

Quality Service Review Data Application Vendor/Provider Reference Manual



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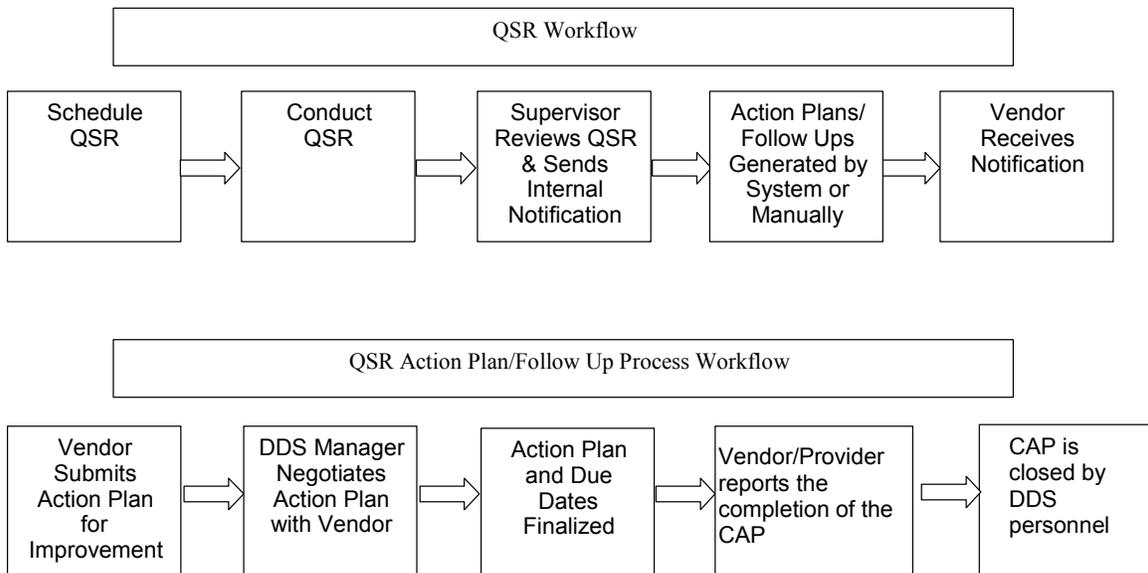
"This project sponsored by the Quality Assurance / Quality Improvement in Home and Community-Based Services Grant (11-P-92080/1-01) funded by the Centers for Medicare and Medicaid Services and the Connecticut Department of Developmental Services."

I Introduction

The purpose of this manual is to provide a reference guide for Vendor/Providers using the QSR Application. This manual includes step-by-step procedures for the following tasks:

- Send Notifications
- Create an Action Plan/Follow Up
- Address Corrective Action Plan/Follow Ups

I.A Quality Service Review & Follow Up Process Workflow



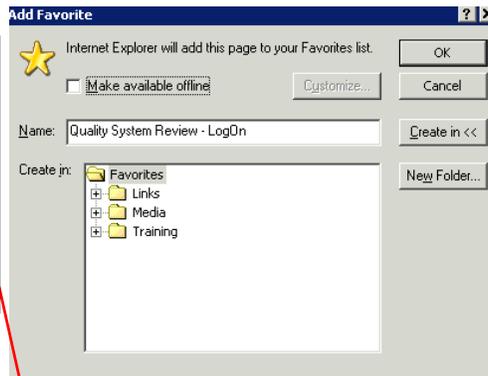
II. QSR Application Access

The QSR application is a web-based application accessible through the Internet.

II.A Log On

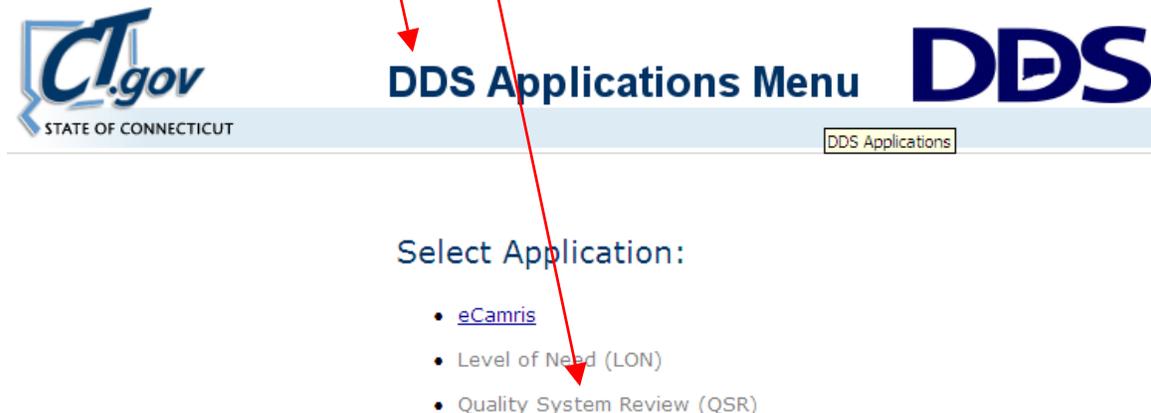
1. Open **Internet Explorer**
2. In the Address field, type in the following URL:
https://ddsapp.stag.ct.gov/qsrttraining (For Training ONLY)
https://www.ddsapp.ct.gov (Actual Application Address)
3. The **DDS Applications Menu** will display.
 - To add the link to your **Favorites**
 - a. Select **Favorites** from the Menu bar in the Internet Explorer
 - b. Choose **Add to Favorites**
 - c. Change the favorite name or keep the default name

Note: Always access your favorites through Internet Explorer instead of Outlook.

