint event documentation within 90-120 days and upon completion of that review **and** faxes its sign-off to the AO.

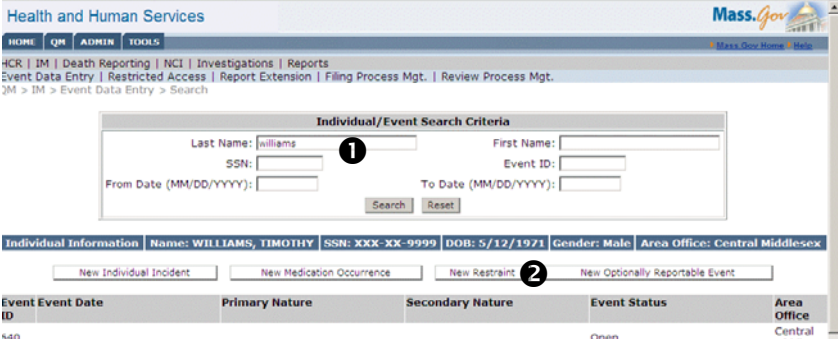
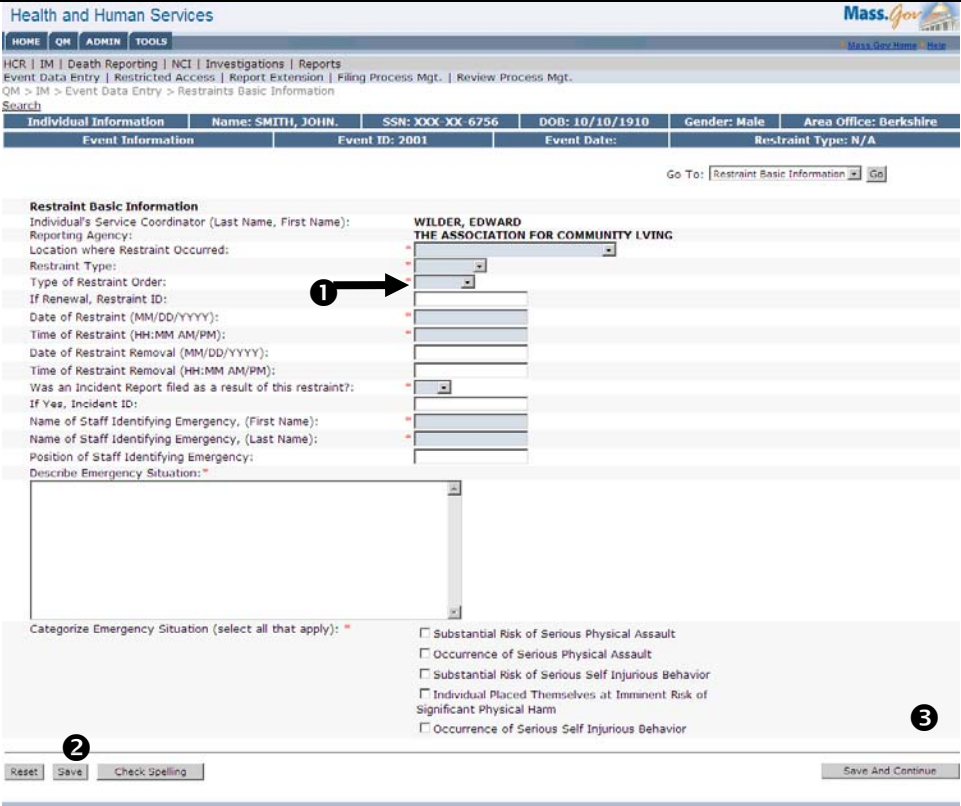
120 days  
From  
Event

9. Commissioner's Review is completed **or** 120 days from the filing of the initial report expires, in either case the Restraint Report is closed.

