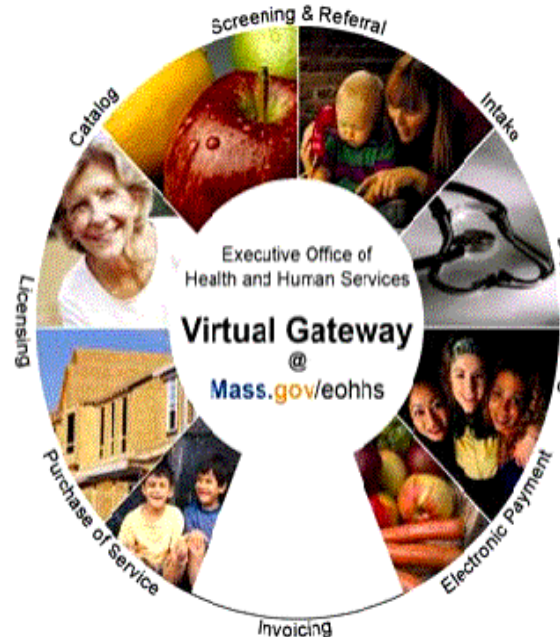




Commonwealth of Massachusetts Executive Office of Health and Human Services

Virtual Gateway



Department of Developmental Services Quality Management Reporting (HCSIS) Overview and Basic Navigation Guide v. 1.0



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Overview

This Introduction and Basic Navigation Guide is intended to provide new users of HCSIS with an introduction to information about basic HCSIS navigation and system modules.

The Department of Developmental Services Quality Management Reporting (HCSIS) is part of the Department of Developmental Services Information System (DD SIS) used by the DDS Staff and Private and State Operated Providers to help monitor the health and safety of the individuals served. HCSIS is a web-based information system that utilizes the Commonwealth Virtual Gateway, which is a central portal for accessing programs and services offered by the Executive Office of Health and Human Services (EOHHS). The Goal of Virtual Gateway is to streamline service access and coordinate service delivery. It serves three important groups:

- Consumers
- Service Providers
- Internal Health and Human Services (HHS) state staff

HCSIS includes the following modules:

User Administration
Enhanced Security Administration
Data Extracts
Incident Management
Medication Occurrence Reporting
Restraint Reporting
Death Reporting
Investigations
Health Care Record
Participation Allocation Management
Service Coordinator Supervisor Tool
National Core Indicators
ISP Assessments



DDS HOME PAGE

For training materials specific to each module, access the DDS Home Page at <http://www.mass.gov/dds>. Click the HCSIS link for detailed help and step-by-step guidance.

The Official Website of the Office of Health and Human Services (EOHHS)

Health and Human Services

Mass.Gov Home State Agencies State Online Services A - Z Subject Index

EOHHS Home For Consumers For Providers For Researchers For Government

PROGRAMS & SERVICES

- Spectrum of Services
- Autism Spectrum Services
- Provider Licensure and Certification
- Contracting and Procurement
- Turning 22

KEY INITIATIVES

- Facilities Restructuring
- Health Promotion and Wellness
- Mobile Worker
- HCSIS**
- Housing
- Provider Data Management (PDM)
- More...


KEY RESOURCES

- Find an Area Office
- Mass. Aging and Disabilities Info Locator (MADIL)
- After Hours Emergency Phone Number (781) 894-3600

Home > Government > Departments and Divisions >

Department of Developmental Services

Welcome from Commissioner Elin M. Howe
(Click for video)



On behalf of all DDS employees, I would like to welcome you to our Website. We hope that the information on this will be helpful to all who use it, whether you are an individual who we support, a family member, a service provider, or just someone interested in learning more about our services.

Celebrating Our Name Change - Department of Developmental Services
(Formerly known as Department of Mental Retardation.)

Mission Statement
The Department is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members.

About the Department
Central Office, Regional Offices and Area Offices, and their areas of responsibility.

Demographic Profiles **PDF**
Population breakdown and residential services in statistical graphics.

SEARCH

Health & Human Services

Search

WHAT'S NEW

- Personal care attendants honored at State House ceremony
- Human service achievement in Urban Youth Collaborative honored
- Autism Waiver Program Renewal Announced
- Twentieth anniversary of Americans with Disabilities Act celebrated
- School Days to Pay Days
- More...

PUBLICATIONS

- QA and Improvement Reports
- HCSIS Alert!
- Autism Spectrum Division Updates
- Regulations and Policies
- Reports and Updates
- Department Updates



After clicking on the HCSIS link you will be brought to a screen listing all modules for which training materials are available to view and download. Click on a module link to access those documents:

Home and Community Services Information System (HCSIS)

Incident Management

Project Overview

Administration / Enhanced Security

Business Process Training

Data Extracts

Death Reporting

Health Care Record

Incident Management

Investigations

Medication Occurrence Report (MOR)

Click on Incident Management to access that module's training materials.



The following is a picture from DDS web page displaying the various Incident Management Documents and QuickGuides. Each module link has similar training materials.

The Official Website of the Office of Health and Human Services (EOHHS)

Health and Human Services

Mass Gov Home State Agencies State Online Services A - Z Subject Index

EOHHS Home For Consumers For Providers For Researchers For Government

Home > Provider > Guidelines and Resources > Guidelines for Services & Planning > Intellectual Disability Support > Home and Community Services Information System (HCSIS) > Incident Management >

Incident Management Documents

- [Autism Waiver Incident Management Guidelines \(RTF\)](#)
- [Autism Waiver Instructions for Incident Report \(RTF\)](#)
- [Autism Waiver Overview and Guidelines User Guide \(RTF\)](#)
- [Categories \(PDF\) | RTF](#)
- [Guidelines \(PDF\) | RTF](#)
- [Incident Report \(PDF\) | RTF](#)
- [Instructions for Incident Report \(PDF\) | RTF](#)
- [Incident Report: Site-Based \(PDF\) | RTF](#)
- [Instructions for Incident Report: Site-Based \(PDF\) | RTF](#)
- [Incident Report Electronic Form \(PDF\) | RTF](#)
- [Incident Management Categories Changes Summary \(PDF\) | RTF](#)
- [Frequently Asked Questions \(RTF\)](#)

Download the printer-friendly PDF to print and complete as a hard-copy.
Or use the Rich-Text Format (RTF) to download onto your computer and complete electronically.