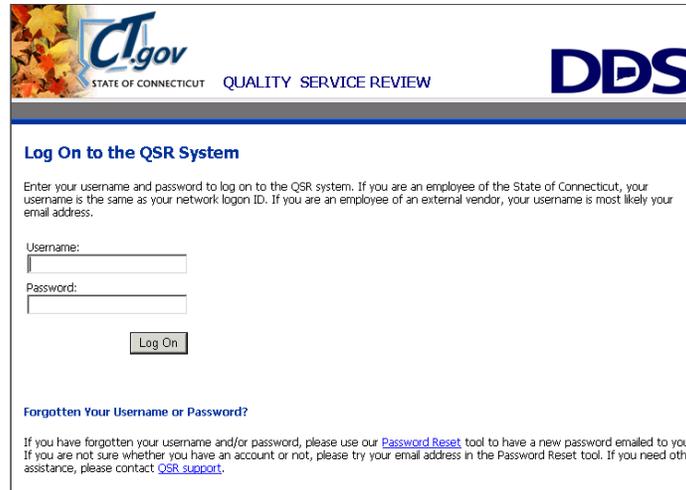


- d. Select the **OK** button to save the link. It now appears in your **Favorites**.

4. Click on the **Quality Service Review (QSR)** link to bring you to the log on screen.



Vendor/Provider QSR Data Application Reference Manual



5. For Vendors/Providers, the agency assigned e-mail address will serve as their Username.

- If you do not have a Username or Password, contact your Supervisor or Administrator.
- Your Username and Password are sent in **two** separate e-mails once you are entered as a user in the system.
- All Passwords are case sensitive.
- Select the **Log On** button or press **ENTER**. The **My QSR** screen appears.

My QSR | **Reviews** | **Follow Ups**

Dashboard | **Inbox** | Archive | Sent | Search | Compose | Preferences | Change Password

My QSR

Welcome to the Quality System Review web application. This "My QSR" page is a convenient place to find all of the most relevant, recent, and future items needing your attention.

Logged in as: benhavenuser@bnhv.test (Vendor)
Email address: BenhavenUser@bnhv.test

Notification Center

- Inbox (13 New)**
- Archive
- Sent
- Search

Recent Reviews

The 5 most recent reviews, relevant to you, are listed below.

Vendor	Service Type	Service Location	Consumer	Date Created	
BENHAVEN INC.	CLA	PR04100323SR	JONES 3, DOE	11/16/2006 4:19:18 PM	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006 12:05:20 PM	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006 12:05:12 PM	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006 12:05:11 PM	View
BENHAVEN INC.	CLA	PR04100373SR	N/A	11/15/2006 11:21:43 AM	View

Recent Follow Ups

The 10 most recent follow-ups, relevant to you, are listed below. **NOTE:** only Open Follow-Ups are listed.

Created	Due	Status	Source	Review Detail	
11/14/2006	12/13/2006	Open	D 15	11/14/2006	View / Edit

II.B Reset Password

If you forget your Password, the **Log On** screen allows you to submit a "Password Reset" request (see below). You will receive a new, randomly assigned Password via e-mail.

To reset your Password:

Log On to the QSR System

Enter your username and password to log on to the QSR system. If you are an employee of the State of Connecticut, your username is the same as your network logon ID. If you are an employee of an external vendor, your username is most likely your email address.

Username:

Password:

[Forgotten Your Username or Password?](#)

If you have forgotten your username and/or password, please use our [Password Reset](#) tool to have a new password emailed to you. If you are not sure whether you have an account or not, please try your email address in the Password Reset tool. If you need other assistance, please contact [QSR support](#).

1. Open the QSR application through the Internet Explorer
2. On the **Log On** screen, click the "**Password Reset**" link at the bottom of the box

Password Reset

To reset your password, enter your QSR username below and click 'Reset'. A new system-generated password will be sent to your email address on file. You can then log in with the new password, and change it to a password of your choosing.

Username:

[Don't Know Your Username?](#)

If you have forgotten your username or otherwise don't know your QSR username, please contact [QSR Support](#).

3. The **Password Reset** screen will display
4. Enter your Username
 - DDS personnel will use their LAN User ID
 - Vendor/Provider personnel will use their e-mail address
5. Select the **Reset** button
6. You will receive an e-mail with a generic Password.

II.C Change Password

⇒ **My QSR > Change Password**

Users will receive an assigned random password composed of various alpha and numeric characters. It is recommended that users change their password to an alphanumeric password by using the **Change Password** option.



The screenshot shows a web application interface with a navigation bar at the top. The navigation bar includes tabs for 'My QSR', 'Consumers', 'Vendors', 'Service Locations', 'Reviews', and 'Follow Ups'. Below this is a secondary navigation bar with links for 'Dashboard', 'Inbox', 'Archive', 'Sent', 'Search', 'Compose', 'Preferences', and 'Change Password'. The 'Change Password' tab is selected. The main content area is titled 'Change Password' and contains the following text: 'Use this form to change your QSR system password. Your new password must be between 8 and 10 characters, contain at least one digit and one alphabetic character, and must not contain special characters.' Below this text are three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. At the bottom of the form is a 'Change' button.

To change your password once you have logged in:

1. Click the **Change Password** tab under the **My QSR** tab
2. Enter your current password in the **Current Password** field.
3. Enter a new password in the **New Password** field. The new password must be between 8 and 10 characters, contain at least one number and one letter, with no special characters (e.g., #@\$*).
4. Enter your new password in the **Confirm New Password** field.
5. Select the **Change** button to save your changes.

III QSR Opening Screen Layout

III.A Header, Tabs & Footer

The **My QSR** tab is the screen you see when the application first opens. The **My QSR** screen is a roadmap to other QSR application screens, and there are many ways to navigate through the system.

HEADER

TABS

My QSR

TAB CONTENTS

Vendor	Service Type	Service Location	Consumer	Date Created	
BENHAVEN INC.	CLA	PRD4100323SR	JONES 3, DOE	11/16/2006 4:19:18 PM	View
BENHAVEN INC.	CLA	PRD4100374SR	MILLS 34, JOHN	11/15/2006 12:05:20 PM	View
BENHAVEN INC.	CLA	PRD4100374SR	MILLS 34, JOHN	11/15/2006 12:05:12 PM	View
BENHAVEN INC.	CLA	PRD4100374SR	MILLS 34, JOHN	11/15/2006 12:05:11 PM	View
BENHAVEN INC.	CLA	PRD4100373SR	N/A	11/15/2006 11:21:43 AM	View

Created	Due	Status	Source	Review Detail	
11/14/2006	12/13/2006	Open	D 15	11/14/2006	View/Edit

Header Menu

In the **Header** you will find menu options:



III.B Menu Options

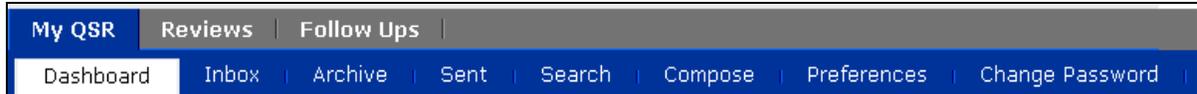
Change Roles – Allows personnel to change roles (visible only to those who are assigned multiple roles)

Help – Opens the **On-Line QSR Manual**

Reports – Opens the **Reports** screen

Log Out – Logs you out of the QSR application

Tabs



Tabs permit quick navigation through the QSR application. There are two levels to the tabs. **Select an upper level tab and the lower tabs will show the choices available.** Tab choices are dependent upon your role.

Upper Level Tabs

Lower Level Tabs

My QSR	Dashboard, Inbox, Archive, Sent, Search, Compose, Preferences, Change Password
Reviews	Find a Review, My Reviews, Find a Visit, Schedule a Visit and Conduct Review
Follow Ups	Find a Follow Up; My Follow Ups; Create, View, or Address Follow Up
Admin	Manage Users (visible for personnel with administrative authority)

Footer Menu

The **Footer Menu** provides links to the main tabs within the QSR application and displays the users **Log On** name and role.

[My QSR](#) · [Reviews](#) · [Follow Ups](#)
[Help](#) · [Reports](#) · [Log Out](#) · [Logged in as: STUser@st.test \(Vendor\)](#)

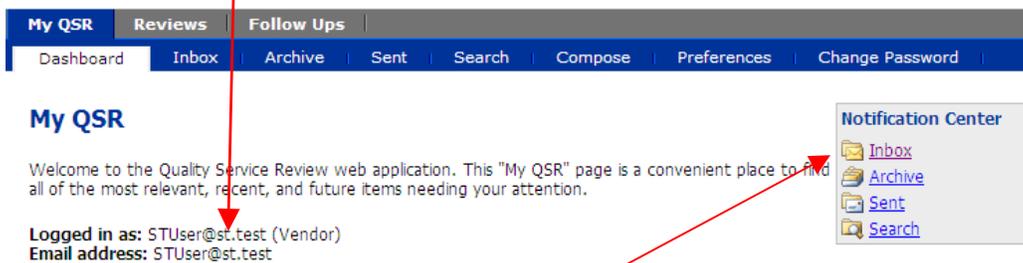
IV My QSR Tab Content

My QSR displays current items needing your attention.

IV.A Dashboard – General Content

⇒ My QSR > Dashboard

The **Dashboard** allows you to quickly view your profile, which includes your Username, Role and e-mail address.



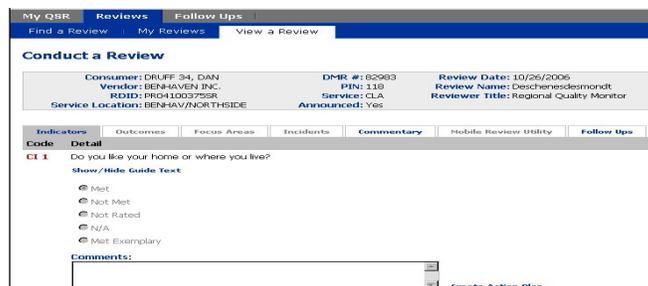
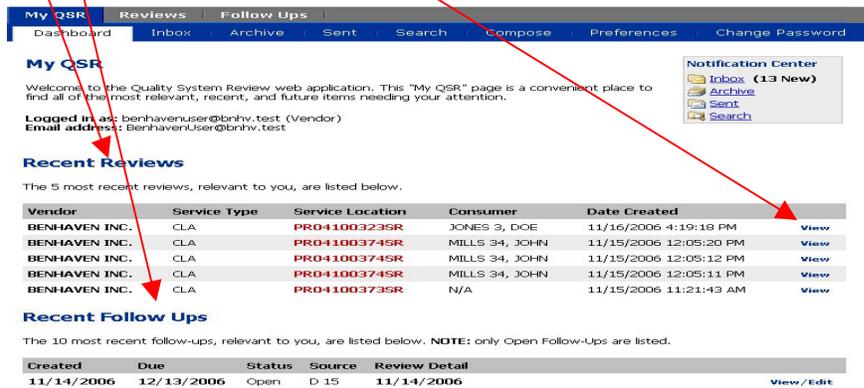
Dashboard Contents

Recent Reviews – the last five reviews

Recent Follow-Ups – the last ten follow-ups (not shown)

Notification Center – quick links to your communications, including Inbox, Archive, Sent & Search

For example, from the **Dashboard** you can navigate to various tasks such as viewing a review.



IV.B Dashboard – The Notification Center

The **Notification Center** is where you can send and receive application related messages. You can create, archive, view and search for communications.

Note: This is not an e-mail system. These are system generated messages based on reviews and follow-ups.

You can navigate using the blue sub-tabs under the **My QSR** tab or use the **Notification Center** box on the right side of the **Dashboard**.

Inbox - Shows notifications received.

⇒ **My QSR > Inbox**

The screenshot displays the 'My QSR' application interface. At the top, there is a navigation bar with tabs for 'My QSR', 'Reviews', and 'Follow Ups'. Below this, a secondary navigation bar contains links for 'Dashboard', 'Inbox', 'Archive', 'Sent', 'Search', 'Compose', 'Preferences', and 'Change Password'. The 'Inbox' section is active, showing a list of notifications. The list has columns for 'From', 'Subject', and 'Received'. Three notifications are visible, each with a checkbox and an envelope icon. Below the list, it says 'Page 1' and 'Archive Selected'. At the bottom, there is a footer with links for 'My QSR', 'Reviews', 'Follow Ups', 'Help', 'Reports', 'Log Out', and 'Logged in as: STUser@st.test (Vendor)'.

<input type="checkbox"/>	From	Subject	Received
<input type="checkbox"/>	Madsen, Erik	Indicator Review - PR04100354SR - TUXIS*/OPENING HILL 415 - CLA - State Quality Monitor	12/18/2007 3:13:17 PM
<input type="checkbox"/>	Secchiaroli, Crescentino	Follow Up History Added - - SARAH TUXIS INCORPORATED - CLA - PR04101167SR - TUXIS*/MAYNARD ST 15	12/14/2007 11:53:20 AM
<input type="checkbox"/>	Secchiaroli, Crescentino	Indicator Review - PR04101167SR - TUXIS*/MAYNARD ST 15 - CLA - Case Manager	12/14/2007 11:42:09 AM

Page 1

Archive Selected

My QSR · Reviews · Follow Ups
Help · Reports · Log Out · Logged in as: STUser@st.test (Vendor)

Note: For Vendors, notifications are automatically sent to Resource Manager/Quality Coordinator when either creating or saving follow ups.

Vendor/Provider QSR Data Application Reference Manual

Archive – Inbox notifications cannot be deleted from the QSR application. A user can only archive Inbox messages.

⇒ **My QSR > Archive**

Notifications in the screen below have been archived. You may access, read and print archived notifications. To view the detailed information about an archived notification, click on the **Subject** link.

My QSR | Reviews | Follow Ups
Dashboard | Inbox | **Archive** | Sent | Search | Compose | Preferences | Change Password

Archive Archive

You have chosen to archive the following notifications. Usually, this is done to "clean out" your inbox, making it easier to manage. Note that, for audit purposes, you may not delete notifications from the QSR system.

From	Subject	Received
Secchiaroli, Crescentino	Indicator Review - PR04100354SR - TUXIS*/OPENING HILL 415 - CLA - Case Manager	12/12/2007 3:24:15 PM
Secchiaroli, Crescentino	Indicator Review - PR04100354SR - TUXIS*/OPENING HILL 415 - CLA - Case Manager	12/12/2007 3:03:37 PM
Secchiaroli, Crescentino	Follow Up Closed - D 20 - SARAH TUXIS INCORPORATED - CLA - PR04100353SR - TUXIS*/LONG HILL RD. 681	12/11/2007 3:31:54 PM
Morgan, Siobhan	Follow Up History Added - D 20 - SARAH TUXIS INCORPORATED - CLA - PR04100353SR - TUXIS*/LONG HILL RD. 681	12/11/2007 3:29:19 PM

To begin the process of archiving notifications:

1. Click the **Inbox** in the **Notification Center**.
2. Select the check box next to the notification(s) you wish to archive.

My QSR | Reviews | Follow Ups
Dashboard | **Inbox** | Archive | Sent | Search | Compose | Preferences | Change Password

Inbox

Your new notifications are presented below. To view archived notifications, select the Archive tab at the top of the screen. You have **(0)** new message(s).

<input type="checkbox"/>	From	Subject	Received
<input type="checkbox"/>	Madsen, Erik	Indicator Review - PR04100354SR - TUXIS*/OPENING HILL 415 - CLA - State Quality Monitor	12/18/2007 3:13:17 PM
<input checked="" type="checkbox"/>	Secchiaroli, Crescentino	Follow Up History Added - - SARAH TUXIS INCORPORATED - CLA - PR04101167SR - TUXIS*/MAYNARD ST 15	12/14/2007 11:53:20 AM
<input checked="" type="checkbox"/>	Secchiaroli, Crescentino	Indicator Review - PR04101167SR - TUXIS*/MAYNARD ST 15 - CLA - Case Manager	12/14/2007 11:42:09 AM

Page 1

Archive Selected

3. To archive all notifications on the page, select the check box in the grey banner (to the left of the "from" column)
4. Select the **Archive Selected** button at the bottom of the screen.

Vendor/Provider QSR Data Application Reference Manual

Sent - Shows all notifications sent.

⇒ **My QSR > Sent**

Click the **Subject** link to view a notification.

My QSR | Reviews | Follow Ups

Dashboard | Inbox | Archive | **Sent** | Search | Compose | Preferences | Change Password

Sent

Listed below are the notifications either generated by the system or manually created by you. Use the links at the bottom of the page to browse.

From	Subject	Sent
UserST, Test	Follow Up History Added - D 8 - SARAH TUXIS INCORPORATED - CLA - PR04101121SR - TUXIS*/NORTH ST 15	11/25/2006 11:46:15 AM
UserST, Test	Follow Up History Added - SC 12 - SARAH TUXIS INCORPORATED - CLA - PR04100564SR - TUXIS*/FISKE LANE, 72	11/25/2006 12:20:18 PM

Search – Searches **Inbox**, **Archived** and **Sent** tab notifications.

⇒ **My QSR > Search**

Key words entered need to match text in the subject line or in the body of a message.

To perform a notification search:

1. Click on the **Search** tab under the **My QSR** tab.
2. Enter key words in the text field and click the **Search** button.
3. Notifications stored in the Inbox, Sent and Archive screens will appear.

PRACTICE: Use the key words “Indicator Review” for all notifications related to Indicator Review. **Note:** Indicator Review is in the subject line as seen in the examples below.

My QSR | Reviews | Follow Ups

Dashboard | Inbox | Archive | Sent | **Search** | Compose | Preferences | Change Password

Search

Use the form below to search for notifications you have received or sent. Only the subject and body of all notifications are searched. Your notification archive is included.

Indicator Review

Results

Found 18 Notifications matching your criteria. Displaying on 2 pages.

From	Subject	Received
UserST, Test	Indicator Review - PR04100323SR - BEINHAV/DEBRA HOUSE, 42 - CLA - Regional Quality Monitor	12/19/2007 4:48:49 PM
Madsen, Erik	Indicator Review - PR04100354SR - TUXIS*/OPENING HILL 415 - CLA - State Quality Monitor	12/18/2007 3:13:17 PM
UserST, Test	Indicator Review - PR04101167SR - TUXIS*/MAYNARD ST 15 - CLA - Case Manager	12/14/2007 11:51:38 AM

Compose – Tab Access Only – Currently Not Functional **DO NOT USE**

⇒ **My QSR > Compose**

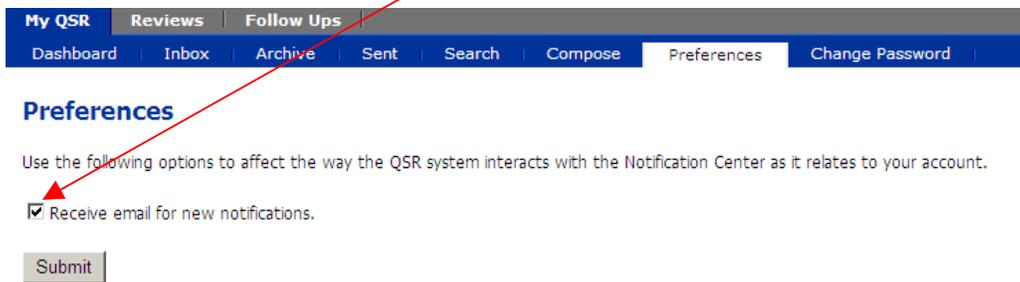
Preferences – Tab Access Only

⇒ **My QSR > Preferences**

Preferences allow you to turn e-mail notification alerts on or off. Once these alerts are turned off, personnel will not receive messages from the QSR application through their Outlook or other e-mail program, external to the QSR application.

To turn off the notification alerts in the **Preferences** screen:

1. Click the **Preferences** tab under the **My QSR** tab.
2. Deselect the **Receive e-mail for new notifications** box
3. Click the **Submit** button



To turn on the **e-mail** notification alerts in the **Preferences** screen:

1. Click the **Preferences** tab under the **My QSR** tab.
2. Select the **Receive email for new notifications** box
3. Click the **Submit** button



There is NO SPELL CHECK tool within the QSR Application. Before entering information into the comment sections of the QSR form, consider this:

Type your comments into MS Word FIRST; check for errors and then copy and paste your "spell checked" comments into the comment field within the QSR application.

Spelling Errors = Lack of Quality

V Finding QSR Records Using Tabs

- ⇒ **Reviews > Find a Review**
- ⇒ **Follow Ups > Find a Follow Up**

These tabs allow you to find specific records. You can limit your search to records associated with your Username and Role.

There are several search **options** available on each screen:

V.A Search Criteria Basics

1. Determine your search criteria. You must enter criteria in at least one search field.
 - a. **DMR # (DDS #), Last OR First Name** – search for records by Consumer using complete DMR # or Consumers Last Name OR First Name (NOT BOTH)
 - b. **PIN or Vendor Name** – for a Vendor/Provider, this search field has the Vendor ID (PIN) already entered in the field and this number cannot be changed
 - c. **RDID or Program Name** (Service Location) – search for records by Program Name using complete RDID or partial Program Name

My QSR | **Reviews** | Follow Ups

Find a Review | My Reviews | View a Review

Find a Review

Use the search form below to find a particular review. All fields are optional, but you must enter at least one search criteria. In the event you enter textual data, such as a Consumer's last name, the search is performed with a wildcard (*) on each side of the text you entered. For example, "Smith" would find all Consumers with the last name "Smith", as well as "Smithe".

DMR# or Last/First Name: PIN or Vendor Name: RDID or Program Name:

Only find my Reviews [What's this?](#)

2. Check the **"Only find my [e.g., Reviews, Follow Ups]"** box to search for records assigned to your Username and Role **OR**
3. Uncheck the **"Only find my [e.g., Reviews, Follow Ups]"** box to search for **ALL** relevant records in the QSR application assigned to you and others.
4. Click the **Search** button to display your results.

PRACTICE: Using the Find A Review screen, search for a Review at a Vendor Service Location.

Once the QSR application completes the search, up to 10 records matching your search criteria will display on each page.

V.B Finding Records Assigned To You – “My” Tabs

- ⇒ **Reviews > My Reviews**
- ⇒ **Follow Ups > My Follow Ups**

This is an alternate way to find records associated with your Username and Role. You can view the list of records assigned to your Username and Role by selecting the “My [e.g., Reviews, Follow Ups]” tabs. For example, the “My Reviews” screen is shown below.

My Reviews

Listed below are all of the reviews you have conducted in the QSR system. You may sort by any field to make it easier to find the review you might be looking for. Alternately, you may use the "Find a Review" link above.

Found 25 Reviews matching your criteria. Displaying on 3 pages.

Vendor	Service	Service Location	Consumer	Date Created	
BENHAVEN INC.	CLA	PR04100323SR	JONES 3, DOE	11/16/2006	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006	View
BENHAVEN INC.	CLA	PR04100374SR	MILLS 34, JOHN	11/15/2006	View
BENHAVEN INC.	CLA	PR04100373SR	N/A	11/15/2006	View
BENHAVEN INC.	CLA	PR04100323SR	JONES 3, DOE	11/14/2006	View
BENHAVEN INC.	SEI	PD21000372SR	PARKER 26, SAMUEL	11/14/2006	View
BENHAVEN INC.	CLA	PR04100323SR	JONES 3, DOE	11/14/2006	View
BENHAVEN INC.	CLA	PR04100323SR	SMYTH 32, JANE	11/10/2006	View
BENHAVEN INC.	CLA	PR04100375SR	DRUFF 34, DAN	10/26/2006	View

Page 1 [2] [3] Sort by: [Vendor](#) [Service Location](#) [Service Type](#) [Consumer](#) [Date Created](#)

On some screens you can sort and/or go to the next page by using the links at the bottom of the page (see screen below).

NOTE: The RDID/SSID, a unique Service Location identifier, is 12 characters long. For example: PR04100354SR

<u>Position</u>	<u>Character</u>	<u>Example</u>	<u>Meaning</u>
1	P, D	PR04100354SR	Public (D) or Private (P) location
2	R, D, S	PR04100354SR	Residential (R), Day (D) or Support (S) location
3-5	3 # code	PR04100354SR	Service Location code: "041" = CLA; "533" = ISR
6-10	5 # code	PR04100354SR	Identifies a single location
11-12	NR, SR, WR	PR04100354SR	Region of location

V.C Viewing Review Indicators, Outcomes, Focus Areas

1. QSR indicators appear when the **Indicator** tab is selected.

(Click the Outcome or Focus Area tabs to view results.)

My QSR | **Reviews** | **Follow Ups**

Find a Review | My Reviews | View a Review

Conduct a Review

Consumer: DRUFF 34, DAN	DMR #: 82983	Review Date: 10/26/2006
Vendor: BENHAVEN INC.	PIN: 118	Review Name: Deschenesdesmond
RDID: PR04100375SR	Service: CLA	Reviewer Title: Regional Quality Monitor
Service Location: BENHAV/NORTHSIDE	Announced: Yes	

Indicators | Outcomes | Focus Areas | Incidents | **Commentary** | Mobile Review Utility | Follow Ups

Code	Detail
CI 1	Do you like your home or where you live? Show/Hide Guide Text

Met
 Not Met
 Not Rated
 N/A
 Met Exemplary

Comments:

[Create Action Plan](#)

2. To view the Interpretive Guidelines for a question, click the text **Show/Hide Guide Text** link. The information appears. Click the same text link again, and the information is hidden.
3. A dot will appear in the button for ratings chosen by the reviewer.
4. Any comments appear in the **Comments** box.

Tip: To move quickly between the top and bottom of the page on the **Conduct a Review** screen, you can press the key "Home" to go to the top of the page and "End" to go to the bottom of the page.

VI Action Planning & the Manual Creation of an Action Plan

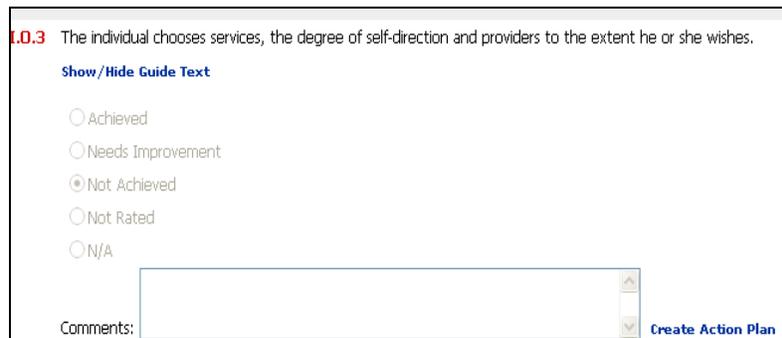
An **Action Plan** is the Vendor/Providers' statement of how an item for **Follow-Up** will be addressed/improved. An **Action Plan** has a follow-up history that tracks the progress of implementation and monitoring of the plan until the **Action Plan** is completed and closed.

Actions Plans can be created in the following ways:

- The QSR Application automatically generates **Action Plan** records for Required for Follow-Up Indicators rated "Not Met"
- DDS personnel and Vendor/Provider initiated **Action Plans** are created manually

DDS and Vendor/Provider initiated **Action Plans** can be manually created for Indicators, Outcomes, or Focus Areas.

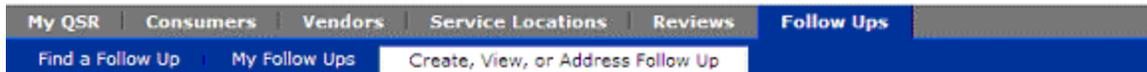
1. Locate the completed Review and View the results. The ratings in the **Conduct a Review** screen will appear gray, because the review is locked.



The screenshot shows a web-based form for a QSR item. At the top, it displays the item ID 'I.0.3' and the text 'The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.' Below this is a 'Show/Hide Guide Text' link. There are five radio button options: 'Achieved', 'Needs Improvement', 'Not Achieved' (which is selected), 'Not Rated', and 'N/A'. At the bottom left is a 'Comments:' label followed by a text input field. At the bottom right is a blue link labeled 'Create Action Plan'. A red arrow points from the bottom of the page towards this link.

2. Locate the question and click the **Create Action Plan** link.

3. The **View/Edit Follow Up** screen appears.



View/Edit Follow Up

All details relevant to this Follow Up are presented below. Use this page to view or add Follow Up history, and/or close the Follow Up.

Consumer: Vendor: DMR RDID: DD20300263WR Service Location: DMR-WR/TORRINGTON-DSO	DMR #: PIN: 1 Service: DSO Announced: Yes	Review Date: 11/15/2007 Review Name: sokolowd Reviewer Title: State Quality Monitor
--	---	--

Source Indicator

AP 2 There is documentation of annual sprinkler/fire alarm system servicing for a bulk system.
Annual sprinkler or fire alarm system servicing is performed in accordance with
Refer to DDS CLA Licensing Regulation: 11a
Rating: Not Met
Comments:

ActionPlan Type:

Deadline Date:

Narrative:

4. Select the **Action Plan Type:** Corrective Action or Quality Improvement
5. Enter the **Deadline Date** (required)
6. Enter a **Narrative** (required)
7. Once complete, click the **Save Action Plan** button. The Quality Coordinator (for Public) and the Resource Manager (for Private) will receive notification automatically once "Save Action Plan" is selected.

VII Action Plan Follow Up Management

Action Plan Follow Up Process:

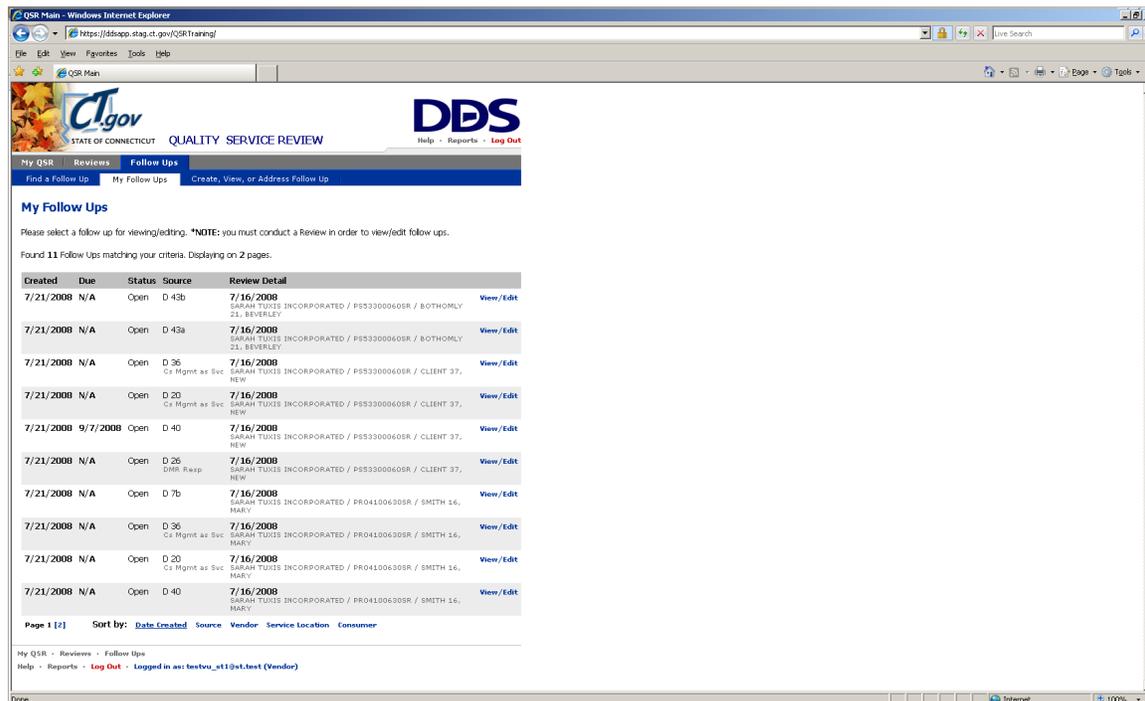
- An action plan/follow up is either generated by the QSR application or manually by DDS personnel and is forwarded to the Vendor/Provider
- The Vendor/Provider creates the action plan/follow up for corrective action or quality improvement. The Vendor/Provider and DDS negotiate the completion date and only authorized DDS personnel can accept the date.

VII.A Action Plan Follow-Up Using the Follow Ups Tab

To find an Action Plan/Follow-Ups using one of the following tabs:

- ⇒ **Follow Ups > My Follow Ups**
- ⇒ **Follow Ups > Find a Follow Up**

1. For example, Select **Follow Ups > My Follow Ups**. The **My Follow Ups** screen appears.



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2. Locate the **Action Plan/Follow Ups** you want. Click **View/Edit** to access the record. The **Action Plan/Follow Up** will appear under the **Source Indicator** heading of the **View/Edit Follow Up** screen.

The screen below displays an indicator, Not Met, that is Required for Follow-Up. This follow-up record is automatically generated by the QSR application.

Consumer: JONES 3, DOE	DMR #: 67911	Review Date: 7/16/2008
Vendor: BENHAVEN INC.	PIN: 118	Review Name: testrgm1
RDID: PR04100323SR	Service: CLA	Reviewer Title: Regional Quality Monitor
Service Location: BENHAV/DEBRA HOUSE, 42	Announced: No	

Source Indicator

D 20 Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.
Refer to IP.12 Periodic Review of the Plan. If no current Periodic Review has been scheduled, compare the Periodic Review of Plan to the previous plan.
In a family setting (FAM), review Case Management File only.
Refer to DDS CLA Licensing Regulation: 17h
Refer to DMR CTH Licensing Regulation: 30f6
Rating: Not Met - DDS Responsibility
Comments: The IP Periodic review documentation did not reflect the change in the Individuals Day Program.

ActionPlan Type:

Deadline Date: 

Narrative:

3. Vendor/Providers can enter a Deadline Date for completion of the action plan if not already done so by DDS personnel. The completion date is negotiable with DDS. DDS, however, makes the final decision on the completion date.
4. Action plans are entered into the **Narrative** box by the Vendor/Provider. **You will NOT be able to "Save History" if you do not enter a comment.** The Vendor/Provider will then send a Notification to DDS for review and approval of the action plan.

Caution: If you enter a Narrative and click "Save History" and click the "Back" button, the Follow Up screen will appear without data. Be aware that your previous follow-up record was saved – Do not reenter the same follow-up again and save it otherwise a duplicate follow-up record will be generated.

Caution: Once you enter a Narrative and click "Save History", the record will appear in follow-up history, even if the follow-up was not sent to anyone. Make sure you send the Notification to relevant parties.

- Click on **Save History** and the authorized DDS personnel will be notified.

