

HCSIS Alert!

Department of Developmental Services

ISSUE #34: December 17, 2009

Page 1 of 2

Enhancement Release

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

December 17, 2009 HCSIS ENHANCEMENT RELEASE

Version 3.6

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.

Health Care Record

The process for creating and editing Health Care records has been improved to be more user friendly. The redesigned process is modeled after the existing design for Incident Management. The new User Guide for HCR will be posted on the DDS website by end of week. Please contact the Help Desk for a copy. Note the following changes:

- The initial HCR Search screen will list all open and closed HCRs for the selected individual, and allow the user to create a new HCR.
- The list of finalized HCRs will allow the user to see HCRs that have been saved and finalized on a given date.
- Clicking on an open HCR will allow the user to update and finalize the HCR.
- Clicking on the "Create new HCR Button" will allow the user to create a new HCR.
- A new HCR switchboard screen provides access to data entry screens.
- The HCR data entry screens have not changed, with the exception of the Snapshot screen, which is now called the "Verification and Finalization" screen.
- Access to the HCR remains the same, with two types of user access:
 - Data entry only
 - Data entry and finalize
- An Alert will be sent to remind the residential provider that the HCR should be created and finalized 30 days prior to the upcoming ISP date.
- All HCR and Dashboard reports have been updated to align with the new business process.
- HCRs that already have a snapshot will be considered finalized.

Please refer to the following chart for a summary of changes:

<i>OLD HCR Process</i>	<i>NEW HCR Process</i>
Update HCR	Create new HCR or In Progress HCR
Snapshot	Finalize
Update/Snapshot listing	HCR ID listing with Open/Closed status
Update Log	Switchboard
Snapshot Screen	Verification and Finalization Screen
No Alert to remind Providers of upcoming ISP	New Alert to remind Providers of upcoming ISP

HCSIS Alert!

Department of
Developmental Services

ISSUE #34: December 17, 2009
Page 2 of 2

Enhancement Release

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

REPORTS

- A new filter has been added to the following reports. This filter will allow the user to run reports that list only those incidents where the provider was responsible for supervision at the time of the incident:
 - o Event Counts
 - o Event Counts Detail by Provider
 - o Events by Individual Detail
 - o Events by Site/Provider

INVESTIGATIONS

- A modification to the system has been made so that the "Create Action Plan" link is available based on the disposition. If the disposition requires a Decision Letter, the link should only be available after the Decision letter is issued.
- Human Rights Coordinators now have the ability to execute/view the Action Plan/Resolution Notice from the Notices List.

DEATH REPORTING

- A new Alert will remind provider agencies to create any outstanding incident reports for an individual when a death report has been submitted.

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