

HCSIS Alert!

HCSIS Enhancement Release

Department of Developmental Services

ISSUE #48: June 21, 2013

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

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UPDATE on Incident Management Category Changes

Statewide Trainings to explain changes to the incident management categories were held in the first two weeks of June for Provider and Area office staff. Documentation of these changes as well as updated guides will be available through the HCSIS link on the DDS website on June 25, 2013.

INCIDENT MANAGEMENT MODULE ENHANCEMENTS:

- **Changes were made to the following two incident categories:**

Physical Altercation and Significant Behavioral Incidents.

The category Physical Altercation was renamed to Victim of Physical Altercation. All other types of Physical Altercations were moved to the category of Significant Behavioral Incidents. Based on this new categorization, category names have been changed for previously created incidents in these categories.

- **Three new prompts were added to the Incident Reports for Significant Behavioral Incidents Involving a Physical Altercation.**
- **A new contributing factor “Failure to accurately obtain or receive a telephone order” was added to the Medication Occurrence Report.**

Following are other clarifications to categories:

- **Clarification on Site Based Incident Reports**

*Site based incidents can not to be used for one individual only. An individual incident report must be completed.

*Site based incidents cannot be used if there is any injury, illness or potential illness. For example, ingestion of a non-edible item can never be a site based incident.

- **Clarification on Other incidents**

*Confirm event meets threshold of reportable incident.

*Confirm there is not an existing incident category that fits the events.

- **Clarification on Hospital Visits incidents**

*Any event that involves going to the hospital must be classified as “hospital visit” with the appropriate secondary category.

*The reason for the hospital visit, such as a significant behavioral incident, must always be completed.

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- **Clarification of Escalation of incident from minor to major**

- *Any incident with police involvement in any capacity should be escalated to major.
- *Any incident involving ingestion of a non-edible should be escalated to major.
- *Any incident of “fire” started by an individual should be escalated to major.
- *Incidents that occur in the community and have the potential to negatively impact the individual or program or involve a serious injury to an individual should be escalated to major.
- *Hospital visits when the reason for the visit is a significant behavioral incident or physical altercation will be automatically escalated to major.

- **Following category definitions have been expanded:**

- *Significant Behavioral Incident
- *Fire
- *Medical or Psychiatric Intervention not Requiring a Hospital Visit

PLEASE NOTE:

Instructions to fix HCSIS site display problems with Compatibility View for

Internet Explorer 10

An issue has been identified in HCSIS where users are not able to generate HCSIS Reports if they upgrade to IE10. Users on an earlier version of IE do not have this problem. This is caused by a compatibility problem between Internet Explorer and HCSIS, and can happen with other internet sites.

- When a site is incompatible with Internet Explorer, you'll see the *Compatibility View button* in the Address bar.
- Select the *Compatibility View button* on the HCSIS Reports page and then proceed to generate the selected report as you normally do. Also note: Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit; you will not need to select this icon again.

WHERE TO GET HCSIS GUIDANCE (to be posted 6/25/2013)

At <http://mass.gov/dds> through the HCSIS link

New documentation:

- HCSIS Incident Fact sheet
- HCSIS Decision Tree
- HCSIS Incident Changes Chart
- HCSIS Incident Reporting: Changes and Updates June2013

Updated documentation:

- Guidelines
- Categories
- Incident Report