



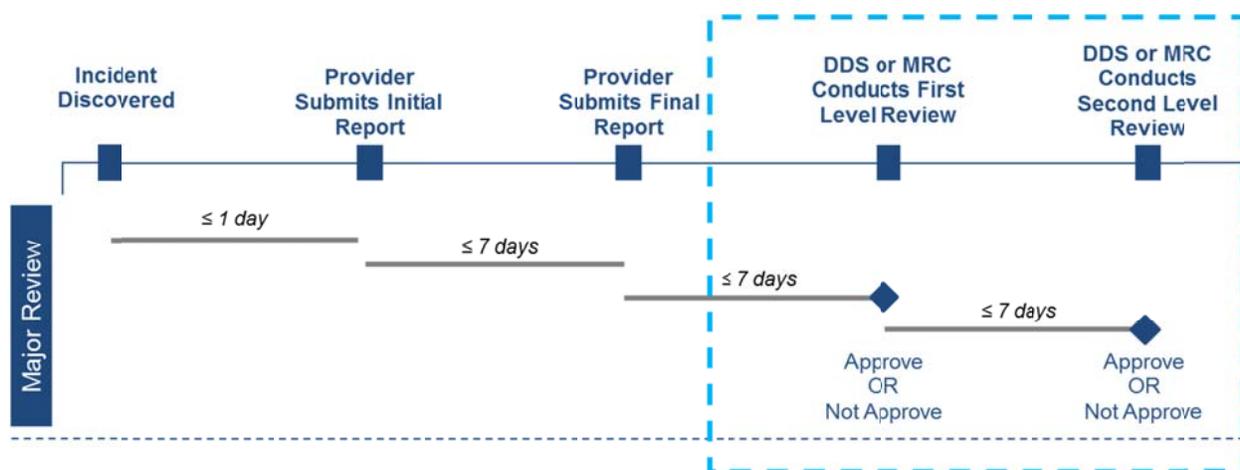
Additional Functionality

This section will cover additional functionalities available to end users within the Incident Management Module. In particular, this section will cover Creating Action Steps Follow Up, managing workload with Process Management screens, and using the Help features.

Scenario: Creating Action Steps Follow Up

Scenario Description:

- An incident has been finalized
- Action steps for the incident have been created
- The user would like to create an Action Steps Follow Up plan



Roles and Responsibilities:

- **MRC Case Manager:** Create Action Steps Follow Up for individuals in their caseload
- **MRC Case Manager Supervisor:** Create Action Steps Follow Up for individuals in their caseload
- **MRC Central Office Oversight:** Create Action Steps Follow Up for individuals in their caseload
- **DDS ABI/MFP Service Coordinator:** Create Action Steps Follow Up for individuals in their caseload

First Steps:

- The user logs into HCSIS
- The user selects the Quality Management Module
- The user selects the Incident Management sub-module

Scenario Steps:

- 1) Select Event Data Entry



AdvocatesInc, Test Alerts ADVOCATES INC (Provider/State Op) Help Exit HCSIS

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HOME QM PAM ISP ADMIN TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Menu Selection

Please Select a Menu Item

User ID: TESTADVOCATESINC
 You are currently logged in as a user from:
 ADVOCATES INC (Provider/State Op)

2) Search for an individual

Provider, Test Alerts ALTERNATIVE SUPPORTS INC (Provider/State Op) Help Exit HCSIS

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 Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Event Data Entry > Search

Individual/Event Search Criteria

Last Name: First Name:

SSN: Event ID:

From Date (MM/DD/YYYY): To Date (MM/DD/YYYY):

For Site Level Incidents, enter a date range and click the Search button.

User ID: TESTPROVIDER
 You are currently logged in as a user from:
 ALTERNATIVE SUPPORTS INC (Provider/State Op)

3) Select an individual in order to view their individual event history
 a. Select the individual

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 Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Event Data Entry > Search

Individual/Event Search Criteria

Last Name: First Name:

SSN: Event ID:

From Date (MM/DD/YYYY): To Date (MM/DD/YYYY):

For Site Level Incidents, enter a date range and click the Search button.

Search: Show 10 entries

Name	SSN	DOB	Gender	Race	State Agency	Area Office
WALKER, BETTY	XXX-XX-0781	12/16/1979	Female		DDS	South Coastal
WALKER, HELEN	XXX-XX-4325	08/12/1955	Female	CAUCASIAN	DDS	Middlesex West
WALKER, JESSICA	XXX-XX-5064	05/20/1960	Male		DDS	South Coastal
WALKER, JESSICA	XXX-XX-3937	04/23/1953	Male		DDS	Greater Boston
WALKER, JESSICA	XXX-XX-0956	08/16/1964	Female		DDS	Brockton
WALKER, KIMBERLY	XXX-XX-6278	08/29/1979	Male		DDS	Worcester
WALKER, KIMBERLY	XXX-XX-5007	11/06/1963	Female		DDS	Middlesex West
WALKER, KIMBERLY	XXX-XX-4127	12/19/1986	Female		DDS	South Coastal
WALKER, KIMBERLY	XXX-XX-4974	07/23/1959	Male	CAUCASIAN	DDS	Middlesex West
WALKER, KIMBERLY	XXX-XX-1754	10/03/1970	Male	CAUCASIAN	DDS	Middlesex West

Showing 1 to 10 of 54 entries First Previous 1 2 3 4 5 Next Last

b. View the Individual's Event History



AdvocatesInc, Test Alerts ADVOCATES INC (Provider/State Op) Help Exit HCSIS

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help
 QM > IM > Event Data Entry > Search

Individual/Event Search Criteria

Last Name: First Name:

SSN: Event ID:

From Date (MM/DD/YYYY): To Date (MM/DD/YYYY):

For Site Level Incidents, enter a date range and click the Search button.

Individual Information Name: WALKERTESTSUBGRP, JASON SSN: XXX-XX-2 DOB: 12/30/1987 Gender: State Agency: MRC Area Office:

Search: Show 10 entries

Event ID	Event Date	Primary Nature	Secondary Nature	Event Status	Area Office	Filing Agency
239174	02/10/2014	Unexpected Hospital Visit	E.R. Visit	Open		DELTA PROJECTS
238351	01/15/2014	Theft	Alleged Perpetrator	Closed		DELTA PROJECTS
238294	01/13/2014	Theft	Alleged Perpetrator	Closed		DELTA PROJECTS
238272	01/13/2014	Suicide Attempt	Repeat Attempt	Closed		DELTA PROJECTS
238273	01/12/2014	Theft	Alleged Perpetrator	Open		DELTA PROJECTS
239241				Open		DELTA PROJECTS
239099				Open		DELTA PROJECTS
239015				Open		DELTA PROJECTS

4) View Incident Switchboard

After selecting the individual event from the Individual’s Event History, the incident switchboard will be displayed. At this point, the event has been submitted, finalized, and approved. To move to the next step, select “Create” under Action Steps Follow Up.

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help
 QM > IM > Event Data Entry > Switch Board

Search

[Incident Notification Printable Summary](#)
[Printable Incident Summary](#)
[Incident Report Download \(PDF\)](#)
[Incident Report Download \(RTF\)](#)

Individual Information Name: WALKERTESTSUBGRPA, JASON SSN: XXX-XX-6 DOB: 1/3/1970 Gender: State Agency: MRC Area Office:

Incident Information Incident ID: 239038 Incident Date: 2/1/2012 Primary Incident Nature: Unexpected/Suspicious Death
 Filing Agency Name: ADVOCATES INC

Incident Management Documents

Provider Incident Report
 Created: 02/05/2014; Submitted: 02/05/2014; Finalized: 02/05/2014; State Agency Approval: Approved

Incident Report Review
 Created: 02/05/2014; Finalized: 02/05/2014; Second level Approval: Approved

Secondary Incident Report Review
 Created: 02/05/2014; Finalized-Approved: 02/05/2014

Action Steps Follow-up



5) Create Action Steps Follow Up

Input any action steps, responsible parties, target or actual completion date of action step, and add any additional comments.

[Mrcco, Test](#) | [Alerts](#) | [MRC Central Office \(Central Office Entity\)](#) | [Help](#) | [Exit HCSIS](#)

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[HCR](#) | [IM](#) | [Death Reporting](#) | [NCI](#) | [Investigations](#) | [Reports](#)
[Event Data Entry](#) | [Restricted Access](#) | [Report Extension](#) | [Provider Filing Process Mgt.](#) | [State Agency Review Process Mgt.](#) | [Help](#)
[QM](#) > [IM](#) > [Event Data Entry](#) >

Individual Information	Name: WALKERTESTSUBGRPA, JASON	SSN: XXX-XX-6	DOB: 1/3/1970	Gender:	State Agency: MRC	Area Office:
Incident Information	Incident ID: 239038	Incident Date: 2/1/2012	Primary Incident Nature: Unexpected/Suspicious Death			

Action Step:	Targeted Completion Date:	Responsible Party (Name and/or Position):
<input checked="" type="radio"/> dsa		
<input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>		

Action Steps Follow-up: Corrective Action in Response to the Incident
 Describe each corrective action step that has been or will be taken in response to the incident and/or the investigation including modifications to the individual's plan:

Are there action steps for this incident? * Yes ▾

Action Step (list each action individually): dsa

Targeted Completion Date (MM/DD/YYYY):

Responsible Party (Name and/or Position):

Was the action completed as recommended? * ▾

Other comments, if applicable:

Completion Date (MM/DD/YYYY):

Finalized By: -

Finalized Date: -

Input any actions steps, the responsible party, when the action step was completed by or is targeted to be completed by and any additional comments.

6) Finalize Action Steps Follow Up by selecting "Finalize" at the bottom of the screen



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MRC Central Office (Central Office Entity) | Help | Exit HCSIS

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Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Event Data Entry >

Individual Information	Name: WALKERTESTSUBGRPA, JASON	SSN: XXX-XX-6	DOB: 1/3/1970	Gender:	State Agency: MRC	Area Office:
Incident Information	Incident ID: 239038	Incident Date: 2/1/2012	Primary Incident Nature: Unexpected/Suspicious Death			

Action Step:	Targeted Completion Date:	Responsible Party (Name and/or Position):
dsa		

Action Steps Follow-up: Corrective Action in Response to the Incident

Describe each corrective action step that has been or will be taken in response to the incident and/or the investigation including modifications to the individual's plan:

Are there action steps for this incident? Yes

Action Step (list each action individually):

dsa

Targeted Completion Date (MM/DD/YYYY):

Responsible Party (Name and/or Position):

Was the action completed as recommended?

Other comments, if applicable:

Completion Date (MM/DD/YYYY):

Finalized By:

Finalized Date:



Next Steps

After finalizing the Action Steps, you will be brought back to the Event Switchboard. Action Steps Follow Up should be listed as “Created” and “Finalized”

From here you will be able to:

- Review other documents related to the incident
- Print or download the Incident Reports and Summary

[Incident Notification Printable Summary](#)
[Printable Incident Summary](#)
[Incident Report Download \(PDF\)](#)
[Incident Report Download \(RTF\)](#)

on	Name: WALKERTESTSUBGRPA, JASON	SSN: XXX-XX-6	DOB: 1/3/1970	Gender:	State A
n	Incident ID: 239038	Incident Date: 2/1/2012	Primary Incident Nature: Unexpected		

Filing Agency Name: ADVOCATES INC

Incident Management Documents

Provider Incident Report
Created: 02/05/2014; Submitted: 02/14/2014; Finalized: 02/05/2014; State Agency Approval: Approved

Incident Report Review
Created: 02/05/2014; Finalized: 02/05/2014; Second level Approval: Approved

Secondary Incident Report Review
Created: 02/05/2014; Finalized-Approved: 02/05/2014

Action Steps Follow-up
Created: 02/14/2014; Finalized: 02/14/2014



Alerts in HCSIS

Alerts are a great workload management tool for Incident Management and HCSIS. Alerts are messages that are stored within the system providing the user with pertinent updates. Please keep in mind that alerts can only be accessed via the system and therefore will not be sent to users via email.

Scenario: Viewing Alerts in HCSIS

Roles and Responsibilities

- The following users can view and manage alerts:
 - Providers (all roles)
 - Case Managers
 - Case Manager Supervisors
 - MRC Central Office
 - Service Coordinators
 - Service Coordinator Supervisors
 - DDS Central Office
- Users with the oversight roles will not receive Incident Management alerts

First Steps

- 1) The user logs into HCSIS via the Virtual Gateway

Scenario Steps

- 1) Navigate to the alerts screen

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Mass.gov Home Help

ALERTS

Welcome to HCSIS
The Home and Community Services Information System



This application is designed to be the primary quality management system for agencies under the Executive Office of Health and Human Services.

If you need assistance please contact Customer Services at 1-866-367-8163 | Guidance: Get Guidance at <http://mass.gov/dds> -under 'Key Initiatives' select the HCSIS link

HCSIS News

March 21, 2013 HCSIS / PAM ENHANCEMENT RELEASE
Version 5.4
Health Care Record



2) View alerts

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Reports | Alerts | Misc | IM Utilities | DPPC | Data Extracts | DR Utilities | IN Utilities | MT Utilities | SC Supervisory Tool

Pending Alerts
Tools > Alerts > Pending Alerts > Pending Alerts

Please be aware alerts will be automatically deleted depending on the alert message (between 7 to 60 days). Consult the Process Management screens and Reports to manage all outstanding tasks.

ALERT SEARCH CRITERIA

Subject:

Module: Recipient User:

Your search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	03/10/2014	Hotline MOR MAP Review Marked Not-Approved and Finalized	Hotline MOR MAP Review Marked Not-Approved and Finalized : Individual Name: BALOGMANTESTSUBGRPA, TEST; Event ID: 238572; Incident Date: 01/23/2014; Incident Time: 03:30 AM; Human Services Coordinator Name: CW, SC.
<input type="checkbox"/>	03/06/2014	Incident has been Submitted	Oversight entities are alerted an Initial Report for an Incident has been Submitted : Individual Name: WALKERTESTSUBGRPA, JASON; Waiver Enrollment: Money Follows the Person - Community Living; State Agency: MRC; Event ID: 240108; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Emergency Psychiatric Services

All alerts generated by all modules will be shown on the initial alerts page. Alerts can be addressed by clicking on the hyperlink within the alert message. Note that alerts have different lifespans depending on the module or action that has generated the alert. For Incident Management, alerts related to the submission and finalization of an incident have a lifespan of 21 days, whereas all other alerts have a lifespan of 7 days. Alerts can also be manually deleted using the check box next to the alert date as alerts are not automatically deleted once the action has been completed.

3) Sort alerts

Alerts can be searched:



Incident Management Training Participant Guide

ALERT SEARCH CRITERIA

Subject:

Module:

Recipient User:

Reset Search

Search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Message
<input checked="" type="checkbox"/>	03/11/2014	Case Manager has not approved an Incident Report: Individual Name: WALKERTESTSUBGRPB, JASON; Waiver Enrollment: Acquired Brain Injury - Non-Residential; State Agency: MRC; Event ID: 240297; Primary Nature: Significant Behavioral Incident; Secondary Nature: Not Involving a Physical Altercation; Incident Date: 03/10/2014; Incident Time: 01:30 AM; Case Manager: NR, CM.
<input type="checkbox"/>	03/10/2014	Hotline MOR MAP Review Marked Not-Approved and Finalized: Individual Name: BALOGMANTESTSUBGRPA, TEST; Event ID: 238572; Incident Date: 01/23/2014; Incident Time: 03:30 AM; Human Services Coordinator Name: CW, SC.

Alerts can be filtered by subject:

ALERT SEARCH CRITERIA

Subject:

Module:

Search:

Select	Date of Alert	Alert Message
<input checked="" type="checkbox"/>	03/17/2014	An Incident Report previously marked as Agency not providing services at the time of the incident has been changed to indicate that the Agency was pro...
<input type="checkbox"/>	03/17/2014	An Incident has been closed
<input type="checkbox"/>	03/17/2014	An Incident has been escalated

Alerts can be filtered by module:



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Reports | Alerts | Misc | IM Utilities | DPPC | Data Extracts | DR Utilities | IN Utilities | MF Utilities | SC Supervisory Tool

Pending Alerts
Tools > Alerts > Pending Alerts > Pending Alerts

Please be aware alerts will be automatically deleted depending on the alert message (between 7 to 60 days). Consult the Process Management screens and Reports to manage all outstanding tasks.

ALERT SEARCH CRITERIA

Subject:

Module:
 Budget Management
 Death Reporting
 Enhanced Security
 Health Care Record
 Incident Management
 Individual Supports Plan
 Investigations
 Medication Occurrence Reporting
 Restraint Management
 Tools

Recipient User:

Search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Message
<input type="checkbox"/>	03/11/2014	Case Manager has not approved an Incident Report Individual Name: WALKERTESTSUBGRPB, JASON; Waiver Enrollment: Acquired Brain Injury - Non-Residential; State Agency: MRC; Event ID: 240297; Primary Nature: Significant Behavioral Incident; Secondary Nature: Not Involving a Physical Altercation; Incident Date: 03/10/2014; Incident Time: 01:30 AM; Case Manager: NR, CM.
<input type="checkbox"/>	03/10/2014	Hotline MOR MAP Review Marked Not-Approved and Finalized Individual Name: BALOGMANTESTSUBGRPA, TEST; Event ID: 238572; Incident Date: 01/23/2014; Incident Time: 03:30 AM; Human Services Coordinator Name: CW, SC.

Alerts can be manually deleted:

<input type="checkbox"/>	01/30/2014	An incident has been marked for escalation by the Case Manager	An incident has been marked for escalation by the Case Manager: Individual Name: DUCKTESTSUBGRPG, DAISY; Waiver Enrollment: MFP Non Residential; State Agency: MRC; Event ID: 237674; Primary Nature: Transportation Accident; Secondary Nature: Motor Vehicle Accident; Incident Date: 12/26/2013; Incident Time: 02:00 AM; Case Manager: NR, CM.
<input type="checkbox"/>	01/30/2014	Case Manager has approved a Major Incident	Case Manager has approved a Major Incident: Individual Name: DUCKTESTSUBGRPG, DAISY; Waiver Enrollment: MFP Non Residential; State Agency: MRC; Event ID: 237674; Primary Nature: Transportation Accident; Secondary Nature: Motor Vehicle Accident; Incident Date: 12/26/2013; Incident Time: 02:00 AM; Case Manager: NR, CM.
<input checked="" type="checkbox"/>	01/30/2014	An incident has been marked for escalation by the Case Manager	An incident has been marked for escalation by the Case Manager: Individual Name: MCGONAGALLTEST, MINERVA; Waiver Enrollment: ABI Non Residential; State Agency: MRC; Event ID: 238821; Primary Nature: Significant Behavioral Incident; Secondary Nature: Not Involving a Physical Altercation; Incident Date: 01/17/2014; Incident Time: 04:00 AM; Case Manager: NR, CM.
<input checked="" type="checkbox"/>	01/30/2014	Case Manager has approved a Major Incident	Case Manager has approved a Major Incident: Individual Name: MCGONAGALLTEST, MINERVA; Waiver Enrollment: ABI Non Residential; State Agency: MRC; Event ID: 238821; Primary Nature: Significant Behavioral Incident; Secondary Nature: Not Involving a Physical Altercation; Incident Date: 01/17/2014; Incident Time: 04:00 AM; Case Manager: NR, CM.
<input checked="" type="checkbox"/>	01/30/2014	Case Manager has approved a Major Incident	Case Manager has approved a Major Incident: Individual Name: DUCKTESTSUBGRPA, DAISY; Waiver Enrollment: MFP Non Residential; State Agency: MRC; Event ID: 238527; Primary Nature: Suicide Attempt; Secondary Nature: Repeat Attempt; Incident Date: 01/21/2014; Incident Time: 06:00 AM; Case Manager: NR, CM.
<input checked="" type="checkbox"/>	01/30/2014	An Incident has been closed	An Incident has been closed: Individual Name: DUCKTESTSUBGRPA, DAISY; Waiver Enrollment: MFP Non Residential; State Agency: MRC; Event ID: 238697; Primary Nature: Missing Person; Secondary Nature: Law Enforcement Not Contacted; Incident Date: 01/12/2014; Incident Time: 05:00 AM; Case Manager: NR, CM.; Categories Changed by Area Office?: No

Showing 1 to 10 of 100 entries

First Previous 1 2 3 4 5 Next Last

Searching, filtering and deleting alerts allow the user to focus on the alerts that are most relevant to his or her caseload at the time.



