Considerations Module
HCSIS
Training Manual

October 2011
Overview

Considerations have been captured and identified by monitors as part of the IM4Q Survey process and may contribute to or enhance the quality of life for the individual. Capturing the Considerations in HCSIS allows one central point for local programs and administrative entities to share information and confirm the status of considerations as part of the “Closing the Loop” process.

Considerations and Signs of Quality can only be entered for individuals with a finalized pre-Survey for that fiscal year. Primary Themes and Secondary Themes are available as drop-down boxes for Considerations and are required fields. Appendix A identifies the options available as Primary and Secondary Themes.

Signs of Quality have been included into the HCSIS module to offer local programs the opportunity to document areas they have identified where quality exceeds expectations.

“Considerations Input Screen” Functionality

Considerations will be entered, one at a time, into a table format that will visibly show the most current and important pieces of information once saved, but such things as reviewer names, dates and timestamps would be easily accessible by utilizing the radio button to select the appropriate consideration and then clicking on “View”. A finalized IM4Q pre-survey in HCSIS (for the cycle year) will be required in order for the local program to be able to enter a Consideration or a Signs of Quality comment without having yet entered EDE data for the individual. The local program can enter both the Consideration or the Signs of Quality data input screens by using the Search Screen for either area or by utilizing the links found within the data entry area of the EDE itself. If an individual has both a Consideration and a Signs of Quality comment, the local program can enter the Consideration first and then use the link at the bottom of the Consideration Input Screen to open the Signs of Quality Input screen. If the individual has only a Signs of Quality comment, the local program can enter this independent of the Consideration by accessing the Signs of Quality Input Screen solely through the Signs of Quality Individual Search Screen.

To enter the first consideration, the IMT user would begin by selecting “Add” to receive a completely clear table, ready for data entry. If the consideration is one that is considered a “Major Concern,” the “yes” box should be selected, keeping in mind that program policy and procedures should have also been followed to report the concern immediately to the appropriate parties. After entering all necessary data in the appropriate areas, the user would then select “Save” at the bottom of the screen to move this data from the data input table below to the printable condensed version shown above. “Reset” can be used to completely clear all areas of the consideration currently being data entered if it has not yet been saved. To change data already entered into a saved consideration, the user would utilize the radio button to select the appropriate consideration and then click on “Edit” to reopen this particular consideration line in the table. “Delete” can only be used by the local program roles to completely “erase” an entered and saved Consideration from an individual’s record in cases where it was entered for the wrong person.

Selecting “Print” will provide an organized copy of the completed table located on the upper part of this screen only (as well as from the Signs of Quality screen if utilized). The Info hyperlink located at the upper right hand side of this screen will provide various demographic and contact information for the individual for whom the considerations were filed. Opening (and possibly printing) this page will assist in
providing various contacts and addresses to which considerations can be mailed should the local program and/or AE/SCO chose to do so.

Once considerations for an individual have been data entered and saved, the IM4Q IMT Data Entry role would then “Submit” this to send an IMT Alert (1) to the IM4Q IMT Reviewer, as the “Reviewed” button will only be visible those with this role. As this IMT role approves of what has been entered and finalizes the screen, the AE/SCO Alert (1) will be triggered to notify the AE/SCO points that considerations have been filed and this date stamp becomes the “Date Created” for the consideration. If the consideration remains in the “Data Entry Incomplete” status for 10 or more days beyond the “Date Created,” the AE/SCO Alert (4) will be generated to remind all AE/SCO points that the consideration has been entered. After the various AE/SCO roles enter the follow-up details (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) and submit their work, the AE/SCO Alert (2) will be generated to notify the IM4Q County Data Reviewer that the follow-up is ready for their review and approval or requested revision by this appointed role. When the IM4Q County Data Reviewer requests updates or more information from the AE/SCO roles, the Revise button is utilized after including feedback in the “Updates/Revisions Requested” text area and the AE/SCO Alert (3) is sent to the AE/SCO that updates have been requested and the loop continues as before. The explanation and/or feedback for the requested updates/revisions are not shown above in the printable summary table. This is the only screen line visible to just the AE/SCO roles and is not visible to the local program roles. This line area also contains a “History” button for all AE/SCO roles to review any prior entries as only the most recent entry will be captured on the current display screen. Upon final review at the IM4Q County Data Reviewer level, the IMT Alert (2) will indicate to the local program (role: IM4Q IMT Reviewer) that the AE/SCO has entered their follow-up information.

If either the IM4Q IMT Reviewer or the IM4Q County Data Reviewer enters their “Agree / Disagree” response (thus generating a date and time stamp below) into their respective Consideration Confirmed Addressed area, the Confirmed Addressed Alert will be generated for the opposite entity (Note: selecting “Disagree” will then require a comment to be entered). The IMT Follow-up check box area is to be used by the local program to indicate when a Consideration is part of their follow-up percentage sample to ensure the loop has been closed to the satisfaction of the source of the consideration—selecting “Yes” that a consideration has been included as part of the follow-up process will then require a selection of either “Satisfied” or “Unsatisfied” as the reported response of the consideration source. Finally, the Comments text box area can be utilized by either the local program or the AE/SCO to document any issues in addressing the consideration (especially if the consideration can not be agreed upon as “confirmed addressed” by both entities) or for IMT follow-up comments—solely entering information in this comment text box without selecting an agreement preference (thus dating and time stamping) in either of the two Consideration Confirmed Addressed areas will not generate the Confirmed Addressed Alert.
HCSIS Roles

Local IM4Q Programs –
Based on established business processes, individuals can be signed one or both roles within the Local IM4Q program.

<table>
<thead>
<tr>
<th>Role / Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM4Q IMT Data Entry (IM4Q IMT DATA ENTRY) “lower level”</td>
<td>The IM4Q IMT Data Entry role is a member of an independent monitoring team and can update all of the IM4Q surveys, enter and edit Considerations and Signs of Quality, and print reports.</td>
</tr>
<tr>
<td>IM4Q IMT Reviewer (IM4Q IMT REVR) “higher level”</td>
<td>The IM4Q IMT Reviewer role is a member of an independent monitoring team and can update and finalize all of the IM4Q surveys, review and accept Considerations &amp; Signs of Quality, and print reports.</td>
</tr>
</tbody>
</table>

AE/County
Based on established business processes, individuals can be signed one or both roles within AE.

<table>
<thead>
<tr>
<th>Role / Program</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM4Q County Data Entry (IM4Q COUNTY DATA ENTRY) “lower level”</td>
<td>The IM4Q County Data Entry role can update the Consumer Pre-Survey and the NCI Pre-Survey. This role has read-only access to all of the other surveys except for the Essential Data Elements (EDE) Survey and the Habilitation Survey. This role can enter and edit responses to Considerations, and print reports.</td>
</tr>
<tr>
<td>IM4Q County Data Reviewer (IM4Q COUNTY DATA REVR) “higher level”</td>
<td>The IM4Q County Data Reviewer role can update and finalize the Consumer Pre-Survey and the NCI Pre-Survey. This role has read-only access to all of the other surveys expect for the Essential Data Elements (EDE) Survey and the Habilitation Survey. This role can review considerations, request revisions of responses by the date entry role, and forward responses to the local program, as well as print reports.</td>
</tr>
</tbody>
</table>

Supports Coordination
Based on the established practices between the AE and SCO, either the SC or AE will enter the initial response to the Consideration.

<table>
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</tr>
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<tbody>
<tr>
<td>SC Data Entry (SC DATA ENTRY)</td>
<td>The SC Data Entry role is able to enter and maintain the following in HCSSS: contact details for individual and associated supports team members, meeting notes, service notes on behalf of an SC, follow-up comments, assessment and evaluation data, outcomes and outcome summary data, service details for ISPs, and individual monitoring data. In addition to the tasks listed above, this role is assigned the same HCSSS access rights as the Registration Data Entry role. This role can respond to and revise Considerations entered by the local program.</td>
</tr>
<tr>
<td>Supports Coordination (SC)</td>
<td>The Supports Coordination role is able to enter ISP data in HCSSS, create service notes to document Targeted Service Management (TSM) activities, review facesheets, create individual monitoring forms, view monitoring data, and respond to monitoring alerts. The Supports Coordination role can create and review incident reports in HCSSS and enter PUNS data into HCSSS. This role can also view the state center demographics. In addition to the tasks listed above, the Supports Coordination role is assigned the same rights as the SC Data Entry role.</td>
</tr>
<tr>
<td>SC Supervision (SC SUPVSN)</td>
<td>The SC Supervision role has an established HCSSS relationship with all SCs supervised by the person assigned the SC Supervision role. Tasks associated with the role include initiating, maintaining and displaying data associated with SC profiles; connecting SCs to their assigned supervisor in HCSSS; creating new caseloads; assigning, reassigning and transferring individuals to caseloads; entering clarifying amendments to read-only service notes; editing modifiable TSM billing data; and finalizing incident reports filed by an SC. The person with this role can also view the state center demographics. In addition to the tasks listed above, this role is assigned the same HCSSS access rights as the Supports Coordination role.</td>
</tr>
</tbody>
</table>

*Note add Provider and State Center before live in October
HCSIS-generated Alerts within the new IM4Q area:

To access Alerts in HCSIS, the user follows the established menu path of “Tools” → “Alerts” → “Pending Alerts.” To access the newly created IM4Q Alerts, the user then selects one of the following: View All Alerts, New Alerts, or one of the 9 new IM4Q Consideration Alerts listed—only alerts related to assigned roles will be shown to the user.

The following 9 new IM4Q Alerts will be added to the “Pending Alerts” listing to be selected from:

- **Alert #1:** “IM4Q Consideration submitted by IMT”  [Process Flow Chart → IMT Alert (1)]
- **Alert #2:** “IM4Q Consideration reviewed by IMT”  [Process Flow Chart → AE/SCO Alert (1)]
- **Alert #3:** “IM4Q Consideration follow-up submitted by AE/SCO” [Process Flow Chart → AE/SCO Alert (2)]
- **Alert #4:** “IM4Q Consideration revision requested”  [Process Flow Chart → AE/SCO Alert (3)]
- **Alert #5:** “IM4Q Consideration reviewed by AE/SCO”  [Process Flow Chart → IMT Alert (2)]
- **Alert #6:** “IM4Q Consideration Data Entry Incomplete reminder” [Process Flow Chart → AE/SCO Alert (4)]
- **Alert #7:** “IM4Q Consideration Confirmed Addressed”

Alert Message examples (will be specific to assigned roles) → blue hyperlink within Alert Message takes user directly to the Consideration Input Screen or the Signs of Quality Input Screen for Individual selected:

<table>
<thead>
<tr>
<th>Select</th>
<th>Date of Alert</th>
<th>Alert Subject</th>
<th>Alert Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑️</td>
<td>4/16/2009</td>
<td>IM4Q Consideration Data Entry Incomplete reminder</td>
<td>Oversight entities are alerted an IM4Q Consideration Data Entry Incomplete reminder; Consideration ID# 75890; Consumer Name: SALLY DOE; Primary Theme: Transportation; Secondary Theme: Funding Needed</td>
</tr>
<tr>
<td>☑️</td>
<td>4/13/2009</td>
<td>IM4Q Consideration Confirmed Addressed</td>
<td>Oversight entities are alerted an IM4Q Consideration Confirmed Addressed; Consideration ID# 69001; Consumer Name: JOHN P SMITH; Primary Theme: Communication Needs; Secondary Theme: Other</td>
</tr>
<tr>
<td>☑️</td>
<td>4/8/2009</td>
<td>IM4Q Consideration reviewed by AE/SCO</td>
<td>Oversight entities are alerted an IM4Q Consideration reviewed by AE/SCO; Consideration ID# 72092; Consumer Name: JANE DOE; Primary Theme: Transportation; Secondary Theme: Limited route availability</td>
</tr>
<tr>
<td>☑️</td>
<td>4/6/2009</td>
<td>IM4Q Consideration submitted by IMT</td>
<td>Oversight entities are alerted an IM4Q Consideration submitted by IMT; Consideration ID# 75890; Consumer Name: SALLY DOE; Primary Theme: Transportation; Secondary Theme: Funding Needed</td>
</tr>
<tr>
<td>☑️</td>
<td>4/2/2009</td>
<td>IM4Q Signs of Quality comment reviewed by IMT</td>
<td>Oversight entities are alerted an IM4Q Signs of Quality comment reviewed by IMT; Signs of Quality ID# 3671; Consumer Name: CHARLES WRIGHT; Primary Theme: Relationships/Friendships; Secondary Theme: Other</td>
</tr>
</tbody>
</table>

**Making the HCSIS / IM4Q Consideration Connection:**

Overall Process Flow Chart:

**Alert #1:** IM4Q IMT Data Entry role enters and then submits Consideration to IM4Q IMT Reviewer for “2nd level” review

**Alert #2:** AE/SCO Alert (1): “IM4Q Consideration reviewed by IMT” sent to all AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) to inform of filed Considerations and creates the timestamp for the “Consideration Date Created”

**Alert #3:** AE/SCO Alert (2): “IM4Q Consideration follow-up submitted by AE/SCO” sent to IM4Q County Data Reviewer for “2nd level” review

**Alert #4:** AE/SCO Alert (3): “IM4Q Consideration revision requested” requested reviews or revises the follow-up details sent to AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) with needed updates/feedback (review only - no revision needed)

**Alert #5:** IM4Q County Data Reviewer and/or IM4Q IMT Reviewer enters their “acknowledgement of agree/disagree” into their respective Consideration Confirmed Addressed area

**Alert #6:** AE/SCO Alert (4): “IM4Q Consideration Data Entry Incomplete reminder” sent to all AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) when a Consideration remains in “Data Entry Incomplete” status for 10 or more days; all timelines for Considerations also captured through the “Consideration Search Screen” using the different status labels (see pages 3 & 4)

**Alert #7:** “IM4Q Consideration Confirmed Addressed” Alert generated for opposite entity (IM4Q County Data Reviewer and IM4Q IMT Reviewer)

**Alert #8:** IM4Q IMT Data Entry role enters and then submits Signs of Quality comment

**Alert #9:** AE/SCO Alert (5): “IM4Q Signs of Quality comment reviewed by IMT” sent to all AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) to inform of filed Signs of Quality comment

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**Color Key:**
- **Red** – currently existing HCSIS user roles
- **Purple** – HCSIS-generated Alerts
- **Blue** – new HCSIS screen or functional area