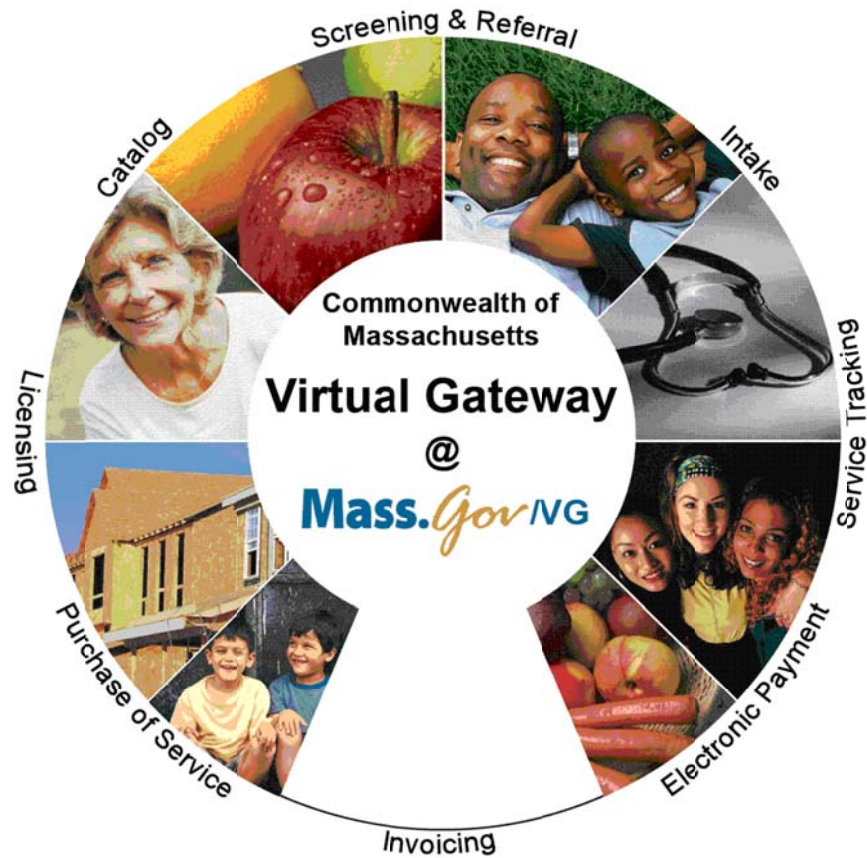


Commonwealth of Massachusetts
Executive Office of Health and Human Services

Virtual Gateway



Incident Management Module
Participant Guide
2014, Release 7.0



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Introduction

Over the past several months, DDS, MRC and the University of Massachusetts Medical School (UMMS) have been working collaboratively towards transitioning case management responsibilities for the current Massachusetts Rehabilitation Commission (MRC) Acquired Brain Injury (ABI) and Money Follows the Person (MFP) community living waiver programs from UMMS to the Department of Developmental Services (DDS) & Massachusetts Rehabilitation Commission (MRC). In accordance with the Hutchinson Settlement Agreement, DDS is assuming responsibility for the oversight and monitoring activities for the residential ABI and MFP waivers, MRC will be responsible for the ABI & MFP non-residential waiver programs, and DDS will be responsible for the overall quality management and improvement system for all four waivers.

On April 14, 2014, the Home and Community-based Services Information System (HCSIS) will be available to newly assigned MRC and DDS staff and existing provider agencies to record incidents for individuals enrolled to the ABI and MFP waivers.

This Participant Guide is intended to supplement the HCSIS Incident Management (IM) module training sessions. The goal of the training is to provide users with an introduction to HCSIS and an opportunity to view the Incident Management processes within the system.



What is Virtual Gateway?


Virtual Gateway provides 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) staff

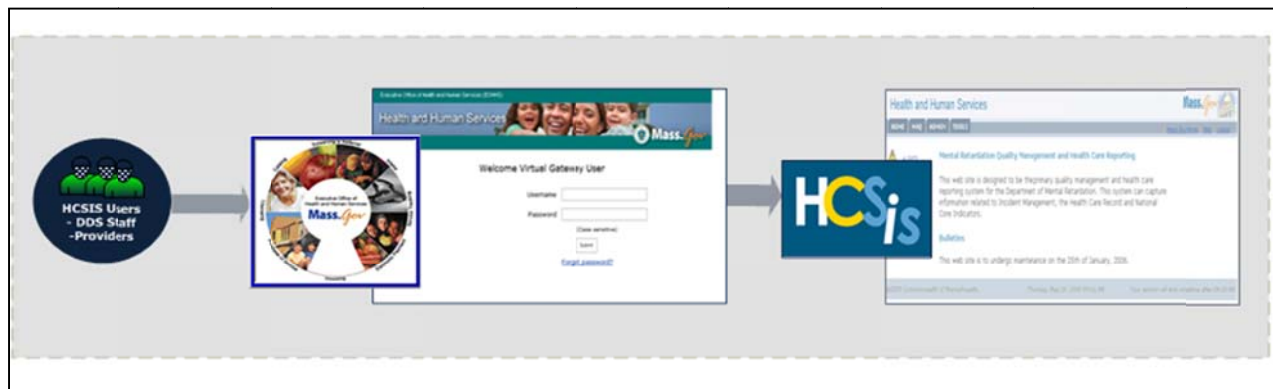
How to Access Virtual Gateway

- Obtain Virtual Gateway logins for new users in your organization. User Request Forms (URFs) are available through the HCSIS link under the "[Administration](#)" section." This URF contains the Incident Management (IM) roles to assign to new users.

 <p>Commonwealth of Massachusetts Executive Office of Health and Human Services</p> <p>HCSIS User Request Form for Virtual Gateway Access Provider/State Operated Program</p>						<p>EMAIL COMPLETED REQUEST TO: DDS.CustomerServices@State.MA.US</p> <p>Questions? Please call DDS Customer Service Center 1-866-367-8163</p> <p>DDS.CustomerServices@State.MA.US</p>	
(PRINT OR TYPE CLEARLY)							
User's Name (First Name, MI, Last Name)	4 Digit PIN* (Personal Identification Number)	MMDD of Birth	E-mail Address (Work)	Phone Number/Ext (Work)	Exec. Director/ Designee Role	State Op. Nursing Supervisor Role (State Op only)	<input type="checkbox"/> New Request
					HCR Data Entry Role	Provider Investigator/ Designee	
					HCR Supervisor Role	Provider/State Data Extract Request Role	
					Human Rights Coordinator Role	Provider Administrator for Enhanced Security	
					IM Data Entry Role	Provider ISP Data Entry Role	
					IM Staff Role	Provider ISP Supervisor Role	
					IM Supervisor Role	Local HCSIS Admin (for HCSIS User Administration Role)	
					Default User (for User Creation)		
					HCR Read Only Role		
					Restraint Manager Role		
					Restricted Provider IM Data Entry		



- Assign roles in HCSIS. You can assign roles to new users and change roles for existing users. Roles will be available in HCSIS on April 14, 2014. Roles must be assigned in order to start using the module.
- For Provider Agencies, a HCSIS Administrator within your organization will be responsible for assigning roles in HCSIS once Virtual Gateway logins have been granted
- For DDS and MRC staff, roles will be automatically assigned based on your current role within the organization
- Virtual Gateway is the entry point for HCSIS end users to log into the HCSIS application.





What is HCSIS?

The Massachusetts Home and Community Services Information System (HCSIS) is a comprehensive system that allows the Department of Developmental Services (DDS) and provider agencies to more efficiently manage the reporting of incidents and other critical events, investigations of abuse and mistreatment, deaths, and health information for individuals they support. HCSIS provides a wide array of community-based and facility-based services to more than 34,000 individuals across the Commonwealth.

As of April 14, 2014, the Massachusetts Rehabilitation Commission (MRC) will begin using HCSIS for incident reporting.

Since its inception, HCSIS has provided several benefits for DDS:

- Enables the Department to achieve greater efficiency in its quality management efforts and to focus on follow up actions, trends and patterns
- Provides all users with access to a holistic view of an individual's quality management and financial information in one place, rather than access to silos of information
- Allows Department and provider staff to have access to the same reports, leading to increased transparency
- Creates a greater sense of partnership, recognizing the shared goal of improving quality management for individuals with developmental disabilities within Massachusetts

HCSIS Modules

There are several modules within HCSIS, as shown in the following graphic:



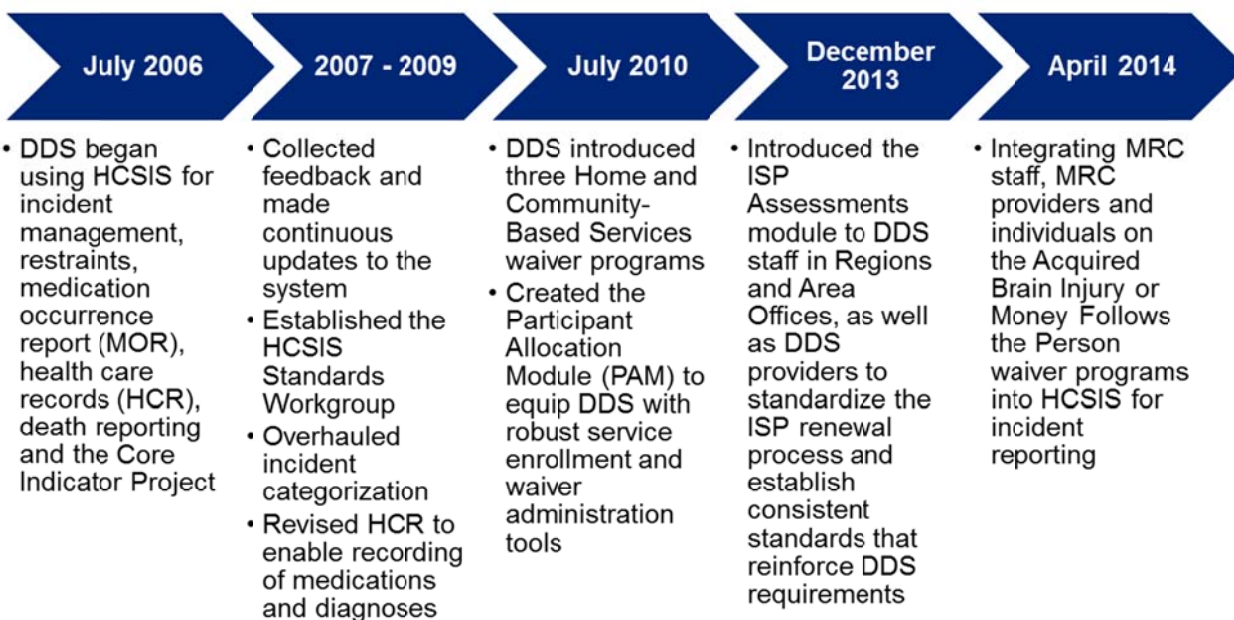
The mass.gov homepage provides detailed information about the HCSIS modules:

<http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/provider-support/home-and-community-services-info/>.



History of HCSIS

HCSIS has been used by Department of Developmental Services' staff and providers for the past seven years. The following timeline depicts some of the major milestones in the development of HCSIS since its inception.



HCSIS Login and Navigation

HCSIS can be accessed through the Virtual Gateway. Follow the steps below to access HCSIS.

- 1) Enter your Username and Password in Virtual Gateway.

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

[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)

- 2) Select "Developmental Services Quality Management Reporting (HCSIS)"



Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

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)

3) View the HCSIS Homepage

Health and Human Services

HOME QM PAM ISP ADMIN TOOLS

Mass.gov Home Help

ALERTS

Home and Community Services Information System

HCSIS

HCSIS supports quality management, case management, financial management and waiver program administration business functions for the Department of Developmental Services and the Massachusetts Rehabilitation Commission

If you need assistance please contact Customer Services at 1-866-367-8163 | Guidance: Get Guidance at <http://mass.gov/gds> - under 'Key Initiatives' select the HCSIS link

HCSIS News

March 21, 2013 HCSIS / PAM ENHANCEMENT RELEASE
Version 5.4

Health Care Record

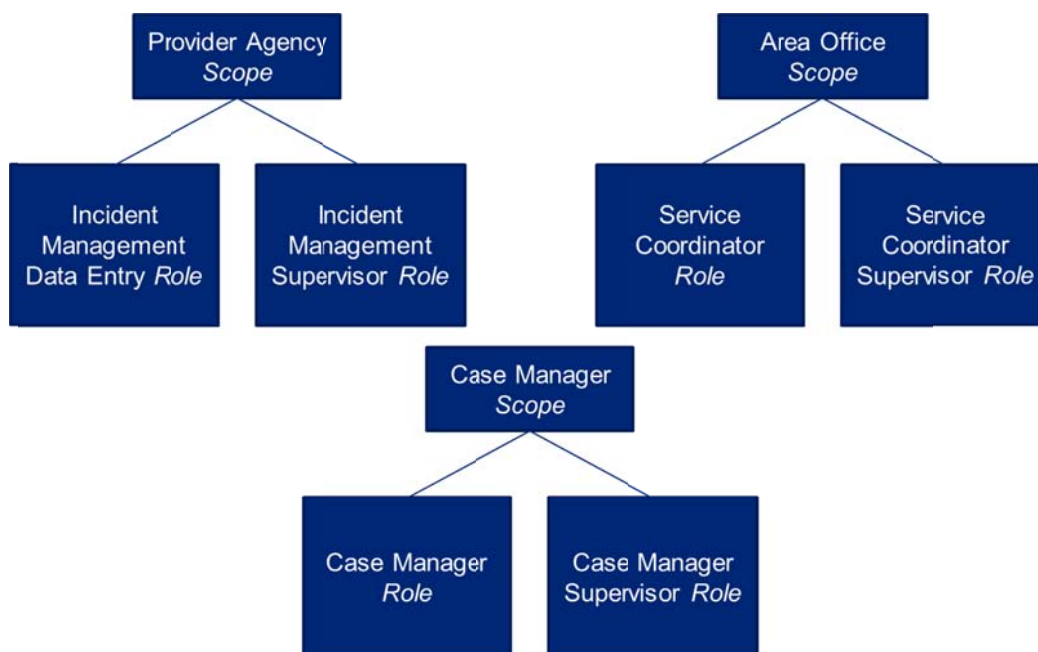
The HCSIS homepage has several features that will help you navigate the system:

- Home, QM, PAM, ISP, ADMIN and Tools tabs in the top left of the screen – these tabs will assist you in navigating to the different sections of the system
- Alerts hyperlink in the top left corner of the screen – this link will bring users to the alerts page, which we will cover in detail later in this participant guide
- Mass.gov link in the top right corner of the screen – this will bring you back to the Mass.gov website
- HCSIS Help Desk contact information in the middle of the screen – if you have any questions while using HCSIS, please feel free to call the Help Desk!
- HCSIS News is listed at the bottom portion of the screen – this section of the page will provide information on the latest updates to the system



Access Overview

Access in HCSIS is determined by a combination of a user's scope and role. **Scope** refers to what a user can see within the system (aka which individuals the user has access to), whereas **role** refers to the actions a user can perform within the system. For example, within the scope of "Provider Agency," there are several roles available. Specific to Incident Management, one of the roles available within the "Provider Agency" scope is "IM Data Entry." A user with the "Provider Agency" scope will be able to see all individuals within his or her agency and the "IM Data Entry" role limits the actions the user can perform to solely data entry actions. The graphic below depicts example scope and roles within provider agencies, DDS and MRC.



Alerts Overview

An alert is a notification that is generated either by a module in HCSIS or as a result of an action taken by one or more users within a given module. The presence of alerts allows the HCSIS system to achieve its objective of enabling electronic submission and review of documents and reports and increase transparency between all service providers. The alerts are a valuable workload management tool to help users submit, review, and finalize materials on time and to eliminate duplication of effort.

Each module in HCSIS generates alerts for users depending on their role and scope in the system. There are 20 alerts that are specific to the Incident Management module. The number of alerts received depends on role, as well as whether or not the alert can be recurring based on an overdue action. The table below depicts all of the alerts for the Incident Management module by user.



#	Alert Subject
1	Incident has been Submitted
2	Major Incident has been Submitted
3	Minor Incident has been Finalized
4	Major Incident has been Finalized
5	Incident has been reclassified in the Final Report
6	An Incident was reclassified in the Final Report that resulted in a change of status from Major to Minor
7	An Incident has been marked as ready for submission
8	An Incident has been marked as ready for finalization
9	Case Manager has not approved an Incident Report
10	The Case Manager Supervisor has not approved an Incident Report
11	Case Manager has approved a Major Incident
12	An Incident has been closed
13	An Incident has been marked for escalation by the Case Manager
14	An Incident has been escalated
15	A previously marked escalated Incident has been marked for de-escalation by the Case Manager
16	A major/minor incident report has been deleted because the report is a duplicate
17	A major/minor incident report has been deleted because the event does not rise to the level of an incident
18	A major/minor incident report has been deleted because of user error
19	An Incident Report previously marked as Agency not providing Services at the time of the Incident has been changed to indicate that the Agency was providing Services
20	Extension Notification

The process for viewing alerts will be discussed in this guide.

Filename: 9AE2AB7
Directory: C:\Users\Hernande\AppData\Local\Microsoft\Windows\Temporary
Internet Files\Content.MSO
Template: H:\OMR_Training\Templates\Job Aid.dot
Title:
Subject: Individual Assessment Job Aid v1.0
Author: Goulden, Katrina
Keywords:
Comments:
Creation Date: 5/7/2014 9:03:00 AM
Change Number: 2
Last Saved On: 5/7/2014 9:03:00 AM
Last Saved By: Victor Hernandez
Total Editing Time: 1 Minute
Last Printed On: 5/7/2014 9:10:00 AM
As of Last Complete Printing
Number of Pages: 10
Number of Words: 1,277 (approx.)
Number of Characters: 7,283 (approx.)