Quick Guides

- [Autism Waiver Area Office Management Review Quick Guide \(RTF\)](#)
- [Area Office Management Review Quick Guide \(RTF\)](#)
- [Filing an extension Quick Guide \(RTF\)](#)
- [Incident Management Filing and Review Process Quick Guide \(RTF\)](#)
- [Incident Management Submitting the Initial Report Quick Guide \(RTF\)](#)
- [Incident Management Completing the Final Report Quick Guide \(RTF\)](#)
- [Regional Office Management Review Quick Guide \(RTF\)](#)

SEARCH

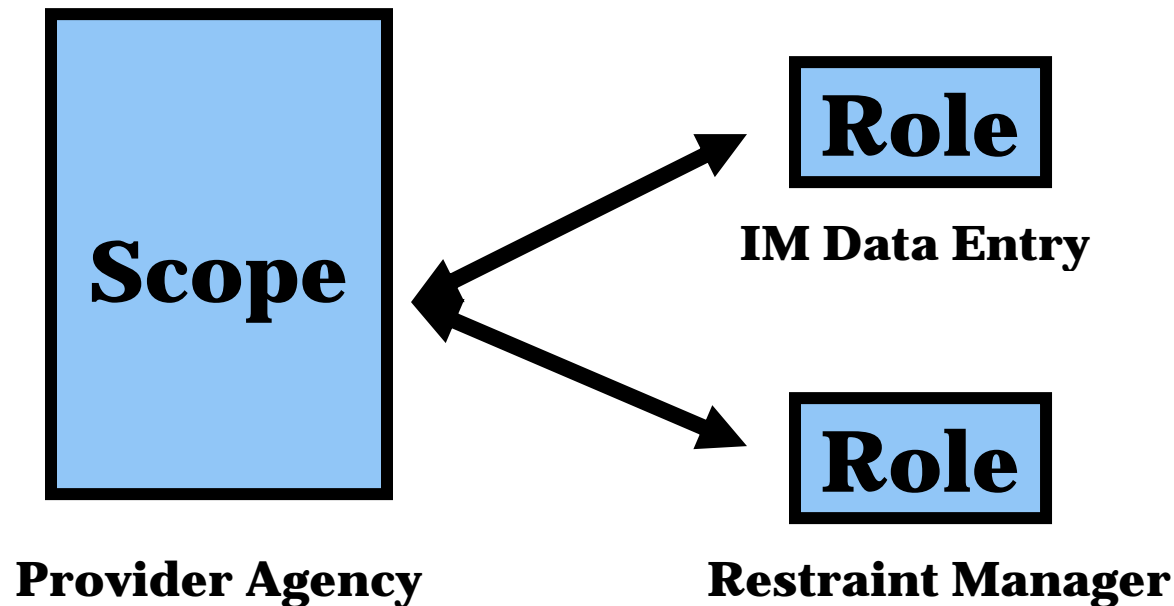
Health & Human Services

Search



HCSIS Access Security

User access is determined by a combination of **scope** and roles. It safeguards personal health information for individuals served by DDS.



Scopes define the individuals that a user can see within the system. Roles designate what information a user can see and activities the user can perform. In this example, a provider staff person with the Restraint Manager role can see all individuals in the providing agency and can data enter and finalize a restraint report. Multiple roles may be assigned to a user. This user also has the Incident Management Data Entry Role, which will allow the user to create an Incident report, a Restraint report, an Optionally Reportable Event and a Medical Occurrence report. This is in addition to the Restraint manger duties.

Enhanced Security is an additional level of Security Access that a provider agency may implement to further limit the scope of their staff people to particular individuals or site locations. For more information, contact your agency's HCSIS Local Administrator.



A Provider Roles Guide is available through the Administration/Enhanced Security link on the DDS website. As an example, following is a description of the role of IM Supervisor.

ROLE NAME	IM Supervisor Role
ROLE DESCRIPTION	This role can finalize incident reports, restraint reports, medication occurrence reports, and optionally reportable events and communicates with the Area Office and Regional Office staff regarding the event.
SCOPE TYPE	Private and State Operated Providers
ROLE MAY APPLY TO	Designated supervisory staff in a provider organization responsible for reviewing and submitting/finalizing incident reports, restraint reports and medication occurrence reports.
KEY ACTIVITIES	<ul style="list-style-type: none"> • Review and submit the Initial Report of the Incident • Review and finalize the Final Report of the Incident • Filing an Incident Report Extension • Restrict access to an Incident Report in HCSIS, if necessary • Review and finalize the Medication Occurrence Report • Review and finalize the Restraint Report • Review and finalize an Optionally Reportable Event • Delete an Optionally Reportable Event • Request and review Management Reports
SYSTEM ACCESS	<p>Incident Reporting</p> <ul style="list-style-type: none"> • Update access to Initial Report and Final Report, and Optionally Reportable Event • Read-only access to the Area & Regional Management Review and Process Management Screens <p>Medication Occurrences</p> <ul style="list-style-type: none"> • Update access to the Medication Occurrence Report • Read-only access to the Regional MAP Review <p>Restraint Reporting</p> <ul style="list-style-type: none"> • Update access to the Restraint Report • Read-only access to the finalized Restraint Manager Review, Area Management Review and finalized HR Committee Review



Login

Login to Virtual Gateway (VG)

HCSIS is accessed through the Virtual Gateway website by opening the Internet and entering the following web address:
<https://gateway.hhs.state.ma.us/authn/login.do>

Enter your Username and Password you have been assigned by the Virtual Gateway. Either you or your provider local administrator should receive an email with a login and temporary password. When logging in, you may be required to change your password and update your user profile. For assistance with logging in, please visit www.mass.gov/vg/loginassistance.

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.Gov

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

Login

[Forgot Password](#)

Virtual Gateway Customer Service


Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)



Login to HCSIS

Select “Developmental Services Quality Management Reporting (HCSIS)” to access HCSIS

Executive Office of Health and Human Services - Virtual Gateway



Welcome

Please select one of the following Business Services:
(Clicking on link will open in a new window.)