Process Management Screens

There are two process management tools available for DDS staff, MRC staff and provider agencies. They are as follows:

- **Provider Filing Process Management:** Displays the status and action required for incidents relative to the status of the incident from the perspective of the user who filed the incident report.
- **State Agency Review Process Management:** Displays the status and action required for incidents relative to the State Agency (DDS or MRC) Review Process.

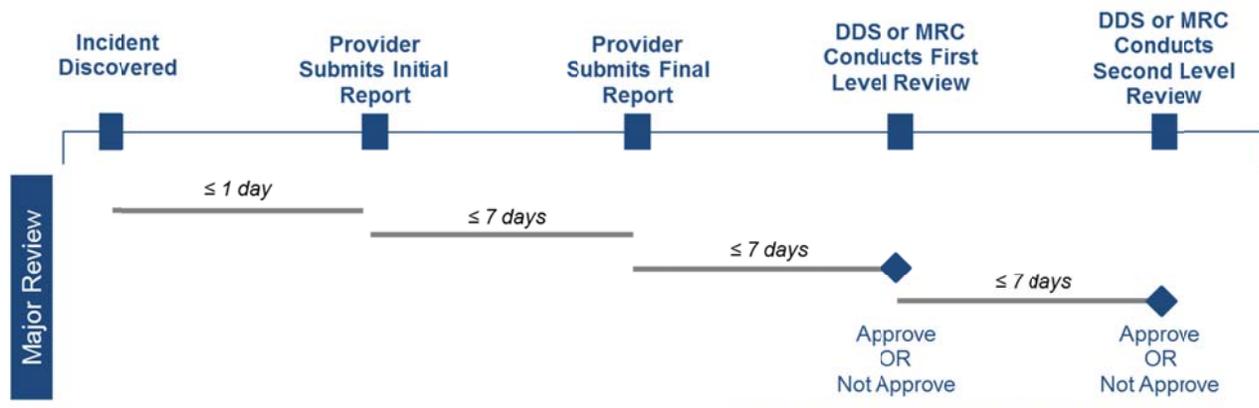
These tools can be used for workload management as they present high-level information for all events in one area of the system. When using the process management screens to manage caseload, keep in mind:

- The tools are refreshed overnight and do NOT contain the data entered throughout the current business day
- Once an event has been closed, it will be removed from the process management screens
- Consider printing the screen(s) upon logging into HCSIS to view, prioritize and address items within the caseload

Scenario: Managing Workload with Provider Filing Process Management

Scenario Description:

- Providers and Staff would like to manage their incidents via the Provider Filing Process Management Screen
- This may occur at any point in time when the user has access to the Incident Management module.





Roles and Responsibilities:

The following actors have access to this function:

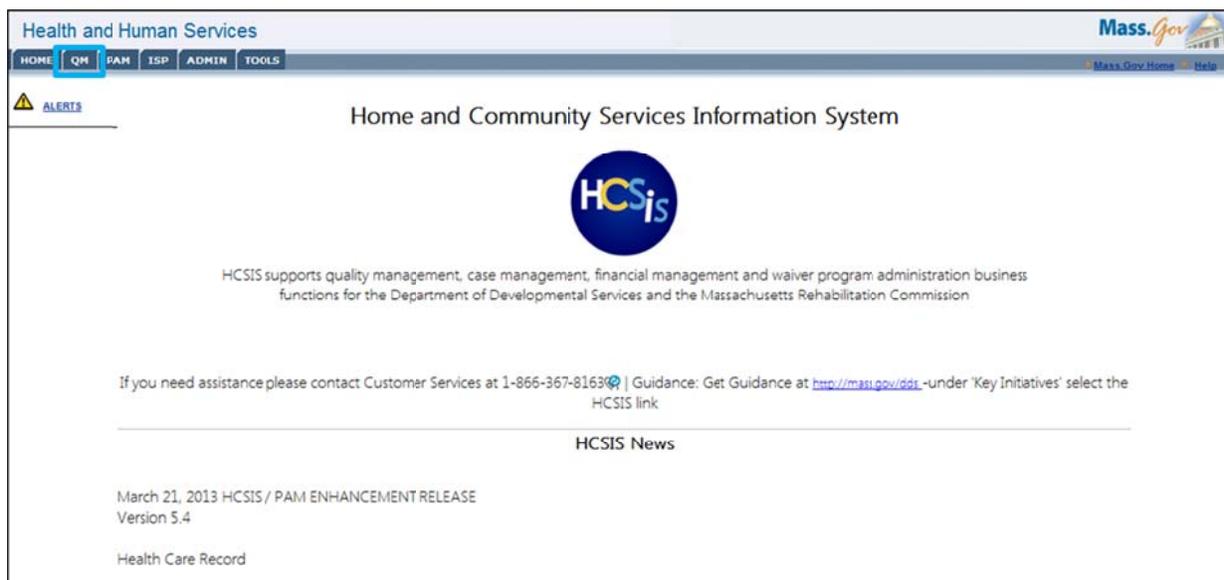
- All-Individuals Oversight User
- DDS Central Office User
- MRC Central Office User
- Regional Office User
- Case Manager Supervisor
- Area Office User
- Service Coordinator Supervisor
- Service Coordinator
- Case Manager
- Provider

First Steps:

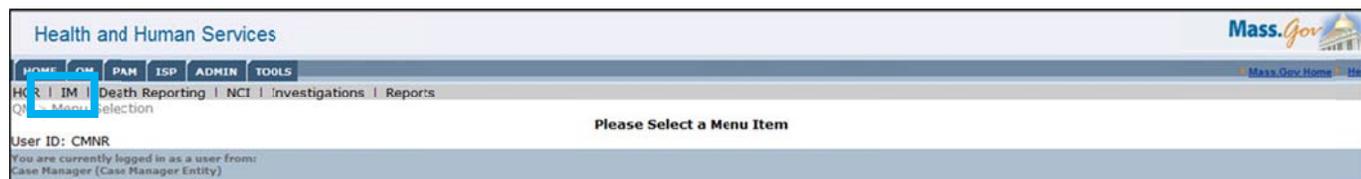
- The user logs into HCSIS

Scenario Steps:

1) Log into HCSIS and select the QM module



2) Select the IM module





3) Select Provider Filing Process Management

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | **Provider Filing Process Mgt.** | State Agency Review Process Mgt. | Help

