

HCSIS Alert!

Department of
Mental Retardation

ISSUE #24: October 5, 2007
Page 1 of 2

Enhancement Release

Contact the Help Desk with any
questions: 866-367-8163

October HCSIS Enhancement Release October 4, 2007

This month's release includes enhancements for all modules of HCSIS, including improvements to the Switchboard and and the Review Process Management Screen. In addition, we have made available for editing incidents that are over a year old. There will no longer be a cap on the amount of time the system allows to complete an incident report or review.

INVESTIGATIONS

Only items that are relevant to the disposition of the case and that are completed will be displayed on the Notices Menu (Decision Letter, Investigation Report, etc).

Documents that were inadvertently finalized can now be unfinalized on demand. Please continue to submit your requests to the Help Desk.

Alerts will no longer be deleted when another user views the Alert. An Alert will now only be deleted when viewed by the user or when they expire.

A more descriptive name will now appear on the Disposition Letter and Process Management Screen for a Clients At Case (i.e., Clients At 1 Main Street).

The link between HCSIS and IPS has been fixed for Clients At Cases, so that the Individual Clients names will be reflected in IPS once the change is made in HCSIS.

HEALTH CARE RECORD

The 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 filtered by service code, provider, service coordinator, area office, or regional office.

The report has 4 statuses to more accurately reflect HCR completion:

Overdue -HCR not completed 10 days in advance of ISP.

Due - HCR due in 30 days or less.

On Target - HCR completed within 30 days in advance of ISP, but no less than 10 days.

N/A - HCR not due within next 30 days, or HCR not required due to no ISP.

Guidelines for HCR completion are as follows:

A HCR snapshot must be completed for an individual receiving residential supports. This must be done at least 10 days prior to, but no more than 30 days prior to the upcoming ISP date. An HCR (snapshot not necessarily required) must be completed for other individuals receiving an ISP at least 10 days prior to, but no more than 30 days prior to the upcoming ISP date.

ADMINISTRATION

The Help Desk will now have the capability to inactivate a user, which will allow Provider Local Admins to filter out closed accounts when reviewing user access.

HCSIS Alert!

Department of
Mental Retardation

ISSUE #23: July 20, 2007
Page 2 of 2

Enhancement Release

Contact the Help Desk with any
questions: 866-367-8163

INCIDENT MANAGEMENT

A condensed printable download of the Incident Report is available for distribution to guardians and families. The following enhancements address ongoing concerns about correct categorization and escalation of incidents, and should improve the quality and consistency of data that DMR is collecting:

When escalating an incident from minor to major, the Area Office is prompted to confirm that the incident meets the criteria for expanded review.

The Area Office now has the capability to change an incident categorization that they determine was inaccurately chosen by the provider. The Area Office should contact the provider prior to finalization of the Area Office review to discuss the change in category. The provider should call the Regional Office if they have further concerns. An alert that includes information about the category change will be sent to the provider upon finalization of the Area Office Review.

The Regional Office now has the capability to de-escalate an incident to minor status that was previously categorized as minor and escalated to major by the Area Office. In order to de-escalate, the Regional Office must determine that the incident does not require an extended review, and requires an Area Office review only.

Tips:

SCREEN NAVIGATION: When creating or editing a document link on the switchboard, you can navigate back to the switchboard by clicking on Event Data Entry. This works for all modules, and allows the user to continue to work on documents within an event without having to use the Search Criteria screen over and over again.

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