- [Catalog of Services](#)
- [Developmental Services Quality Management Reporting \(HCSIS\)](#)

Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Logout

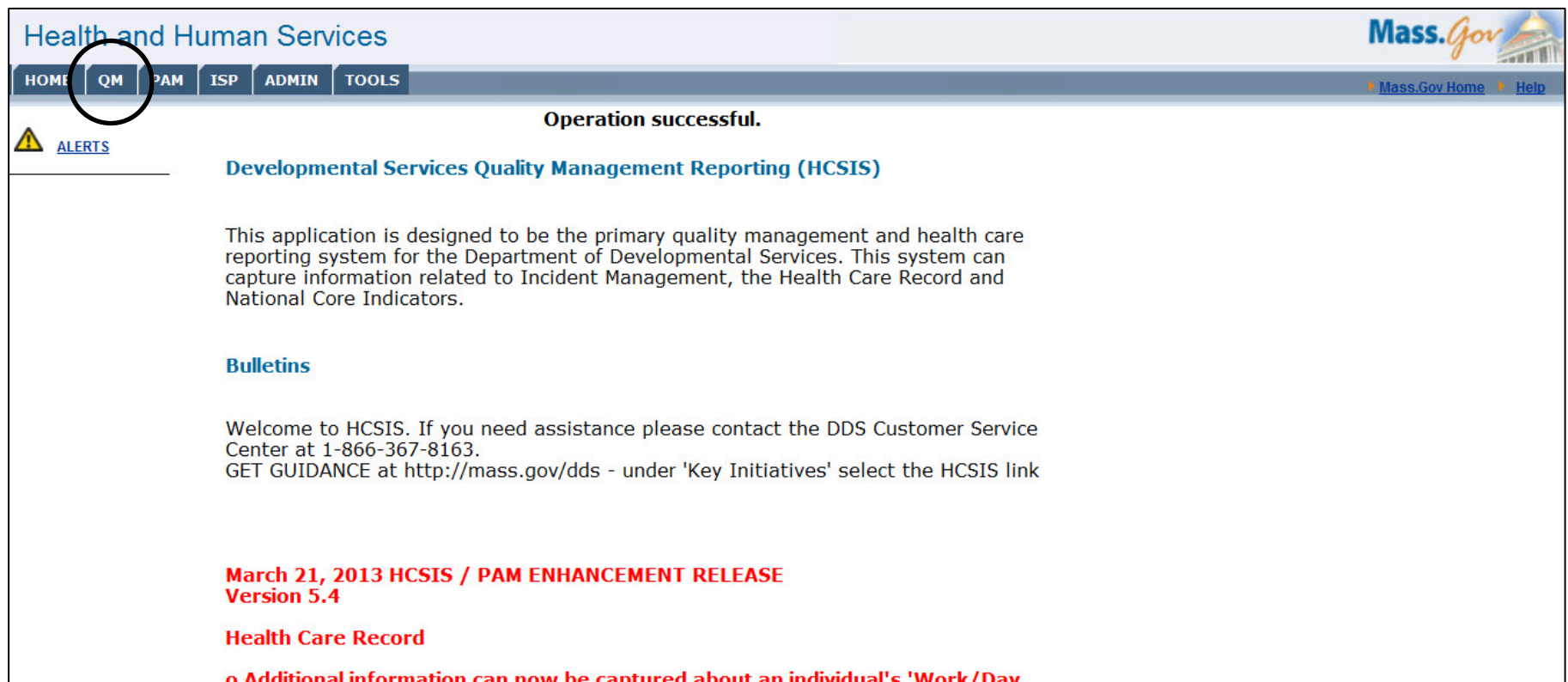
Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)



Navigation

Once logged into HCSIS, you will see the HCSIS Home Page. Select the tab for the appropriate module. Choose **QM** to access the Quality Management module. Additional links such as Alerts are available. Bulletins are posted that show where to get guidance and the most recent enhancements made to the system. Any updates about system availability and maintenance will be posted here.



The screenshot shows the HCSIS Home Page interface. At the top, the header reads "Health and Human Services" on the left and "Mass.gov" on the right. Below the header is a navigation bar with tabs: HOME, QM, PAM, ISP, ADMIN, and TOOLS. The "QM" tab is circled in black. To the right of the tabs are links for "Mass.Gov Home" and "Help". Below the navigation bar, a message states "Operation successful." On the left side, there is a yellow warning icon and a link labeled "ALERTS". The main content area is titled "Developmental Services Quality Management Reporting (HCSIS)". It contains a paragraph describing the application's purpose, a "Bulletins" section with a welcome message and a link to GET GUIDANCE, and a red heading "March 21, 2013 HCSIS / PAM ENHANCEMENT RELEASE Version 5.4". Below this, there is a red heading "Health Care Record" and a red line of text: "o Additional information can now be captured about an individual's 'Work/Day'".



You will then be able to search for Individuals by performing the following tasks:

1. Click on the IM link.
2. Click on the Event Data Entry link.
3. Search by any of the data fields on the screen. In this example, the user has entered the last and first name of the individual.
4. Click on the hyperlink for the individual.

Health and Human Services

1. Click on the IM link.

2. Click on Event Data Entry.

3. Search by entering last name; first name is optional

4. Click on hyperlink to view individual's incident reports

Mass.gov

HOME OM ADMIN

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

Individual/Event Search Criteria

Last Name: doody First Name: howdy
SSN: Event ID:
From Date (MM/DD/YYYY): To Date (MM/DD/YYYY):
Search Reset
For Site Level Incidents, enter a date range and click the Search button.

Name	SSN	DOB	Gender	Race	Area Office
DOODY, HOWDY	XXX-XX-6789	09/07/1980	Male		Brockton



After clicking on the Individual's name, you will be able to view any previously created incident reports and to create a new incident report. Click one of the Event ID hyperlinks to view a previously created incident report.

Incident Management Search - Microsoft Internet Explorer

Address: <https://hcsis-trng.dmr.state.ma.us/hcsis-m4q/m/pgm/imisi.aspx>

Health and Human Services

HOME | QM | ADMIN | TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports
Event Data Entry | Restricted Access | Report Extension | Filing Process Mgt. | Review Process Mgt.
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):

Individual Information Name: WILLIAMS, TIMOTHY SSN: XXX-XX-9999 DOB: 5/12/1971 Gender: Male Area Office: Central Middlesex

Event ID	Event Date	Primary Nature	Secondary Nature	Event Status	Area Office
640				Open	Central Middlesex
618				Open	Central Middlesex
645	04/03/2006	Unplanned Hospital Visit	Medical Hospitalization	Open	Central Middlesex
620	03/10/2006	Medical Treatment Resulting From Injury	None	Open	Central Middlesex
619	03/09/2006	Death	Accidental	Open	Central Middlesex
615	03/01/2006	Death	Accidental	Open	Central Middlesex
607	03/01/2006	Unplanned Hospital Visit	Medical Hospitalization	Open	Central Middlesex

Done

Start | K:\deploy\HCSIS | Department of Mental Health | HHS Portal - Microsoft... | Department of Mental Health | Incident Management... | 10:36 AM