QM > IM > Menu Selection

Please Select a Menu Item

User ID: CMNR
 You are currently logged in as a user from:
 Case Manager (Case Manager Entity)

4) Search for events by entering the “to” and “from” dates. Click “Search”

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HOME QM PAM ISP ADMIN TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Provider Filing Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): 01/01/2014 To Date (MM/DD/YYYY): 01/31/2014

State Agency: [Dropdown] Waiver Enrollment: [Click to select items from list]

Major/Minor: [Dropdown]

[Search] [Reset]

User ID: CMNR
 You are currently logged in as a user from:
 Case Manager (Case Manager Entity)

5) View search results

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Provider Filing Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): 01/01/2014 To Date (MM/DD/YYYY): 01/31/2014

State Agency: [Dropdown] Waiver Enrollment: [Click to select items from list]

Major/Minor: [Dropdown]

[Search] [Reset]

Search: [Input] Show 10 entries

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Next Milestone	Major Minor	Provider	Site	Area Office	SC/CM	State Agency	Waiver Enrollment
237838	BARTESTSUBGRPA, TEST	01/01/2014	Unexpected/Suspicious Death	Accidental	Initial Report - Submitted 01/02/2014	Finalize Incident Report	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living
237914	BARTESTSUBGRPA, TEST	01/01/2014	Property Damage	Alleged Victim	Initial Report - Submitted 01/03/2014	Finalize Incident Report	Minor	MRC Central office			NR, CM	MRC	Money Follows the Person - Community Living
237945	WARNOCKGRAPERTESTSUBGRPA ISP	01/01/2014	Unexpected Hospital Visit	E.R. Visit	Incident Report - Not Approved	Re-finalize Incident Report	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living

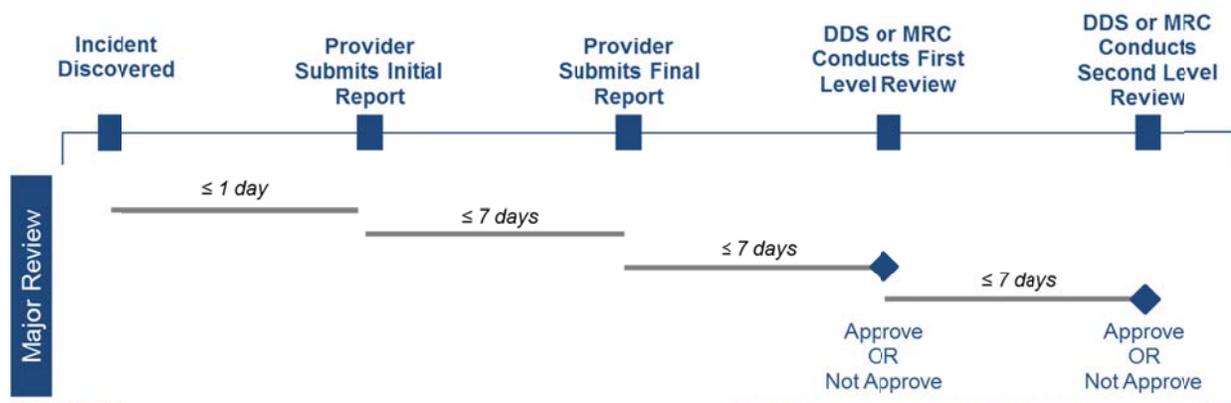


The provider filing process management screen displays the current status for all incidents that the user has access to. There are several key columns that can help the user easily identify next steps for an incident that enable caseload management. Specifically, the “Recent Milestone” and “Next Milestone” display the recent actions and next steps associated with the incident. Similar to all other search results screens in the Incident Management module, the results can be sorted by any of the columns and there is an additional search feature that allows the user to search within the existing search results. The screenshot above is from a Case Manager, who can see incidents for all individuals within their caseload.

Scenario: Managing Workload with State Agency Review Process Management

Scenario Description:

- Providers and staff would like to manage their incidents via the State Agency Review Process Management Screen
- This may occur at any point in time when the user has access to the Incident Management module



Roles and Responsibilities:

The following actors have access to this function:

- All-Individuals Oversight User
- DDS Central Office User
- MRC Central Office User
- Regional Office User
- Case Manager Supervisor
- Area Office User
- Service Coordinator Supervisor
- Service Coordinator
- Case Manager
- Provider

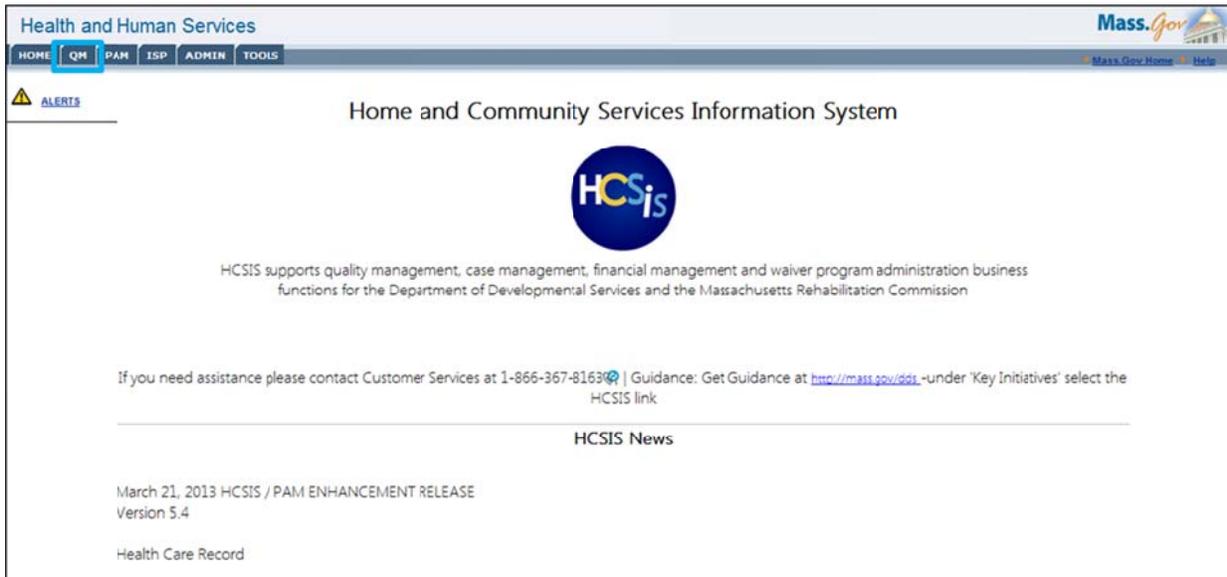
First Steps:

- The user logs into HCSIS

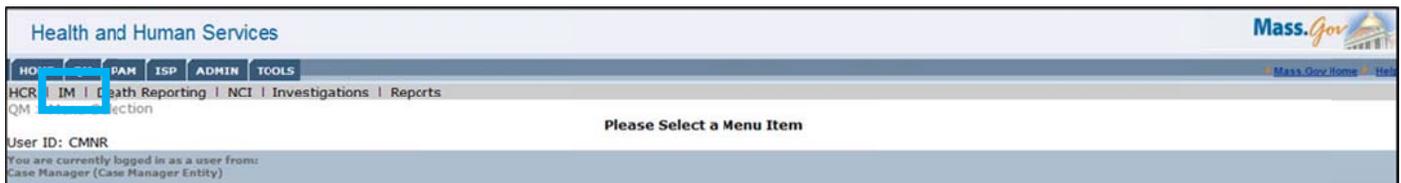


Scenario Steps:

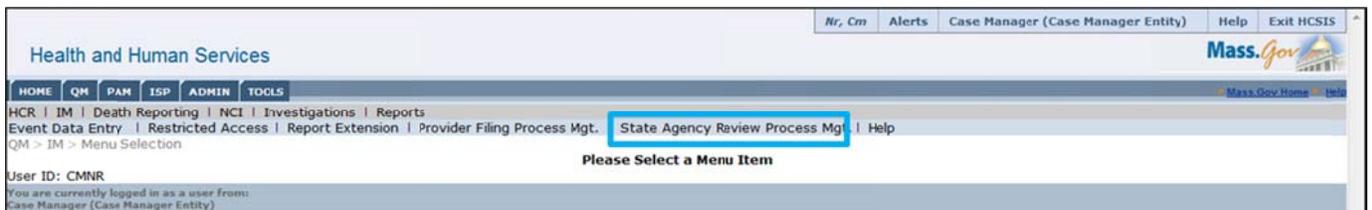
1) Log into HCSIS and select the QM module



2) Select the IM module



3) Select State Agency Review Process Management





4) Search for events by entering the “to” and “from” dates. Click “Search”

Health and Human Services Nr, Cm Alerts Case Manager (Case Manager Entity) Help Exit HCSIS

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HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help
 QM > IM > State Agency Review Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): 01/01/2014 To Date (MM/DD/YYYY): 01/31/2014

State Agency: Waiver Enrollment:

Incident Report Review Status: Major/Minor:

User ID: CMNR
 You are currently logged in as a user from:
 Case Manager (Case Manager Entity)

5) View search results

Health and Human Services Nr, Cm Alerts Case Manager (Case Manager Entity) Help Exit HCSIS

HOME QM PAM ISP ADMIN TOOLS Mass.gov Home Help

HCR | IM | Death Reporting | NCI | Investigations | Reports
 Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help
 QM > IM > State Agency Review Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): 01/01/2014 To Date (MM/DD/YYYY): 01/31/2014

State Agency: Waiver Enrollment:

Incident Report Review Status: Major/Minor:

Search: Show 10 entries

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Next Milestone	Major Minor	Provider	Site	Area Office	SC/CM	State Agency	Waiver Enrollment
237841	BARTESTSUBGRPA, TEST	01/01/2014	Unexpected Hospital Visit	Medical Hospitalization	Final Report - Finalized	Finalize Incident Report Review	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living
237852	BARTESTSUBGRPA, TEST	01/01/2014	Suicide Attempt	First Known Attempt	Final Report - Finalized	Finalize Incident Report Review	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living



Health and Human Services

HOME | QM | PAM | TSP | ADMIN | TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports

Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Provider Filing Process Management > Search

Event Search Criteria

From Date (MM/DD/YYYY): 01/01/2014 To Date (MM/DD/YYYY): 01/31/2014

State Agency: Waiver Enrollment: Click to select items from list

Major/Minor:

Search Reset

Search: Show 10 entries

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Next Milestone	Major Minor	Provider	Site	Area Office	SC/CM	State Agency	Waiver Enrollment
237838	BARTESTSUBGRPA, TEST	01/01/2014	Unexpected/Suspicious Death	Accidental	Initial Report - Submitted 01/02/2014	Finalize Incident Report	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living
237914	BARTESTSUBGRPA, TEST	01/01/2014	Property Damage	Alleged Victim	Initial Report - Submitted 01/03/2014	Finalize Incident Report	Minor	MRC Central office			NR, CM	MRC	Money Follows the Person - Community Living
237945	WARNOCKGRAPERTESTSUBGRPA, ISP	01/01/2014	Unexpected Hospital Visit	E.R. Visit	Incident Report - Not Approved	Re-finalize Incident Report	Major	Case Manager			NR, CM	MRC	Money Follows the Person - Community Living

The state agency review process management screen displays the current status for all incidents that the user has access to. There are several key columns that can help the user easily identify next steps for an incident that enable caseload management. Specifically, the “Recent Milestone” and “Next Milestone” display the recent actions and next steps associated with the incident. Similar to all other search results screens in the Incident Management module, the results can be sorted by any of the columns and there is an additional search feature that allows the user to search within the existing search results. The screenshot above is from a Case Manager, who can see incidents for all individuals within their caseload.



HCSIS Reports

Reports are an additional way to view and monitor events that are recorded in HCSIS. These reports will capture trends in events for an individual, site or agency and can be a useful analysis tool. There are various reports for Incident Management, but the reports displayed in the system will vary based on the user's role.

Scenario: Viewing Reports in HCSIS

Roles and Responsibilities

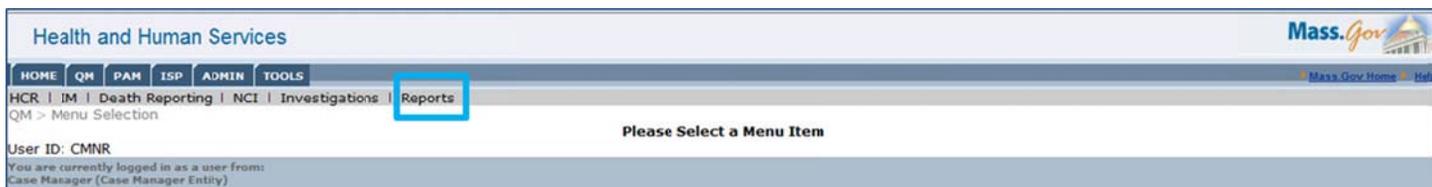
- The following users have access to Reports:
 - Providers (all roles)
 - Case Managers
 - Case Manager Supervisors
 - MRC Central Office
 - Service Coordinators
 - Service Coordinator Supervisors
 - DDS Regional Office
 - DDS Central Office

First Steps

- 1) The user logs into HCSIS via the Virtual Gateway
- 2) Select the QM tab

Scenario Steps

- 1) Navigate to the Reports screen



- 2) Expand list of reports



Click the “+” accordion control to access the full list of reports that can be requested.