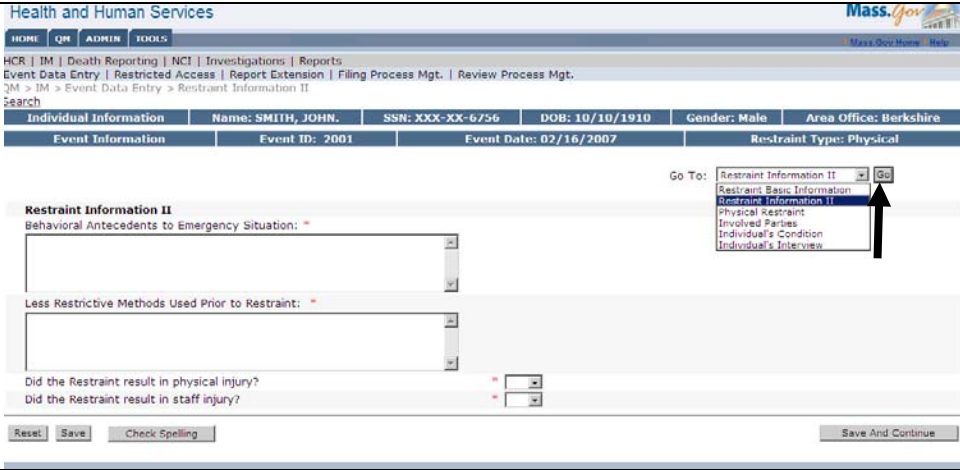
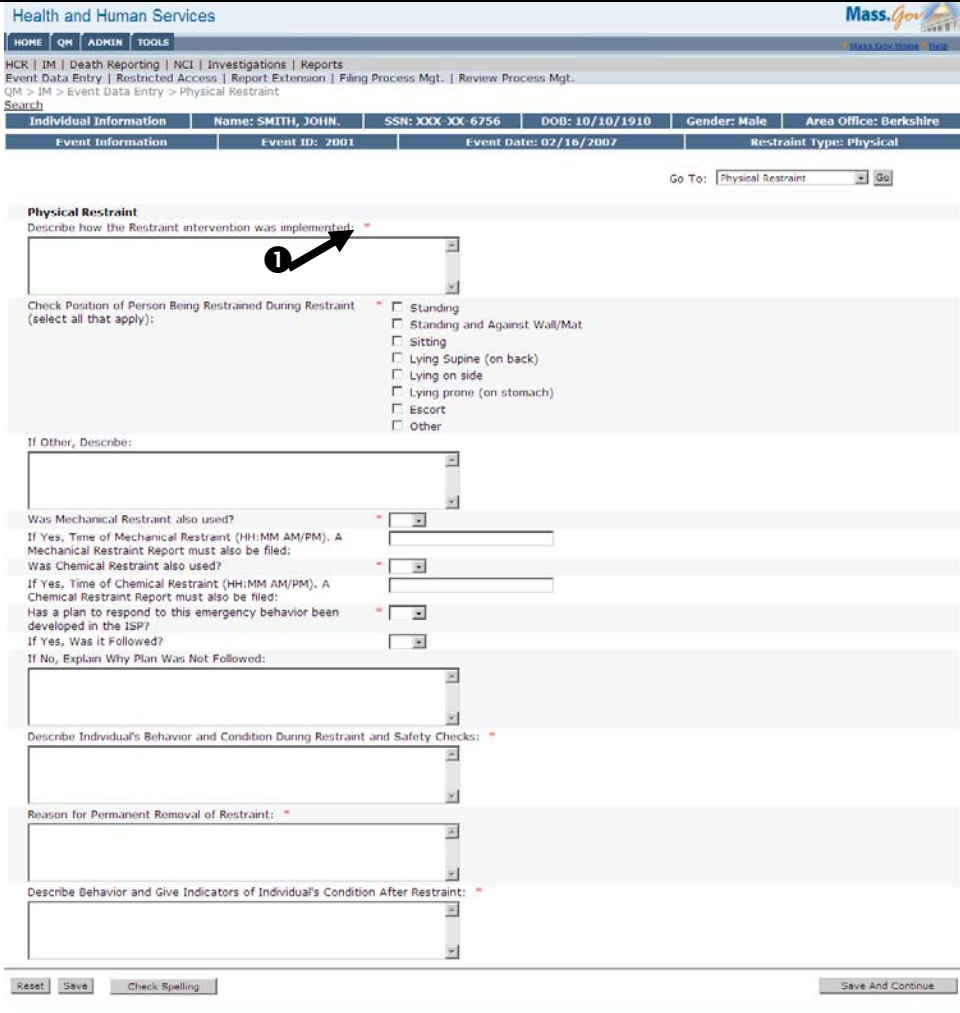
10. A copy of the final, completed report is sent back to the provider and the Area Office/Facility copy is placed in the individual's file in the DMR office.