After clicking the Event ID hyperlink, you will see that there are several documents associated with one incident report:

Provider Incident Report
Area Office Management Review
Regional Office Management Review (not shown)
Action Steps

Health and Human Services Mass.gov

HOME QM ADMIN TOOLS Mass.Gov Home Help

HCR | IM | Death Reporting | NCI | Investigations | Reports
Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | DDS Review Process Mgt.
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: TESTGUY, TESTY	SSN: XXX-XX-9999	DOB: 1/1/1960	Gender: Male	Area Office: New Bedford
Incident Information	Incident ID: 6367	Incident Date: 12/7/2010	Primary Incident Nature: Theft		
Filing Agency Name: ALTERNATIVES UNLIMITED INC					

Incident Management Documents

Provider Incident Report
Created: 12/07/2010; Submitted: 12/07/2010; Finalized: 12/07/2010; Area Approval: Approved

Area Office Management Review
Created: 12/07/2010; Finalized-Approved: 12/07/2010

Action Steps Follow-up

Note that the Blue Bar provides high level information about the individual such as Date of Birth, gender, and area office, as well as information about the incident date and primary nature.



Click again on Event Data Entry to be returned to the Search screen with the Individual's name. The system retains the last search criteria entered by the user. Clicking on Create Incident tab will begin a new incident report.

Incident Management Search - Microsoft Internet Explorer

Address: <https://hcsis-qmg.dmr.state.ma.us/hcsis-mq/Inqgn/Inq.asp>

Health and Human Services

HOME | QM | ADMIN | TOOLS

HCR | IM | Death Reporting | NCI | Investigations | Reports
Event Data Entry | Restricted Access | Report Extension | Filing Process Mgt. | Review Process Mgt.
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):

Individual Information Name: WILLIAMS, TIMOTHY SSN: XXX-XX-9999 DOB: 5/12/1971 Gender: Male Area Office: Central Middlesex

Event ID	Event Date	Primary Nature	Secondary Nature	Event Status	Area Office
640				Open	Central Middlesex
618				Open	Central Middlesex
645	04/03/2006	Unplanned Hospital Visit	Medical Hospitalization	Open	Central Middlesex
620	03/10/2006	Medical Treatment Resulting From Injury	None	Open	Central Middlesex
619	03/09/2006	Death	Accidental	Open	Central Middlesex
615	03/01/2006	Death	Accidental	Open	Central Middlesex

Start | K:\deploy\HCSIS | Department of Mental Health | HHS Portal - Microsoft... | Department of Mental Health | Incident Management | 10:36 AM



For instructions about how to enter an incident report or enter data in other modules, access the HCSIS link as described on page 5 to be brought to a screen listing training materials for all modules. Below is the screen displaying the various Incident Management Documents and QuickGuides. Click on the link for entering an Initial Report for instructions. The Guidelines document provides business and policy related information.

The Official Website of the Office of Health and Human Services (EOHHS)

Health and Human Services

Mass Gov Home State Agencies State Online Services A - Z Subject Index

EOHHS Home For Consumers For Providers For Researchers For Government

Home > Provider > Guidelines and Resources > Guidelines for Services & Planning > Intellectual Disability Support > Home and Community Services Information System (HCSIS) > Incident Management >

Incident Management Documents

- [Autism Waiver Incident Management Guidelines \(RTF\)](#)
- [Autism Waiver Instructions for Incident Report \(RTF\)](#)
- [Autism Waiver Overview and Guidelines User Guide \(RTF\)](#)
- [Categories \(PDF\) | RTF](#)
- [Guidelines \(PDF\) | RTF](#)
- [Incident Report \(PDF\) | RTF](#)
- [Instructions for Incident Report \(PDF\) | RTF](#)
- [Incident Report: Site-Based \(PDF\) | RTF](#)
- [Instructions for Incident Report: Site-Based \(PDF\) | RTF](#)
- [Incident Report Electronic Form \(PDF\) | RTF](#)
- [Incident Management Categories Changes Summary \(PDF\) | RTF](#)
- [Frequently Asked Questions \(RTF\)](#)

Download the printer-friendly PDF to print and complete as a hard-copy.
Or use the Rich-Text Format (RTF) to download onto your computer and complete electronically.

Quick Guides

- [Autism Waiver Area Office Management Review Quick Guide \(RTF\)](#)
- [Area Office Management Review Quick Guide \(RTF\)](#)
- [Filing an extension Quick Guide \(RTF\)](#)
- [Incident Management Filing and Review Process Quick Guide \(RTF\)](#)
- [Incident Management Submitting the Initial Report Quick Guide \(RTF\)](#)
- [Incident Management Completing the Final Report Quick Guide \(RTF\)](#)
- [Regional Office Management Review Quick Guide \(RTF\)](#)

SEARCH

Health & Human Services ▼



Managing Workload with Alerts, Process Management Screens and Reports

- **Alerts** will be generated once a report has been filed. The Alert announces that the event is ready for your review.
- **Process Management screens** display what events are still open and where the event is in the process.
- **Management Reports** will show you events both open and closed and provide a historical view of events. Utilizing report filters allows the user to tailor these reports to their specific management needs

Detailed information is available using the following training materials on the DDS Website:

The Incident Management Filing and Review Process Quick Guide provides information on event statuses and next steps which are viewable for each event .

The Reports Guide is organized into sections by HCSIS module. Within each module, the requirements for each report are listed along with vital information for using the report. Descriptions for each report are organized as follows:

- Module
- Report name
- Screen capture of the report screen from HCSIS Report type (online, batch, overnight)
- Report Description: This is a brief description of the information contained in the report.
- Specific documents which are included in the report (i.e., what status a HCSIS document must be in to be included, such as Submitted, Finalized, etc.)
- Report Data: This is a listing of the data columns in the report. If a report is in a different format, e.g., a counts report, the types of counts are listed.
- Report filters, such as any which are mandatory or any which have limits (e.g., a date range may not exceed one year)
- Other available filter criteria for the report, including the possible values for dropdowns

The following sections provide general information about how to use these three different methods for tracking your work.




Managing Workload with Alerts

The Alerts inform you about the status of a particular report filed. From the Home page, click the **Alerts** hyperlink to display all alerts.

Health and Human Services

HOME QM ADMIN TOOLS

 **ALERTS**

[View Alerts](#)

Developmental Services Quality Management Reporting (HCSIS)

This application is designed to be the primary quality management and health care reporting system for the Department of Developmental Services. This system can capture information related to Incident Management, the Health Care Record and National Core Indicators.