- 3) Select a report to view



HOME QM PAM ISP ADMIN TOOLS Mass.Gov Home Help

Reports | Alerts | Misc | IM Utilities | DPPC | Data Extracts | DR Utilities | IN Utilities | MT Utilities | SC Supervisory Tool
 Reports Inbox | Waiver Assurances
 Tools > Reports > Reports Request > Reports Request

Reports List	
+ Health Care Record	
- Incident Management	
Reports	Description
Aging Incident Detail	Provides detailed information about incident reports that have been filed during a specified period of time but have not been completed or reviewed within the allotted time frames.
Aging Incident Summary Report	Provides list of incident reports sorted by provider for which the Initial Report and/or the Final Report have not been completed within the allotted timeframe.
Deleted Events Report	Provides detailed information regarding each deleted event, including when it was deleted and who made the deletion.
Event Counts	Provides summary data on the number of events per month broken down by primary and secondary category within a specified date range. Includes site level incidents.
Event Counts Detail By Provider	Summarizes event counts as the Event Counts Report currently does, but it is sorted by provider. Includes site level incidents.
Events By Individual Detail Report	Provides a complete list of events grouped by individual during a specified period of time.
Events By Site/Provider	Provides a complete list of events grouped by provider and site during a specified period of time.
Incidents By Case Status	This report provides a status summary for incident reports entered in HCSIS. Displays summary totals and percentages by month and yearly quarter for open and closed incidents at each review level.

4) Complete report request fields

Health and Human Services Mass.gov

HOME QM PAM ISP ADMIN TOOLS Mass.Gov Home Help

Reports | Alerts | Misc | IM Utilities | DPPC | Data Extracts | DR Utilities | IN Utilities | MT Utilities | SC Supervisory Tool
 Reports Inbox | Waiver Assurances
 Tools > Reports > Reports Request > Reports Request

AGING INCIDENT SUMMARY REPORT

Date of Event - From (MM/DD/YYYY): *

Date of Event - To (MM/DD/YYYY): *

State and Waiver Programs:

Provider:

Site:

Area Office:

Site:

Region:

State Agency/Provider Reported Incidents:

Service Coordinator/ Case Manager:

Event Category:

Does the individual have an acquired brain injury?:

Unauthorized use of drugs or alcohol?:

Suicide threat or ideation?:

Non-compliance with medical directives?:

5) Print or save the report

Choose one of three formats to export the report to before clicking "View Report."



State Agency/Provider Reported Incidents:

Event Category:

Event Status:

Ingestion of a non-food substance:

Optional Field 1:

Optional Field 2:

Optional Field 3:

Optional Field 4:

Does the individual have an acquired brain injury?:

Unauthorized use of drugs or alcohol?:

Suicide threat or ideation?:

Non-compliance with medications or medical directives?:

Sort By:

Report Format:

- Adobe Acrobat (PDF)
- Rich Text Format
- Plain Text

[Click here for Description or Changes to Incident Categories](#)

[Get Acrobat Reader](#)

The report will open in a separate window in the format selected.

238828	01/01/2014	01:00 AM	Central Office Created		Major	Suicide Attempt	First Known Attempt		OPEN	
238949	02/01/2014	12:30 AM	SC/CM Created		Major	Transportation Accident	Pedestrian		OPEN	
238974	02/03/2014	12:00 AM	ADVOCATES INC		Minor	Theft	Alleged Victim		OPEN	
239022	02/01/2014	01:00 AM	SC/CM Created		Major	Unexpected/Suspicious Death	Accidental		OPEN	
239057	02/01/2014	12:00 AM	ADVOCATES INC		Minor	Unexpected Hospital Visit	Psychiatric Hospitalization	Emergency Relocation	OPEN	
Individual Total:			42 Events							
Individual's Name:			BARTESTSUBGRPC, TEST							
Event ID	Event Date	Event Time	Filing Agency	Site Location of Incident	Responsible Site	Major/Minor Designation	Primary Nature	Secondary Nature	Reason for Hospital Visit	Status
238491	01/20/2014	10:10 AM	ADVOCATES INC			Major	Unexpected/Suspicious Death	Accidental		OPEN

The above screenshot is an example of a report that has been exported to a PDF.



Incident Management Help Features

There are several resources, including reference documents, forms, and quick guides, posted within the Incident Management module. These documents are helpful tools that enable users to complete and review incident reports within HCSIS. Help features are available to all Incident Management module users at any point in time. For users who are familiar with the Incident Management module, the IM Reference page consolidates the reference documents that were previously distributed throughout the module in one central location.

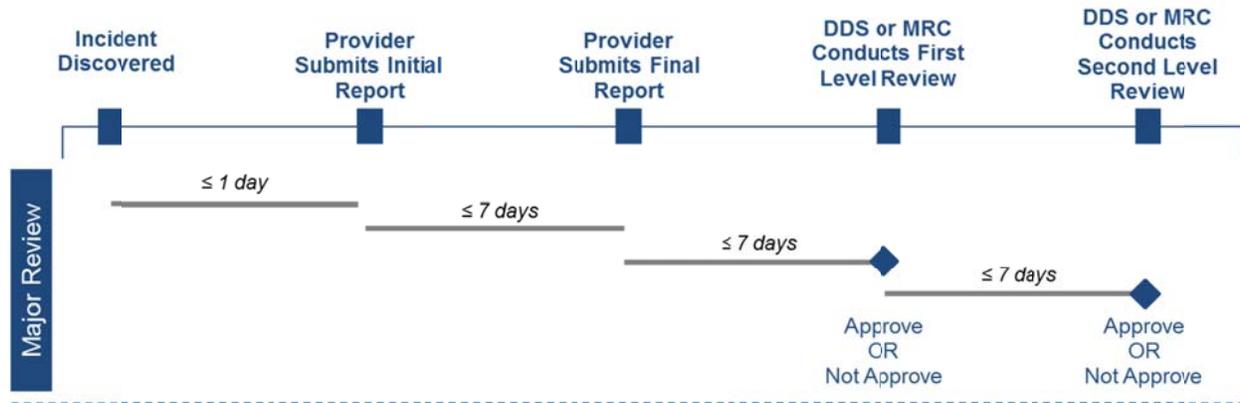
The IM Reference page is a single location in which all forms, reference and help documents relative to Incident Management are consolidated for easy viewing. The page is accessible to all users with access to the Incident Management sub-module. This chart shows all of the documents that are on the help page and how they are categorized.

