

# HCSIS Alert!

Department of Developmental Services

ISSUE #42: March 7, 2012

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## *Enhancement Release*

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

### *March 7, 2012 HCSIS ENHANCEMENT RELEASE Version 4.3*

#### *Reports- Provider and DDS staff*

A Major/Minor filter was added to the Provider Filing Process Management Screen. This allows users to focus on major incidents that require submission or finalization by the Provider agency.

An Event Status filter was added to the Events by Site/Provider report. This allows users to choose to view only open or closed events for a particular provider agency.

The following changes were made to the Dashboard Report:

- (1) A defect was fixed so that the MOR and Restraint Counts will now include events that occurred on the last day of the report date range.
- (2) The calculation for the Open Items section of the report has been modified to use calendar days rather than business days. This will align the report with the Guidelines for incident report submission.

#### *Health Care Record - Provider staff*

The ability to designate an Emergency Contact as the primary contact was added to the Health Care Record. This information will now be displayed on the HCR Printable Summary, HCR Printable form, HCR condensed printable form.

#### *Enhancements to assist with compliance with Home and Community Based Waiver Programs Assurances – DDS staff*

All newly created events in HCSIS will display the individual's waiver program enrollment that was active when the Incident/MOR/Restraint/Investigation report is filed.

A modification to the Health and Welfare Waiver Assurance Report for Investigations was made so that the following summary totals reflect the individual's waiver program enrollment on the investigation report:

- Protective Service Reviews
- Categories of Abuse

The following changes were made to the SC Supervisory Tool:

- (1) The Dashboard is now organized by ISP Date
- (2) The ability to access previous years surveys was added to the Dashboard
- (3) A defect was fixed which should eliminate the system error messages that were occurring when an SC Supervisor attempted to access a survey that had a cancelled program enrollment.

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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. The PAM module is currently undergoing revisions for July 2012 which will better enable DDS staff to manage individual service budgets and monitor waiver program and service limits. The following enhancements have been made as a result of user feedback:

Enrollment screen will document invalid services so that this screen can be crosschecked with the Service Enrollment error report.

Service Enrollment error report updates include the implementation of a service exclusion list which will greatly reduce the number of errors appearing on the report.

New Reference tab includes information on Waiver Service Limits and PAM FAQs.

### *Death Reporting REMINDER to AREA OFFICE / FACILITY STAFF:*

**DDS Death Reporting Protocol (DRP) requires that a death report be submitted via HCSIS within 24 hours of the Area or Facility Office becoming aware of the death, regardless of the death certificate being received.**

*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