Bulletins

**HCSIS ENHANCEMENT RELEASE
OCTOBER 28, 2010**

Welcome to HCSIS. If you need assistance please contact the DDS Customer Service Center at 1-866-367-8163.

GET GUIDANCE at <http://mass.gov/dds> - under 'Key Initiatives' select the HCSIS link

CHANGES RELATED TO IMPLEMENTATION OF THE NEW WAIVER PROGRAMS

The Department of Developmental Services implemented 3 new home and community based waiver programs for adults (Residential Support Waiver, Community Living Waiver and the Adult Support Waiver) as of July 1, 2010. All HCSIS modules were updated in the June 2010 release to support these three new adult waivers programs and additional services. Some additional enhancements have been made in this release:

- 1. Health Care Record module - Provider staff**
The access problem has been resolved so that providers have the ability to create and edit HCRs for individuals receiving the following services:
3798 Individual / Community Supports
6703 Individual Home Supports - Agency With Choice.
- 2. Health Care Record Management reports - Provider and DDS staff**
Changes have been made to the HCR Status and HCR/ISP Planning Reports. The drop-down lists and filters now reflect new service codes that require an HCR. The HCSIS December release will continue to make adjustments to these reports.



The Alerts screen can be thought of as a news flash or headline. It tells you what may be urgent now such as, a major incident, or a death report. They “alert” the user in HCSIS that something has happened that needs attention. After accessing the Alerts page, clicking on the underlined words, or hyperlink of the Alert will take the user to the event (Incident, Medication Occurrence Reporting, etc.).

The user can choose to filter the subject or module for which they want to view alerts. Click on the Subject or Module dropdown to choose.

Health and Human Services Mass.gov

HOME | QM | ADMIN | TOOLS Mass.Gov Home | Help

Reports | Alerts | Misc | IM Utilities | DPPC

Pending Alerts

Tools > Alerts > Pending Alerts > Pending Alerts

Alert Search Criteria

Subject: Recipient User:

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

Page 1 of 2 Go To : Page 1

Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	05/19/2006	An Incident has been closed	<u>An Incident has been closed</u> : Individual Name: BROWNLEE, PARALLEL; Event ID: 988; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 09:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.
<input type="checkbox"/>	05/19/2006	Minor Incident has been Finalized	<u>Oversight entities are alerted an Incident Report for a Minor Incident has been Finalized</u> : Individual Name: BROWNLEE, PARALLEL; Event ID: 988; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 09:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.
<input type="checkbox"/>	05/19/2006	Major Incident has been Finalized	<u>Oversight entities are alerted an Incident Report for a Major Incident has been Finalized</u> : Individual Name: BROWNLEE, PARALLEL; Event ID: 961; Primary Nature: Unexpected Hospital Visit; Secondary Nature: Psychiatric Hospitalization; Incident Date: 05/19/2006; Incident Time: 11:00 AM; Human Services Coordinator Name: BROWNLEE, BOB.

The following is an example of an **Alert**. Click the underlined **Alert hyperlink** to see the event. Or, right-click link and open in new window to toggle back and forth from the Alerts screen to the event.

<input type="checkbox"/>	5/21/2008	Incident has been Submitted	<u>Oversight entities are alerted an Initial Report for an Incident has been Submitted</u> : Individual Name: CORDERO, PARALLEL; Event ID: 3274; Primary Nature: Physical Altercation; Secondary Nature: Individual to Individual - Alleged Victim; Incident Date: 05/15/2008; Incident Time: 08:00 AM; Human Services Coordinator Name: CORDERO, EDWARD.
--------------------------	-----------	-----------------------------	---

This will bring you to the Individual switchboard for this particular incident.



Managing Workload with Filing and Review Process Management Screens

Additional methods of managing workload are the Filing and Review Process Management screens and Management Reports. Process Management screens tell you what stage reports are in the process. These screens can be thought of as your daily newspaper and are a good way to manage open events on your caseload.

In general, the Filing Process Management screen is often used by the provider to see what needs to be filed. Navigate to it by clicking:

QM > IM > Filing Process Management

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Next Milestone	Provider	Site Area Office	SC
2945	BROWNLEE, PARALLEL	01/08/2008	Property Damage	Alleged Victim	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2952	BROWNLEE, PARALLEL	01/16/2008	Emergency Relocation	None	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
3011	BROWNLEE, PARALLEL	01/16/2008	Suspected Mistreatment	Alleged Victim of Psychological Abuse	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2962	BROWNLEE, PARALLEL	01/17/2008	Sexual Assault	Sexual Assault - Alleged Perpetrator	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2298	BROWNLEE, PARALLEL	01/29/2008	Restraint	Physical	Restraint Report - In progress	Finalize Restraint Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
3114	CORDERO, PARALLEL	02/25/2008	Unexpected Hospital Visit	Medical Hospitalization	Initial Report - Submitted 02/26/2008	Finalize Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	CORDERO, EDWARD



A Search can be performed by entering the From Date and the To Date (Note date format) then clicking the Search button. The information contained on these screens will inform the user of events that have been entered into HCSIS within their scope. For instance, it may show you that the Initial Incident Report has been completed and the next step is to complete the Final Report. These screens are refreshed overnight. This means that they contain the latest data from previous days but do not reflect any changes made during the current business day. Once an event has been closed, HCSIS will automatically remove it from the screen the following business day. Please refer to the Incident Management Filing and Review Process Quick Guide for detailed instructions.

Health and Human Services Mass.gov

HOME QM ADMIN TOOLS Mass.Gov Home Help

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

Event Search Criteria

From Date (MM/DD/YYYY): * 01/01/2008 To Date (MM/DD/YYYY): * 06/01/2008

Area Office: Region:

Include: Sort By:

Event ID	Name	Event Date	Primary Nature	Secondary Nature	Recent Milestone	Next Milestone	Provider	Site Area Office	SC
2945	BROWNLEE, PARALLEL	01/08/2008	Property Damage	Alleged Victim	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2952	BROWNLEE, PARALLEL	01/16/2008	Emergency Relocation	None	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
3011	BROWNLEE, PARALLEL	01/16/2008	Suspected Mistreatment	Alleged Victim of Psychological Abuse	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2962	BROWNLEE, PARALLEL	01/17/2008	Sexual Assault	Sexual Assault - Alleged Perpetrator	Initial Report - In progress	Submit Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
2298	BROWNLEE, PARALLEL	01/29/2008	Restraint	Physical	Restraint Report - In progress	Finalize Restraint Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	BROWNLEE, BOB
3114	CORDERO, PARALLEL	02/25/2008	Unexpected Hospital Visit	Medical Hospitalization	Initial Report - Submitted 02/26/2008	Finalize Incident Report	THE ASSOCIATION FOR COMMUNITY LIVING	Springfield/Westfield	CORDERO, EDWARD

The Process Management Screens include a mechanism to jump to the event's switchboard via the Event ID hyperlink. To open the Event in a new browser window: **Right Click > Open in New Window**. This will allow the user to toggle back and forth between the switchboard and the event.



