

# HCSIS Alert!

## *Enhancement Release*

Department of Developmental Services

ISSUE #33: September 17, 2009

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Contact the Customer Service  
Desk with any questions:  
866-367-8163

### *September 17, 2009 HCSIS ENHANCEMENT RELEASE*

#### *Version 3.5*

The Department of Mental Retardation (DMR) has changed their name to the Department of Developmental Services (DDS). All instances of the Department name have been updated in the HCSIS system.

#### ***ALL MODULES*** (For Provider and DDS staff)

*The Online Help links have been updated with complete instructions for data entry. Just click on the link in the upper right hand corner of the HCSIS screen.*

#### ***REPORTS*** (For Provider and DDS staff)

Many reports have been updated. They include:

- Addition filter for Optional fields (providers only) on Incident reports
- Optionally Reportable Events (OREs) will not appear on reports when “Incidents Only” is selected.
- Deactivated sites will now appear in the Sites filter on the Events by Site/Provider report.
- The area office HCR read only role will now have access to the HCR Snapshot report.
- The consumer name and SSN filters have been removed from the Event Counts and Events Counts Detail by Provider reports.
- A Reports guide with detailed documentation is now available. It can be found with the other training materials at <http://mass.gov/dds> - under 'Key Initiatives'. Select the HCSIS link

#### ***REPORTS TRAINING*** (For DDS Area Office management staff)

- Trainings for DDS Area Office Management staff will begin in October. The training will focus on the Dashboard report and related reports that provide more detailed information. More details will come via Regional Directors.

#### ***INCIDENT MANAGEMENT*** (For Provider and DDS staff)

- The Incident Management switchboard has added text to reflect which documents are the responsibility of the provider. For example:
- “Incident Report” will now read “Provider Incident Report”. This will be done for all other Incident Report documents and the MOR and Restraint documents as well.
- The prompt “Is there an injury?” has been reworded to “Is there an injury to the individual?”. This will clarify that that the question is only concerned with whether the individual has been injured and does not apply if staff or someone else is injured.

#### ***DEATH REPORTING*** (For DDS staff)

- The question “Was death unexpected?” has been removed from the Notifications screen. This will be addressed during the Mortality review if necessary.

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### *REMINDERS and TIPS* (For Provider and DDS staff)

- Incident Management Area Office Management Review: Service Coordinators and Service Coordinator Supervisors access to enter information in the Area Office Management Review has been changed so that they can enter data in the Comments field only after finalization of the incident report for minor incidents. They still have access to enter Comments for major incidents.
- If a provider agency is using Enhanced Security and an individual is not assigned to a security group, the user will not be able to view the individual. Individuals new to the agency and individuals who have moved to another site need to have their site location updated by the provider agency's Enhanced Security Manager.
- Provider agencies are responsible for completing the HCR snapshot for individuals in residential services on a yearly basis, 10 to 30 days prior to the ISP. The HCR should be done no more than 30 days prior to the ISP, to ensure accurate up to date information. The HCR is available to Service Coordinators after the snapshot is taken.

### *UPCOMING CHANGE for DECEMBER Enhancement Release*

The HCR process will be simplified to be more user friendly. The HCR workflow will be similar to Incident management. Updated HCRs will appear in HCSIS as "In Progress"; those HCRs with a snapshot will appear as "Finalized". The phrase "Snapshot" will no longer be used. A list of finalized HCRs will appear after searching for an individual. A switchboard similar to that of Incident Management will document the status (In Progress, Finalized) of the latest HCR.

### *WHERE TO GET GUIDANCE*

At <http://mass.gov/dds> 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*

- *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