Mental Retardation Quality Management Reporting (HCSIS)

# Quick Guide for Restraint Reporting

<p><b>From HCSIS Home Page</b></p> <p><b>1</b> User searches for an individual.</p> <p><b>2</b> Click on <b>New Restraint</b> button.</p>	<p><b>Home → QM (Quality Management) → IM (Incident Management) → Event Data Entry</b></p> 
<p><b>Restraint Information page</b></p>	<p>See paper process work flow on page one. <i>A physical restraint example is shown.</i></p>
<p><b>1</b> Fill in all mandatory fields with the red asterisks on all the pages of the report.</p> <p><b>2</b> <b>Save</b> will save information on page.</p> <p><b>3</b> <b>Save and Continue</b> will save the information and move to the next page.</p>	

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<p><b>Restraint Information II page</b></p>	<p><b>Navigation hints</b></p>
<p><b>1</b></p> <p>The pages of the initial restraint report are displayed here. Click <b>Go</b> allows movement between pages.</p> <p><i>*Remember to Save.</i></p>	
<p><b>Physical Restraint</b></p>	
<p><b>1</b></p> <p>Fill in all mandatory fields with the red asterisks on all the pages of the report.</p>	

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<p><b>Involved Parties</b></p> <p><b>1</b> Type those involved with the restraint, other than the individual and the reporting staff member—witnesses, observers, etc.</p> <p><b>2</b> If adding more than one name click <b>Save</b>.</p> <p><b>3</b> If adding only one name click <b>Save and Continue</b>.</p>	
<p><b>Individual's Condition</b></p> <p><b>1</b> Fill in all fields applicable.</p> <p><b>2</b> If adding more than one name click <b>Save</b>.</p> <p><b>3</b> If adding only one name click <b>Save and Continue</b>.</p>	

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<p><b>Individual Interview page</b></p>	
<p><b>1</b> To complete the report, click the <b>Finalize</b> button.</p> <p><b>Note:</b> Not everyone will see this button—those in supervisor or manager role will be able to finalize the report.</p>	
<p><b>Restraint Manager Review</b></p>	<p><b>To find a restraint that needs review</b> (See page one for time frames.)</p>
<p><b>Through Alerts</b></p> <p><b>1</b> Click on the hyperlink (underlined Restraint Report is Submitted) to start the Review.</p> <p><b>Note:</b> Using the Search or the Process Management screens are other ways to find reviews to be done.</p>	
	<p><b>Switchboard</b></p>
<p><b>1</b> Click the <b>Create</b> link to start the Review.</p>	