Managing Workload with Reports

Through the Reports Request screen, you can run a number of reports depending on your access to the system. Reports offer an additional way to manage events. For example, patterns of individual behavior can be charted through the Events by Individual Detail report. Patterns of events occurring at provider sites can be charted through the Events by Site/Provider report. There are three choices through which to view a report: Adobe Acrobat, Rich Text or Plain Text. The Report Screen can be accessed through the **QM** or **TOOLS** tabs.

The following is an example of the **Reports Request** screen. Depending on your access to the system, you may not see all the reports displayed.

The screenshot shows the "Health and Human Services" portal. At the top, there are navigation tabs: HOME, QM, ADMIN, and TOOLS. Below these, a breadcrumb trail reads: Reports > Alerts > Misc > IM Utilities > DPPC > Data Extracts > DR Utilities > IN Utilities > MT Utilities. The main content area is titled "Reports List" and contains three sections of links:

- Incident Management**
 - [Aging Incident Detail](#)
 - [Aging Incident Summary Report](#)
 - [Deleted Events Report](#)
 - [Event Counts](#)
 - [Event Counts Detail By Provider](#)
 - [Events By Individual Detail Report](#) (circled in red)
 - [Events By Site/Provider](#)
 - [Incidents By Case Status](#)
 - [Incidents With Injury Counts](#)
 - [Incidents With Injury Detail](#)
 - [Multiple Events By Individual Summary](#)
- Medication Occurrence Reporting**
 - [MOR Printable Form](#)
 - [Medical Occurrence Status Report](#)
 - [Medication Occurrence Detail](#)
 - [Medication Occurrence Summary](#)
- Restraint Management**
 - [Restraint Detail Report](#)
 - [Restraint Status Report](#)

Click on a report link to generate a report.



After clicking on the **Events By Individual Detail Report** link, the Request screen shows filters available to customize the report:

Health and Human Services

HOME QM ADMIN TOOLS

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

Reports Request | Reports Inbox

Tools > Reports > Reports Request

The Optional Field 1-4 filters below are applicable only to Incident Reports.

Events By Individual Detail Report

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

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

Waiver Enrollment:

SSN #:

First Name:

Last Name:

Primary Nature:

Save

Provider:

Save

Include Incidents only when provider was responsible for supervision:

Area Office:

Save

Region:

Area/Provider Reported Incidents:

Event Type:*

Event Category:

Event Status:

Class Status:

Optional Field 1:

Optional Field 2:

Optional Field 3:

Optional Field 4:

Sort By:

Report Format:*

View Report Reset

The user may choose to view incidents that occurred within a certain date range, or incidents that included only a specific category/primary nature. For example, the user may choose to view incident that occurred in the month of January for Unexpected Hospital Visits that are still open. This allows the user to tailor these reports to their specific management needs. Users have access only to reports for those modules for which roles have been assigned. Click the **View Report** button.



After clicking **View Report**, the report will be available for viewing or saving. Following is a sample of the **Events By Individual Detail** Report. Information is sorted by individual, and includes summary information about each incident. The date that the report was run will appear in the upper right hand corner of the report. The list of search criteria entered by the user will appear in the upper left hand corner of the report. A NULL value indicates that particular filter was not filled in by the user.

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF DEVELOPMENTAL SERVICES
INCIDENT MANAGEMENT - EVENTS BY INDIVIDUAL DETAIL REPORT

Run Date : 12/3/2010
Run Time : 10:09:11 am
As Of Date : 12/3/2010 10:09:11 am

Date of Event - From (MM/DD/YYYY): 01/01/2010
Date of Event - To (MM/DD/YYYY): 12/01/2010
Waiver Enrollment: NULL
SSN #: NULL
First Name: NULL
Last Name: NULL
Primary Nature: NULL
Secondary Nature: NULL
Provider: NULL
Site: NULL
Include Incidents only when provider was responsible for supervision: NULL
Area Office: NULL
Site: NULL
Region: NULL
Area/Provider Reported Incidents: NULL
Event Type: All Events
Event Category: NULL
Event Status: NULL
Class Status: NULL
Optional Field 1: NULL
Optional Field 2: NULL
Optional Field 3: NULL
Optional Field 4: NULL
Sort By: NULL

Individual's Name: COLTON, 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
5394	01/07/2010	12:00 AM	ALTERNATIVES UNLIMITED INC	1150 QUAKER ST, NORTHBRIDGE,	EMPLOYMENT - GROCERY 1	Minor	Unexpected Hospital Visit	Medical Hospitalization		OPEN
6304	01/01/2010	01:00 PM	ALTERNATIVES UNLIMITED INC	1482 CAMBRIDGE ST, CAMBRIDGE,			Restraint	Physical		OPEN
6305	11/08/2010	08:00 AM	ALTERNATIVES UNLIMITED INC	25 ELMWOOD ST, N. ATTLEBORO,		Hotline MOR	MOR	Omission		OPEN

Report run by: ABBOT, AARON

Page 1 of 5

By generating reports on a regular basis, trends can be identified either for an individual, a site, or a provider agency. Please refer to the Reports Guide for detailed instructions for each management report in HCSIS.



Module Synopsis: Incident Management

When creating individual incidents the IM Data Entry role will do the data entry for the initial report. An alert will be generated to the IM Supervisor, who will do the submission of the initial report as well as the data entry for the Final Report. Upon finalization of the incident report, an alert is generated to the DDS Area Office indicating that the incident report is ready to be reviewed. If the Area Office reviews and does not approve the incident report, then an alert will be generated to the IM Supervisor indicating that the report needs to be refinalized. Upon refinalization, an alert is generated to the DDS Area Office indicating that the report is ready to be reviewed again. If the incident is a minor incident, then the incident will be closed upon review and approval by the DDS Area Office. If the incident is a major incident, then the incident will be closed upon review and approval by both the DDS Area Office and the DDS Regional Office.