IM Reference Page		
Documents and Forms	Reference and Instruction	Quick Guides
<ul style="list-style-type: none"> • Categories • Incident Changes Chart • Incident Report • Incident Report: Site-Based • Autism Waiver Incident Report 	<ul style="list-style-type: none"> • Autism Waiver Instructions for Incident Report • Guidelines • Incident Fact Sheet • HCSIS Decision Tree • Instructions for Incident Report • Instructions for site-based Incident Report • Autism Waiver Overview and Guidelines User Guide • Autism Waiver Incident Management Guidelines • Timeline Cheat Sheet 	<ul style="list-style-type: none"> • AOMR Quick Guide • Filing an Extension • ROMR Quick Guide • Autism Waiver AOMR Quick Guide • IM Filing and Review Process Quick Guide • IM Submitting the Initial Report Quick Guide • IM Completing the Final Report Quick Guide

Scenario: Viewing the Help Features

Description:

- This scenario will cover the process of navigating to the help feature
- This is relevant to all users in the Incident Management Module and will be available at all points in the Incident Management process



Roles and Responsibilities:

The following actors have access to this function:

- All-Individuals Oversight User
- DDS Central Office User
- MRC Central Office User
- Regional Office User
- Case Manager Supervisor
- Area Office User
- Service Coordinator Supervisor
- Service Coordinator
- Case Manager
- Provider

First Steps:

- The user logs into HCSIS

Scenario Steps:

- 1) Log into HCSIS and select the QM module



Health and Human Services

HOME QM PAM ISP ADMIN TOOLS

Mass.gov

ALERTS

Home and Community Services Information System

HCSIS supports quality management, case management, financial management and waiver program administration business functions for the Department of Developmental Services and the Massachusetts Rehabilitation Commission

If you need assistance please contact Customer Services at 1-866-367-8163 | Guidance: Get Guidance at <http://mass.gov/ddsl> -under 'Key Initiatives' select the HCSIS link

HCSIS News

March 21, 2013 HCSIS / PAM ENHANCEMENT RELEASE
Version 5.4

Health Care Record

2) Select the IM module

Health and Human Services

HOME QM PAM ISP ADMIN TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports

QM > Menu Selection

User ID: CMNR

You are currently logged in as a user from:
Case Manager (Case Manager Entity)

Please Select a Menu Item

3) Once the Incident Management module is open, you will notice a navigation bar on the top right of the page. Select "Help". Below "Help" a link will appear that says "IM Reference". Select this link to navigate to the reference page

Health and Human Services

Mrccc, Test Alerts MRC Central Office (Central Office Entity) Help Exit HCSIS

IM Reference

HOME QM PAM ISP ADMIN TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports

Event Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | State Agency Review Process Mgt. | Help

QM > IM > Menu Selection

User ID: TESTMRCCO

You are currently logged in as a user from:
MRC Central Office (Central Office Entity)

Please Select a Menu Item



4) Access the documents on the Help page

The screenshot shows the HCSIS Help page interface. At the top, there are navigation tabs: HOME, OM, PAR, ISP, ADMIN, and TOOLS. Below these are various menu items including HCR, IM, Death Reporting, NCI, Investigations, Reports, Event Data Entry, Restricted Access, Report Extension, Provider Filing Process Mgt., and State Agency Review Process Mgt. The main content area is divided into three columns:

- Document and Forms:**
 - Categories
 - Incident changes chart
 - Incident Report
 - Incident Report: Site-Based
 - Autism Waiver Incident Report
- Reference and Instruction:**
 - Autism Waiver Instructions for Incident Report
 - Guidelines
 - Incident Fact sheet
 - HCSIS Decision tree
 - Instructions for Incident Report
 - Instructions for site-based Incident Report
 - Autism Waiver Overview and Guidelines User Guide
 - Autism Waiver Incident Management Guidelines
 - Timeline Cheat Sheet
- Quick Guides:**
 - AOMR Quick Guide
 - Filing an Extension
 - ROMR Quick Guide
 - Autism Waiver AOMR Quick Guide
 - IM Filing and Review Process Quick Guide
 - IM Submitting the Initial Report Quick Guide
 - IM Completing the Final Report Quick Guide

At the bottom of the page, there is a contact information line: "Please contact the DDS Help Desk at dds.customerservices@state.ma.us or (866) 367-8163 with comments or questions." Below this, the user ID is listed as "TESTMRCCO" and it notes the user is logged in as "MRC Central Office (Central Office Entity)".

The documents available to you on the Help page within the Incident Management module can also be found at the DDS HCSIS website: <http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/provider-support/home-and-community-services-info/>.



Next Steps

The Incident Management module will be accessible starting **April 14, 2014**. This will impact incidents submitted after that date. Further information on the Incident Management module can be found on the Department of Developmental Services under “Home and Community Services Information System (HCSIS)”.

The screenshot shows the official website of the Executive Office of Health and Human Services (EOHHS). The page is titled "Health and Human Services" and includes a search bar and navigation tabs for various services like "Health Care & Insurance", "Consumer", "Licensing", "Provider", "Researcher", and "Government Agencies". The breadcrumb trail indicates the path: Home > Consumer > Disability Services > Services by Type of Disability > Intellectual Disability > DDS Providers > Home and Community Services Information System (HCSIS) > Incident Management. The main heading is "Incident Management", with sub-sections for "Paper Incident Reporting Process" and "Incident Management Documents".

Incidents submitted prior to go-live will be completed with the current paper based process. The incident report can be accessed via the DDS website: <http://www.mass.gov/eohhs/docs/dmr/hcsis/hcsis-incident-report.pdf>. The information is categorized into the same sections as those on the online report.

Commonwealth of Massachusetts - Department of Developmental Services
Incident Report - INITIAL REPORT

(* = MANDATORY FIELD) 106211013

Initial Report: Individual Information

***(1)** Individual: First Name _____ Last Name _____

***(2)** Individual's Service Coordinator: _____

***(3A)** Is the individual subject to a Day Level II or Level III Behavior Plan? Yes No

***(3B)** Is the individual subject to a Res. Level II or Level III Behavior Plan? Yes No

***(4)** Home Address: _____

(4A) Street (4B) City (4C) State

Initial Report: Filing Agency Information

***(5)** Filing Agency: _____

***(6)** Staff filling out Paper Incident Report: _____

(7) Staff Responsible for Incident Follow-up: _____

Initial Report: Incident Classification



For questions, please contact the DDS Help Desk.

- By phone: 1-866-367-8163
- By email: dds.customerservices@state.ma.us
- Hours of operation: 7AM – 7PM M-F

Filename: A4B1FF3
Directory: C:\Users\Hernande\AppData\Local\Microsoft\Windows\Temporary
Internet Files\Content.MSO
Template: C:\Users\Hernande\AppData\Roaming\Microsoft\Templates\Norm
al.dotm
Title:
Subject:
Author: D'ascanio, Lauren Nicole
Keywords:
Comments:
Creation Date: 5/7/2014 9:07:00 AM
Change Number: 2
Last Saved On: 5/7/2014 9:07:00 AM
Last Saved By: Victor Hernandez
Total Editing Time: 3 Minutes
Last Printed On: 5/7/2014 9:21:00 AM
As of Last Complete Printing
Number of Pages: 26
Number of Words: 1,880 (approx.)
Number of Characters: 10,716 (approx.)