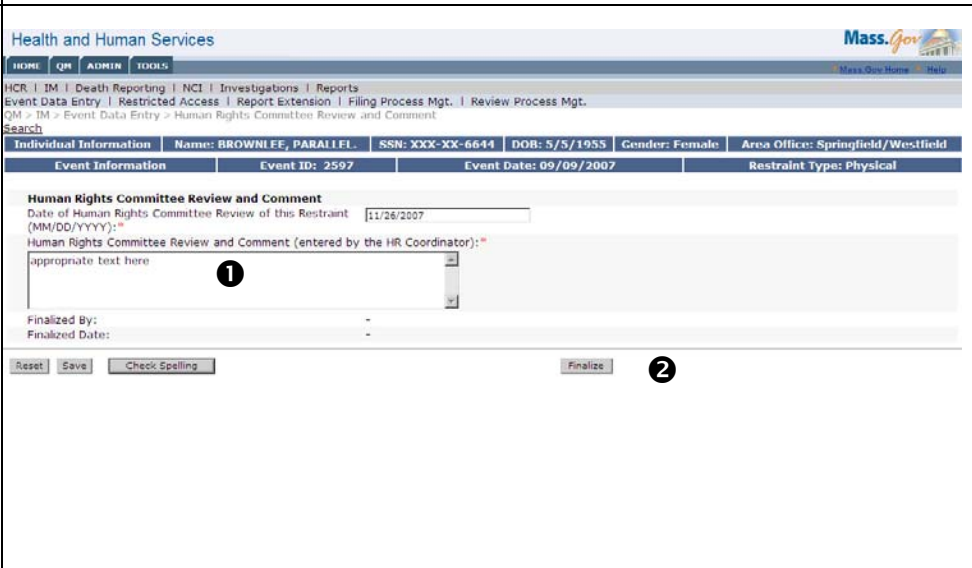
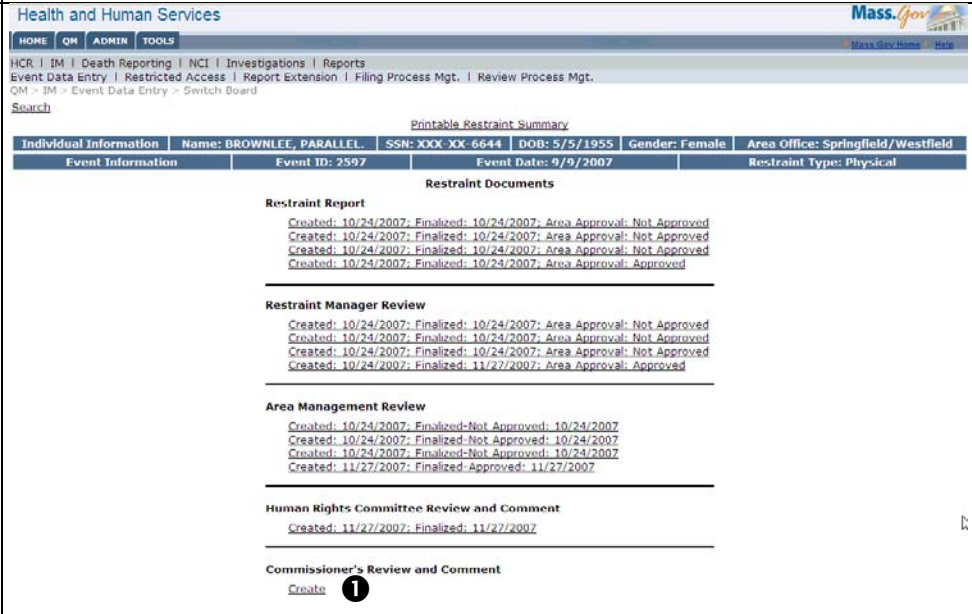
# Quick Guide for Restraint Reporting

<p><b>Restraint Manager Review</b></p>	<p><b>The information is now split between two screens</b></p>
<p><b>1</b></p> <p>Fill in all mandatory fields.</p>	
<p><b>Restraint Manager Review</b></p>	
<p><b>1</b></p> <p>Click <b>Finalize</b> to complete the report.</p>	
<p><b>Area/Facility Manager Review</b></p>	<p><b>Switchboard</b> <i>AO cannot do their Review until the Restraint Report and Restraint Manager Review is complete.</i></p>
<p><b>1</b></p> <p>From the <b>Alerts</b> (or other ways mentioned earlier), click the <b>Create</b> link to begin the Area Office Review.</p>	

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<b>Area/Facility Manager Review</b>	(See page one for time frames.)												
<p><b>1</b> Fill in all mandatory fields.</p> <p><b>2</b> Click <b>Finalize</b> to complete the report.</p>	<p>Health and Human Services <span style="float: right;">Mass.gov</span></p> <p>HOME   QM   ADMIN   TOOLS <span style="float: right;">Mass.Gov Home   Help</span></p> <p>HCR   IM   Death Reporting   NCI   Investigations   Reports                  Event Data Entry   Restricted Access   Report Extension   Filing Process Mgt.   Review Process Mgt.                  QM &gt; IM &gt; Event Data Entry &gt; Area Management Review Details</p> <p>Search</p> <table border="1"> <tr> <td>Individual Information</td> <td>Name: SMITH, JOHN.</td> <td>SSN: XXX-XX-6756</td> <td>DOB: 10/10/1910</td> <td>Gender: Male</td> <td>Area Office: Berkshire</td> </tr> <tr> <td>Event Information</td> <td>Event ID: 2001</td> <td>Event Date: 2/16/2006</td> <td colspan="3">Restraint Type: Physical</td> </tr> </table> <p><b>Area Management Review Details</b></p> <p>Completion Status: <span style="float: right;">-</span></p> <p>Comments/Recommendations: <b>1</b></p> <p style="text-align: right;"><b>2</b> Finalize</p> <p>Reset Save Check Spelling</p>	Individual Information	Name: SMITH, JOHN.	SSN: XXX-XX-6756	DOB: 10/10/1910	Gender: Male	Area Office: Berkshire	Event Information	Event ID: 2001	Event Date: 2/16/2006	Restraint Type: Physical		
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Event Information	Event ID: 2001	Event Date: 2/16/2006	Restraint Type: Physical										
<b>Human Rights Committee</b>	<b>Meeting to Review Restraints— <i>Outside of HCSIS</i></b> (See page one for time frames.)												
<p><b>1</b> From the <b>Alerts</b> (or other ways mentioned earlier), click the <b>Create</b> link to begin the Human Rights Committee Review and Comment.</p>	<p>Health and Human Services <span style="float: right;">Mass.gov</span></p> <p>HOME   QM   ADMIN   TOOLS <span style="float: right;">Mass.Gov Home   Help</span></p> <p>HCR   IM   Death Reporting   NCI   Investigations   Reports                  Event Data Entry   Restricted Access   Report Extension   Filing Process Mgt.   Review Process Mgt.                  QM &gt; IM &gt; Event Data Entry &gt; Switch Board</p> <p>search</p> <p style="text-align: center;">Printable Restraint Summary</p> <table border="1"> <tr> <td>Individual Information</td> <td>Name: BROWNLEE, PARALLEL.</td> <td>SSN: XXX-XX-6644</td> <td>DOB: 5/5/1955</td> <td>Gender: Female</td> <td>Area Office: Springfield/Westfield</td> </tr> <tr> <td>Event Information</td> <td>Event ID: 2597</td> <td>Event Date: 9/9/2007</td> <td colspan="3">Restraint Type: Physical</td> </tr> </table> <p style="text-align: center;"><b>Restraint Documents</b></p> <p><b>Restraint Report</b></p> <p>Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Approved</p> <p><b>Restraint Manager Review</b></p> <p>Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 10/24/2007; Area Approval: Not Approved      Created: 10/24/2007; Finalized: 11/27/2007; Area Approval: Approved</p> <p><b>Area Management Review</b></p> <p>Created: 10/24/2007; Finalized-Not Approved: 10/24/2007      Created: 10/24/2007; Finalized-Not Approved: 10/24/2007      Created: 10/24/2007; Finalized-Not Approved: 10/24/2007      Created: 11/27/2007; Finalized-Approved: 11/27/2007</p> <p><b>Human Rights Committee Review and Comment</b></p> <p>Create <b>1</b></p>	Individual Information	Name: BROWNLEE, PARALLEL.	SSN: XXX-XX-6644	DOB: 5/5/1955	Gender: Female	Area Office: Springfield/Westfield	Event Information	Event ID: 2597	Event Date: 9/9/2007	Restraint Type: Physical		
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<p><b>Human Rights Committee</b></p>	<p><b>Continued</b></p>
<p><b>1</b> Fill in all mandatory fields.</p> <p><b>2</b> Click <b>Finalize</b> to complete the report.</p>	
<p><b>Commissioner's Review and Comment</b></p>	<p><b>Switchboard</b></p>
<p><b>1</b> From the <b>Alerts</b> (or other ways mentioned earlier), click the <b>Create</b> link to begin the Commissioner's Review and Comment.</p>	

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<p><b>Commissioner's Review and Comment</b></p>	
<p><b>1</b></p> <p>Fill in all mandatory fields.</p> <p><b>2</b></p> <p>Click <b>Finalize</b> to complete the report.</p>	
<p><b>Commissioner's Review and Comment</b></p>	<p><b>Switchboard displaying completed restraint</b></p>
<p>Commissioner's Review and Comment has been finalized.</p>	