



Investigator Quick Guide

To Create a an Initial Response for a Screened In Disposition

Screen Name: Initial Response

Steps:

1. Click QM
2. Click Investigations
3. Click Create Initial Response
4. Enter all necessary information
5. Click Save and Continue (Senior Investigator will finalize Initial Response)

To Create and Submit the Investigation Report

Screen Name: Switchboard

Steps:

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Investigation Report header

Screen Name: Investigation Report

Steps:

5. Enter all necessary information on all the screens
6. Click Submit

Note:

The Investigator will submit the Investigation Report.

For a Screened In Case, the Senior Investigator will Approve the Investigation Report and then Finalize it after it has been submitted by the Investigator.

For a Screened Out Case, the Senior Investigator will Finalize the Investigation Report after it has been submitted by the Investigator.

To Create the Investigations Checklist

Screen Name: Switchboard

Steps:



1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Investigations Checklist header

To Enter Updates from Law Enforcement – Criminal Case Log

Screen Name: Switchboard

Steps:

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click Create under the Criminal Case Log header

To View Investigations Documents

Screen Name: Switchboard

Steps:

1. Click QM
2. Click Investigations
3. Click Data Entry
4. Click the View or Finalized links under the specific header

To View Investigations Notices

Screen Name: Notices

Steps:

1. Click QM
2. Click Investigations
3. Click Notices
4. Click the hyperlink corresponding to the Investigations Notice you wish to view
5. Enter Log # (not necessary if a case has been loaded)
6. Click View Report
7. Click Open or Save

To View Reports

Screen Name: Report Request

Steps:

1. Click QM
2. Click Reports
3. Click Report Request



4. Click the hyperlink corresponding to the Investigations Report you wish to view
5. Enter mandatory information
6. Click View Report
7. Click Open or Save

Printing Information from HCSIS – Where to go

Printable Summary Screen (QM > Investigations > Printable Summary)
DPPC Intake
Investigation Checklist
Investigations Notices List Screen (QM > Investigations > Notices)
Decision Letter
Disposition Letter
Public Log Report
Investigation Report
Initial Response Report
Facility Complaint Review and Action Report
Investigations Reports List Screen (QM > Reports > Reports Request)
Action Plan/Resolution Report
Investigations Counts Report
Investigations Outstanding Summary Report
QE Provider Investigation Report

Dispositions and Their Required Documents

Disposition	Required Documents
Administrative Review	<ul style="list-style-type: none"> • Administrative Review • Action Plan/Resolution
Defer to Law Enforcement - DMR To Investigate	<ul style="list-style-type: none"> • Criminal Case Log • Investigation Report • Investigation Checklist • Action Plan/Resolution • Decision Letter
Defer to Law Enforcement - DPPC to Investigate	<ul style="list-style-type: none"> • Investigation Checklist • Action Plan/Resolution • Criminal Case Log • Decision Letter
Defer to Law Enforcement (Tracking Only)	<ul style="list-style-type: none"> • Criminal Case Log
Dismissed	<ul style="list-style-type: none"> • Only Disposition and Nature of



Disposition	Required Documents
	Allegation
DMR to Investigate	<ul style="list-style-type: none"> Investigation Report Investigation Checklist Action Plan/Resolution Decision Letter Initial Response (for Screened In cases)
DPPC to Investigate	<ul style="list-style-type: none"> Investigation Checklist Action Plan/Resolution Decision Letter
No Disposition – Administratively Closed	<ul style="list-style-type: none"> Only Disposition required
No Dispute to the Facts	<ul style="list-style-type: none"> Investigation Checklist Action Plan/Resolution Decision Letter
Refer to Other Agency	<ul style="list-style-type: none"> Only Disposition and Nature of Allegation
Resolved Fairly and Efficiently	<ul style="list-style-type: none"> Action Plan/Resolution Decision Letter

To View Alerts

Screen Name: Pending Alerts

Steps:

1. Click Home
2. Click Alerts

A list of all the alerts sent to the Investigator is listed below.

Alert Audience	Alert Subject/Title	Alert Trigger	Hyperlink Destination
Investigator	A new case has been assigned.	User selects an Investigator and clicks Save and Continue on the Case Assignment screen.	Switchboard
Investigator	An additional intake has been linked to an existing case.	User clicks the Link Intake to Case button.	Switchboard

For reference, a list of all the alerts sent to the Senior Investigator is listed below.



Alert Audience	Alert Subject/Title	Alert Trigger	Hyperlink Destination
Senior Investigator	A new intake has been assigned to your region.	User selects an Investigative Office and clicks Save and Continue on the Case Assignment screen.	Intake Information
Senior Investigator	An updated intake has been received from DPPC.	Intake file from DPPC is processed by HCSIS with an updated intake that is successfully loaded into HCSIS.	Intake Information
Senior Investigator	An intake has been re-screened by DPPC.	Intake file from DPPC is processed by HCSIS with a re-screened intake that is successfully loaded into HCSIS.	Switchboard
Senior Investigator	An appeal has been filed.	User clicks the Save and Continue button on the Appeal Information screen after adding a new appeal entry.	Appeal Information
Senior Investigator	An appeal has been finalized.	User clicks the save and generate documents button on the Appeal Information screen after adding a new appeal entry.	Appeal Information
Senior Investigator	An Investigation Report has been submitted by the Investigator.	User clicks submit on the Investigation Report screen.	Switchboard
Senior Investigator	An intake has been re-screened by DPPC.	Intake file from DPPC is processed by HCSIS with a re-screened intake that is successfully loaded into HCSIS.	Switchboard