HCSIS Alert!

Enhancement Release

Department of
Mental Retardation

ISSUE #23: July 20, 2007
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Contact the Help Desk with any questions: 866-367-8163

ENHANCEMENT RELEASE, 07/19/2007:

Most of the enhancements this month are improvements to the Investigations system that was implemented in late April. The changes are the result of the feedback we have received from the Investigations staff, Area office staff, and providers. In addition, overall performance has been enhanced in the system.

Following are just a few of the changes:

INVESTIGATIONS

-The Area Office now has the ability to view/print the Printable Summary for an in-progress Action Plans. This will be helpful in preparing for CRT meetings.

-Providers will be able to view redacted intakes in HCSIS. A new alert will now notify the provider when this happens.

-A Regional Read only role has been created. This role has access to the same Investigations documents that the Regional Director has.

-The Process Management screen has been improved. The log # and Intake # are now split into two columns. This will allow the user to see more than one status on a case (e.g., Initial response pending for the Intake, as well as the current status of the case.)

-Spell check now includes many terms unique to Investigations.

-An alert has been added for the Area Director/Designee and Area Investigations Designee when the Action Plan has been finalized.

-Area Director/Designee and Area Investigations Designee will now receive the same Investigations alerts.

-The Provider HR Coordinator role now has access to the Investigations module; users with that role should check their Alerts screen.

HEALTH CARE RECORD

-A Health Care Management Report is now available. It lists Health Care Records that are overdue, as well as tracking ISP date for which Health Care records need to be done. It can be run by provider, service coordinator, area office, or regional office.

ENHANCEMENT RELEASE, 05/30/2007:

DEATH REPORTING

In order to facilitate communication between SCs and their supervisors, a prompt has been added to the last page of the Death Report for SCs only: "Alert your Service Coordinator Supervisor and the Area Office when you click Save?" If the question is answered Yes, an alert will be sent to the SC Supervisor and Death Reporting roles in the Area Office.

ALERTS

The Alerts screen can now be filtered by module. A dropdown has been added to the Pending Alerts Screen under "Subject" called "Module".

PROCESS MANAGEMENT SCREENS

The Date of milestone has been added to the Review Process and Filing Process Management Screens if the document status is submitted or finalized.

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INCIDENT MANAGEMENT
Users can now enter an extensive amount of text in the Incident Description field of the Incident report. The question "Please describe in detail exactly what happened during the incident…." has been moved to a new long response page called Incident Description I in the Initial Report. The rest of that page is moved to a second page and has the name changed to Incident Description II. This field is displayed as read only text on the Additional Information screen in the Final Report.

In order to better track incidents, a new question has been added to the Initial Report on the Filing Agency screen - "Reporting Agency Only?". In the Final Report the question appears on the Final Report Verification of Time and Categorization screen and will be pre-populated as are the other fields on that page.
If the response to this question on the Final Report is Yes, then two questions will appear on the Area Office Management Review:
- "Reporting Agency Only?"
- "If Area has determined that the Provider was not the Reporting Agency Only, has the Provider been contacted?" This field is required only if Reporting Agency Only has been answered No.

A new alert will be sent to the Provider when the Area Office user clicks the Finalize button, and when the Area Office Reporting Agency Only question has been changed to No by the Area Office. However, the area office should communicate with the Provider throughout the process, including advising Provider of a change to "No" by email or phone before making the change in HCSIS. Reports will be modified to reflect filing agency status in a future enhancement release.

Tips:

DEATH REPORTING: We have had many incidents where a death report was finalized and submitted to Central Office by the area office and then finalized by Central Office only to have a second death report appear "In Progress" at the AO level in HCSIS. In almost all of the cases there was nothing different about the "In Progress" version from the original report. These death reports then are appearing as not finalized by the area; Someone from the area likely clicked on the Update Death Report link(perhaps the nurse in order to complete a mortality review or the SC to check on info for the individual's record). If anyone wants to view the death report after it has been finalized and sent to CO then they should go in under View Printable Summary. The Update link should not be clicked unless information needs to be added to the death report.

REMEMBER:

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DMR Help Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues