

HCSIS Alert!

Department of Developmental Services

ISSUE #40: September 28, 2011

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Enhancement Release

Contact the Customer Service
Desk with any questions:
866-367-8163
Please do not contact Hans
Toegeel.

September 28, 2011 HCSIS ENHANCEMENT RELEASE Version 4.1

Reports- Provider and DDS staff

The Dashboard report has been enhanced with a an additional section at the end of the report to accurately reflect responsibility (DDS and/or Provider) for overdue documents pertaining to Incidents, Medication Occurrence Reports (MORs), Restraints and Investigations. Previously, this dashboard report was only developed for internal use but is now being shared with providers in order to promote transparency in reporting.

Reports- DDS staff

As part of DDS' ongoing efforts to provide supporting data for CMS waiver assurances for the 3 adult waiver programs, a new module has been made available in HCSIS called "Waiver Assurances". The new module allows Areas and Regions to click into one location to track several important performance measures for the 6 assurances, which include level of care, plan of care, health and welfare, qualified providers, administrative authority and financial accountability. The reports will be listed by the major assurance, i.e. Plan of Care and then within the assurance, the performance measure and the data that is tracked. For example, within the Plan of Care report, Areas and Regions will be able to see how they are doing in meeting each of the indicators in the Service Coordinator Supervisor Tool and how it compares to the statewide average. This release provides reporting for the Level of Care and Plan of Care assurances:

LOC Waiver Assurance by Checklist

POC Waiver Assurance by Checklist

POC Waiver Assurance by Summary of Findings

Future releases will include additional performance measures, particularly in the areas of health and welfare.

Two new SC Supervisory Tool reports are now available. A Service Coordinator (SC) supervisory status report provides the Commonwealth SC supervisory role a holistic view of survey progress/statuses. An additional report was developed to summarize remediation actions that are taken by service coordinators to address areas needing attention as noted by SC supervisors. This report can also be provided as supporting evidence to CMS.

A new filter for the date the incident report was filed is available in the Events by Individual Detail Report and the Events by Site/Provider report. Previously the only way to track incidents was by the date the incident occurred

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Implementation of the Home and Community Based Waiver Programs

A new module, Participation Allocation Management (PAM) is now in use by DDS staff for compliance with DDS' 3 home and community based waiver programs for adults (Residential Support Waiver, Community Living Waiver and the Adult Support Waiver) that were implemented July 1, 2010. This module consolidates enrollment and financial data and provides robust enrollment, budget, and expenditure management tools.

The HCSIS training environment is available for Provider agencies to train staff on the HCSIS system in the convenience of their own agency computer lab. A provider agency staff person must attend a half-day "Train the Trainer" training with DDS. Once that requirement is fulfilled, the training environment may be reserved as needed. Please contact the DDS Service Desk for more details.

TRAINING MATERIALS explaining the new HEALTH CARE RECORD process are available through the "HCSIS" link at <http://mass.gov/dds>.

OTHER available materials:

- Incident Management GUIDELINES*
- *Incident Management CATEGORIES & DEFINITIONS*
- *Incident Management INDIVIDUAL & SITE BASED INCIDENT REPORTS and INSTRUCTIONS*
- *Incident Management CATEGORY CHANGES SUMMARY*
- *HCSIS QUICK GUIDES*
- *HCSIS FREQUENTLY ASKED QUESTIONS*

OTHER CONTACTS for assistance:

- *AGENCY HCSIS LEAD*
- *AREA OFFICE*
- *REGIONAL HCSIS LEAD*
- *DDS CUSTOMER SERVICE DESK 866-367-8163*

REMEMBER:

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