The following is an example of the Incident Management Switchboard for a minor incident. The Switchboard indicates the dates that each document was initially created, submitted, and finalized. The Incident Report shows as being submitted, and then finalized. Only the Area Office Review is required as this is a minor incident. The Action Steps Follow-up is not a required document.

An Incident Report download is available to give an abridged version of the incident to a guardian, either in print or electronically. Also available are two other Printable Summary documents.

Health and Human Services
Mass.gov

HOME QM ADMIN TOOLS
Mass.gov Home Help

HCR | IM | Death Reporting | NCI | Investigations | Reports
Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Provider Filing Process Mgt. | DDS Review Process Mgt.
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: TESTGUY, TESTY	SSN: XXX-XX-9999	DOB: 1/1/1960	Gender: Male	Area Office: New Bedford
Incident Information	Incident ID: 6367	Incident Date: 12/7/2010	Primary Incident Nature: Theft		
Filing Agency Name: ALTERNATIVES UNLIMITED INC					

Incident Management Documents

Provider Incident Report
Created: 12/07/2010; Submitted: 12/07/2010; Finalized: 12/07/2010; Area Approval: Approved

Area Office Management Review
Created: 12/07/2010; Finalized-Approved: 12/07/2010

Action Steps Follow-up



Module Synopsis: Restraint Reporting

Restraint Reporting follows a similar process as Incident Management. However, it goes through a few more steps: the Restraint Report, Restraint Manager Review, Area Management Review, Human Rights Committee Review and Comment, and lastly a Commissioner's Review for a randomly selected group of reports. Assuming that all documents have been completed, the restraint is closed within 120 days of completion of the Restraint Manager Review or upon completion of the Commissioner's Review. The following is an example of the Restraint Switchboard with everything completed with the exception of the Commissioner's Review.

Health and Human Services
Mass.gov

HOME QM ADMIN TOOLS
Mass Gov Home Help

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

Printable Restraint Summary

Individual Information	Name: TESTGUY, TESTY.	SSN: XXX-XX-9999	DOB: 1/1/1960	Gender: Male	Area Office: New Bedford
Event Information	Event ID: 6371	Event Date: 12/6/2010	Restraint Type: Physical		
Filing Agency Name: ALTERNATIVES UNLIMITED INC					

Restraint Documents

Provider Restraint Report
Created: 12/08/2010; Finalized: 12/08/2010; Area Approval: Approved

Provider Restraint Manager Review
Created: 12/08/2010; Finalized: 12/08/2010; Area Approval: Approved

Area Management Review
Created: 12/08/2010; Finalized-Approved: 12/08/2010

Provider Human Rights Committee Review and Comment
Created: 12/09/2010; Finalized: 12/09/2010

The Restraint Report is often entered by the person who administered the restraint. Another option is someone at the agency receives a paper copy and he/she enters the information in HCSIS. The Restraint Manager Review is then finalized by the Restraint Manager, usually someone at the agency with a supervisory role. The Area Office Review is then reviewed by the Service Coordinator at the Area Office. At the provider agency, the Human Rights Coordinator reviews the Human Rights Committee Review and Comment. Finally, a select sample is reviewed by the Regional Human Rights Specialist through the Commissioner's Review and Comment.



Module Synopsis: Medication Occurrence Reporting

The process is similar to that of creating incidents or restraints. Medication Occurrence Reports may be created by the person who discovered the medical mistake or by the person who made the medical mistake. Often, a paper form is filled out and a supervisor may enter the information into HCSIS. Once the MOR is finalized, the DDS Regional MAP Coordinator then completes the MAP Review. If approved, this action closes the MOR.

The following is an example of the Medication Occurrence Switchboard with all documents completed.

Health and Human Services

Mass.gov

[HOME](#)
[QM](#)
[ADMIN](#)
[TOOLS](#)

[HCR](#) | [IM](#) | [Death Reporting](#) | [NCI](#) | [Investigations](#) | [Reports](#)
[Event Data Entry](#) | [Site Level Data Entry](#) | [Restricted Access](#) | [Report Extension](#) | [Provider Filing Process Mgt.](#) | [DDS Review Process Mgt.](#)
QM > IM > Event Data Entry > Switch Board

Search

[Printable Medication Occurrence Report Summary](#)
[Medication Occurrence Report Download \(PDF\)](#)
[Medication Occurrence Report Download \(RTF\)](#)

Individual Information	Name: TESTGUY, TESTY	SSN: XXX-XX-9999	DOB: 1/1/1960	Gender: Male	Area Office: New Bedford
Event Information	Event ID: 6374	Event Date: 11/11/2010	Primary Event Nature: MOR		

Filing Agency Name: ALTERNATIVES UNLIMITED INC

Medication Occurrence Reporting Documents

Provider Medication Occurrence Report
Created : 12/08/2010; Finalized : 12/08/2010; MAP Approval: Approved

MAP Review
Created : 12/08/2010; Finalized-Approved: 12/08/2010



Module Synopsis: Health Care Record

The Health Care Record (HCR) is the document that is updated prior to the annual Individual Service Plan (ISP) meeting. The HCR should be updated by the agency providing residential supports. There are two roles for the HCR: the HCR Data Entry role and the HCR Supervisor role. The user may go into the record to update information using the HCR Data Entry role. Following an update of the HCR, the user may finalize the HCR for the individual, using the HCR Supervisor role. This role can also update the HCR.

The Health Care Record Module does not have a Switchboard screen like the other modules discussed in this document. However, after searching for an individual in the Search screen, the user can view a list of Health Care Records that have been finalized as well as the current Open HCR (if it exists).

Health and Human Services Mass.gov

HOME QM ADMIN TOOLS Mass Gov Home Help

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

HCR Data Entry

QM > HCR > HCR Data Entry > View/ Edit Healthcare Record

Individual Search

Last Name: First Name:

SSN: DOB (MM/DD/YYYY):

Individual Information:	Name: SMITH, JOHN	Gender: Male	SSN: XXX-XX-6756	DOB: 10/10/1910	ISP Date: 09/13/2006	Area Office: Berkshire
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HCR ID	Description	Status	Finalized By	Finalized By Organization	Finalized Date
9465	FFFF	Closed	NCI Data Entry Role, Ch. River West	COMMUNITY LIVING ASSOCIATION	12/16/2009 11:33:27 AM
7493	DECEMBER 2009 ISP	Closed	NCI Data Entry Role, Ch. River West	COMMUNITY LIVING ASSOCIATION	12/4/2009 12:25:57 PM
159	ISP	Closed	JONES, EDDIE	COMMUNITY LIVING ASSOCIATION	3/14/2008 2:06:05 PM



Module Synopsis: ISP Assessments

The Individual Support Plan (ISP) Assessments module standardizes and streamlines the capture, submission and review of the required ISP Assessment documents. The required ISP Assessments documents include the individual's Vision Statement, Goals, Assessments, and Objectives and Supports Agreements, which are mapped to the Individual's Goals. Providers, Provider Supervisors, Service Coordinators and Service Coordinator Supervisors are the main users of the ISP Assessments module in HCSIS. All activities can be accessed from the Individual Dashboard, which provides a comprehensive snapshot (one stop shop) of an individual who is served by DDS. The Dashboard includes basic demographic information (SSN, Eligibility number), an individual's Region and Area Office, planned meeting date, and ISP meeting deadline. Each of the links on this Dashboard will navigate the user to the corresponding detail level page for ISP Assessments.

