

HCFRS Helpful Hints

These hints have been written with the benefit of experience by users and are offered in an attempt to support facilities in their use of the system. The more relevant detail and background information you can provide about an incident, the better to illustrate what occurred, how it has been investigated, what the results of the investigation are and what is being done to remedy the situation and will limit the need for follow up inquiries by DPH.

System management

HCFRS has a time out function for security reasons. Always remember to save data regularly so that it is not lost. It can be helpful if you are working on a long narrative to write it in a Word document first and then copy and paste it into the report in case the time out function activates and you lose the data you have entered.

To create a report, do not double click on the Intake Report line (Question Package #1). This will result in the report being opened in "Read Only" mode and any data subsequently entered will NOT be saved. Instead, after highlighting the Intake Report Question Package, click on the "Available Action" box that appears below the list of Question Packages. Click on the action you wish to take and then click the "Start Action" button to the right. This will open the report form screen. As a checking mechanism always ensure the "Save" button is highlighted on the report form screen before entering data. If it is not, you will not be able to save what you have typed.

If you are using the tab function to move between fields on the form, the drop down functions do not appear. For accessing the drop down function, use the mouse and click on the fields to view the drop down boxes.

Once a report is submitted your initial 9 digit reference number (starting with 1000) will change to a 7 digit number beginning with your facility ID number. This is your confirmation that the report has been properly submitted.

Once the report is submitted information cannot be added to the original report. If you wish to add information you can:

- ◆ For small additional notes use the note box function at the top right of the dashboard (the first page before the report screen) which can also be used for dialogue with DPH and is visible to both parties once it is saved.
- ◆ For longer comments or copying documents like a care plan, final conclusion or statements use the attachment function located on the left of the dashboard and click add.locating the document with the browse function Once saved, the attachment is available to DPH to review.

If DPH requires additional information on a report you will receive an email from Virtual Gateway alerting you to check the submitted report. To ensure you receive this email, add the address to your safe sender list - hcq.intake@massmail.state.ma.us.

Only reports about your own facility can be submitted currently through HCFRS. If you need to send a report about an incident in another facility, it should be faxed.

Content management

Drop down sections

Ensure that all questions on the form are completed as fully as possible including using more than one option from a drop down menu when applicable and available. For example, a resident can

be demented and mentally ill. Where there is no relevant category in a drop down menu, add full details in the narrative.

If information is unknown at the time of completing the report use either the unknown option in a drop down menu or, if none of the available options apply, please explain in the report narrative.

The name of the accused is required regardless of the outcome of the facility's investigation.

Throughout the report form there are "Add New" functions (in blue) which should be used, for example, for submitting multiple residents in resident to resident altercations or for additional harm types relevant to the incident reported. Please note the "multiple patients, no demographic information" option is intended only for incidents like a fire that affect all or most residents.

Completing the incident narrative

Please do not include proper names in your narrative. Instead, refer to "the resident" or "resident #1" and "resident #2" if more than one resident is involved in an incident.

If the report is an initial report and you intend to send additional information, please make this clear in the narrative. Additional information should be sent as an attachment to the original report and not by creating a new report. If you indicate that your investigation is on-going, DPH will await a copy of the final report to be attached within usual regulatory time limits.

To avoid time spent duplicating information, include only information not covered elsewhere in the report but please provide full relevant details – including specific details about what was allegedly said/heard/witnessed or what happened and who was involved, etc. If you refer to safety precautions please specify whether they were in use, used appropriately and working. It is always helpful to include a BIMS score and, if the report involves a fall, include the fall score.

Completing the internal investigation narrative

Include details of how you have investigated, what has been determined, whether there are contributory factors, if similar incidents have occurred and what your conclusions are. Please explain the reasons for these conclusions or if you are unable to reach a conclusion, say why.

Completing the corrective measures narrative

Include all action taken in response to the incident or allegations, the resident's current status, any disciplinary action (if taken), checks made to equipment/facility, the plan of correction and changes to care plan including full details, etc. Try to avoid generalizations like clutter free environment, well lit areas, abuse prevention, adequate staffing, etc. Include measures specific to resident, e.g., bedrails, lap cushion, assist of 2 instead of 1 etc.

November 5, 2012 Circular letter *DHCQ#12-11-576 Transition to Web-Based Reporting of Incidents and Abuse using HCFRS* is available on DHCQ webpage at www.mass.gov/dph/dhcq :

- Scroll down to Health Care Quality Topics click on:
- Circular Letters, then
- Long Term Care Facilities, then
- Under General, click on *#12-11-576 Transition to Web-Based Reporting of Incidents and Abuse using HCFRS*

or, go directly to the original document by putting this address in your browser address bar:
<http://www.mass.gov/eohhs/docs/dph/quality/hcq-circular-letters/2012/dhcq-1211576.pdf>