The Individual Dashboard can be accessed by searching for an individual. Following is an example of the Individual Dashboard:

ISP Dashboard		Vision & Goals	ISP Meeting Plan	Assessments	Objectives	View/Print ISP
ISP Meeting Summary Information						
Current Plan			ISP Deadlines			
Planned Meeting Date:	-		ISP Meeting Deadline:	11/28/2013		
Meeting Time:	10 am		Semi Annual Review Date:	05/27/2014		
Meeting Location:	TRIANGLE WORKSHOP BEVERLY, MA. 01915		Next ISP Meeting Deadline:	11/28/2014		
			 View/Print ISP Materials			
<div><div>Visions and Goals Due Date: 10/29/2013 Vision Last Updated: - Goal Last Updated: -</div><div>Assessments Due Date: 11/13/2013 Pending Provider Submission: 0/0 Pending DDS Review: 0/0</div><div>ISP Meeting Plan Due Date: 10/29/2013 Status: Not Started Electronic Notification Sent On: -</div><div>Objectives and Supports Agreement Due Date: 11/13/2013 Pending Provider Submission: 0/0 Pending DDS Review: 0/0</div></div>						



Following are the processes that are performed in the module, and the responsibilities for Service coordinators and Provider agency staff.

Vision and Goals

- Service Coordinator develops the individual's Vision Statement, identifies preliminary Goals for the ISP team to address, and reviews satisfaction with services with the individual/guardian
- Input from ISP team members may be included in the Vision Statement in some circumstances
- Preliminary Goals may be developed concurrently with the development of the Vision Statement or be recommended by other members of the ISP team
- Electronic notification is sent to providers regarding date, time and location of ISP meeting.

Request and Review Assessments

- The Service Coordinator requests required and optional assessments from providers.
- Providers complete and submit requested assessments to Service Coordinators for review and acceptance
- Assessments that do not meet DDS standard acceptance criteria are returned to Providers with specific comments regarding areas that require additional attention and/or improvement
- Providers must revise and re-submit assessments to Service Coordinators prior to the ISP meeting
- Assessments are tentatively approved by the Service Coordinator prior to the ISP meeting.
- Completed assessments are available to view and print.

Review Objectives and Support Agreements

- Service Providers submit draft Objectives and Support Agreements to the Service Coordinator for review and acceptance
- Objectives and Support Agreements that do not meet DDS standard acceptance criteria are returned to Providers with specific comments regarding areas that require additional attention and/or improvement
- Providers submit revisions prior to the ISP meeting

Post – ISP Meeting

- Changes to the Vision Statement and Goals can be made by the Service Coordinator.
- The Service Coordinator can request updates to Objectives and Support Agreements and Assessments from the provider.
- Providers must submit changes to the Service Coordinator within seven days after the ISP meeting.
- All documents are locked for editing 45 days after the ISP meeting.



Tips to Remember when Using HCSIS

- The user can right click and choose open in new window, from Alerts page or the Switchboard.
- Mandatory Fields are indicated with a red asterisk (*)
- Conditionally mandatory fields - Depending on the information provided, the program determines what other related questions or screens will appear.
- The date format in HCSIS is MM/DD/YYYY. The user must enter the slashes.
- The time format is 00:00 AM. The user must indicate AM or PM and be sure a space is inserted before it.
- Reset button will revert the screen to the last information that was saved.
- The Back button should not be used in HCSIS.
- A “breadcrumb trail” will indicate on the screen the path the user has taken to access the current screen:

QM>IM>Event Data Entry>Search

The screenshot shows the HCSIS web application interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below this is a navigation bar with tabs for "HOME", "QM", "ADMIN", and "TOOLS". A breadcrumb trail is displayed below the navigation bar: "HCR | IM | Death Reporting | NCI | Investigations | Reports | Event Data Entry | Site Level Data Entry | Restricted Access | Report Extension | Filing Process Mgt. | Review Process Mgt." The path "QM > IM > Event Data Entry > Search" is highlighted with a red circle. Below the breadcrumb trail is a form titled "Individual/Event Search Criteria". The form contains input fields for "Last Name" (doody), "First Name" (howdy), "SSN", "Event ID", "From Date (MM/DD/YYYY)", and "To Date (MM/DD/YYYY)". There are "Search" and "Reset" buttons. Below the form is a table with the following data:

Name	SSN	DOB	Gender	Race	Area Office
DOODY, HOWDY	XXX-XX-6789	09/07/1980	Male		Brockton



Additional Information:

The following activities and resources ensure that HCSIS continues to serve the needs of DDS and Provider staff:

On-going Communications

- DDS releases HCSIS Alerts to explain upcoming changes and/or helpful hints.
- DDS updates training materials on an on-going basis.
- DDS meets with provider representatives at HCSIS Standards Committee meetings.

Scheduled Maintenance

- On a scheduled basis, maintenance updates are made to HCSIS.
- DDS tracks issues raised to DDS Helpdesk and plans fixes and enhancements accordingly.

Enhancements

- DDS continues to add new modules to provide functionality for supporting individuals with streamlined electronic processes.
- DDS continues to pursue enhancements that are identified after system implementations.

Training

- DDS Training department provides training on IM modules and basic navigation.
- ISP Assessments training materials are available through the DDS website for provider agencies to train their staff.

DDS Help Desk

- Contact the DDS Help Desk for information about HCSIS systems and associated business processes and policies.

DDS Customer Service

Monday through Friday
7:00 am to 5:00 pm

866-367-8163

Virtual Gateway Help Desk

- Contact the Virtual Gateway Help Desk for assistance with your VG login and password.

Virtual Gateway Customer Service

Monday through Friday
8:30 am to 5:00 pm

800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)