For an **indicator** that is "Required for Follow Up", the Vendor/Provider typically submits a Proposed **Deadline Date** along with the **Action Plan**. Authorized DDS personnel may choose to enter a revised **Deadline Date**. Deadline Dates may be negotiated between the two parties. When the **Deadline Date** is accepted, authorized DDS personnel will check the **Is Acceptable** box and this will lock in the date. Only authorized DDS personnel can modify the **Deadline Date** until the **Action Plan** is closed.

For example, the screen below displays an **Action Plan/Follow-Up** with communications between DDS and the Vendor/Provider.

Source Indicator

D 11 The individual's record includes assessment of personal safety and emergency needs.

Includes water safety, bed and sideral assessment and individual safety screening. An individual's Bathing Guideline identifies the level of supervision needed and whether or not the individual can safely regulate water temperature. [The Safety Screening tool, which addresses all areas mentioned in this Interpretive Guideline, will be a component of the new DMR Individual Plan.] Includes individualized training on procedures to educate the individual about abuse and neglect detection and prevention if appropriate. In a family home, an individual's personal safety and emergency needs are identified in his or her individual plan. As applicable to personal circumstances, written plans or procedures may not be necessary.

Refer to DMR CLA Licensing Regulation: 18a2E Ongoing health and injury Each licensee shall have a policy regarding: ongoing individual health care and injuries.

Rating: Not Met

Comments:

ActionPlan Type: Corrective Action

Is Closed:

Is Accepted:

Deadline Date:

Narrative:

Follow Up History

Found 3 Action Plan History. Displaying on 1 pages.

User	Description
deschenesdesmond 10/5/2006 3:23:29 PM	No assessment of personal safety was found during the review. Vendor should provide a Plan of Correction showing when that assessment will be included in the record.
benhavenuser@bnhv.test 10/5/2006 3:25:48 PM	We will provide the assessment in the record, however we will not be able to do that until November 1. Is that acceptable?
deschenesdesmond 10/5/2006 3:28:12 PM	This revised date of November 1 from the original deadline date of October 26 is acceptable. In accepting this date the Vendor will no longer be able to edit this date.

VII.B Action Plan Follow-Up Using the Follow Ups Tab of the "Conduct a Review" Screen

1. Access the review by selecting the tabs **Reviews > Find a Review**
2. Click the **View** button. The **Conduct a Review** screen opens.
3. Click the **Follow Ups** tab (not the follow-ups tab on the application menu). The **Existing Follow-Ups** appear, if any.

Consumer: JONES 3, DOE	DMR #: 67911	Review Date: 11/14/2006
Vendor: BENHAVEN INC.	PIN: 118	Review Name: deschenesdesmond
RDID: PR04100323SR	Service: CLA	Reviewer Title: Regional Quality Monitor
Service Location: BENHAV/DEBRA HOUSE, 42	Announced: No	

Indicators	Outcomes	Focus Areas	Incidents	Commentary	Mobile Review Utility	Follow Ups
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Required Follow Ups

One or more Indicators requiring Follow Up were marked as "Not Met" in this review. If the review has been locked, you can select "Create Follow Up" for any of the Indicators below to create the Follow Up now. Also, note that you may create a Follow Up for any Indicator, Outcome, or Focus Area at any time by viewing a Review once it has been locked.

Code	Indicator	Rating	
D 9 Case Mgmt as Svc	The individual's plan identifies behavioral issues and strategies, as applicable.	Not Met - DMR Responsibility	Create Follow Up
D 8	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	Not Met	Create Follow Up
D 7	All required medical assessments and appointments are current.	Not Met	Create Follow Up

Existing Follow Ups

The Follow Ups below were created either manually, or by the system as a result of this review being sent to the Vendor.

Created	Due	Status	Source	Review Detail	
11/14/2006	12/13/2006	Open	D 15 DMR Resp	11/14/2006 BENHAVEN INC. / PR04100323SR / JONES 3, DOE	View/Edit
11/14/2006	11/30/2006	Open	D 11 DMR Resp	11/14/2006 BENHAVEN INC. / PR04100323SR / JONES 3, DOE	View/Edit
11/14/2006	11/30/2006	Open	D 26	11/14/2006	View/Edit

4. Follow the steps 3 through 6 on page 20 **"Action Plan Follow-Up Using the Follow Ups Tab"**



REMINDER

The QSR Application will "time-out" after 10 minutes of inactivity and if you don't

SAVE YOUR WORK

any information you have entered will be lost.

VII.C Action Plan Verification Through Self-Reporting

- Once the Resource Manager (RM) or Quality Coordinator (QC) has accepted a Corrective Action Plan (CAP) for an indicator “Requiring Follow Up”, the Vendor/Provider will be required to self-report the completion of the CAP.
- **Prior to the Due date**, the Vendor/Provider will log into the QSR application, locate the corrective action plan and enter a narrative describing the completion of a CAP and send a notification to the RM or QC within the QSR application.
- After the RM or QC has received notification of the completion of the CAP, they will close the issue in the QSR application. Randomly selected indicators “Requiring Follow Up” that have been self reported and closed will be verified though an on-site visit by quality management staff members.

How to Find Previously Submitted Corrective Action Plans

1. Select **Follow Ups > My Follow Ups**. The **My Follow Ups** screen appears.
2. Click the **View/Edit** link of the indicator that has had the CAP completed **prior to the Due date**.

The screenshot displays the 'My Follow Ups' page in the QSR application. The page header includes the CT.gov logo and 'DBS' branding. The main content area shows a table of follow-up items. A red arrow points to the 'View/Edit' link of a follow-up item with a due date of 7/16/2008, which is prior to the current date of 7/21/2008.

Created	Due	Status	Source	Review Detail	View/Edit
7/21/2008	N/A	Open	D 43b	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / BOTHOMLEY 21, SEVERLEY	View/Edit
7/21/2008	N/A	Open	D 43a	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / BOTHOMLEY 21, SEVERLEY	View/Edit
7/21/2008	N/A	Open	D 36	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / CLIENT 37, NEW	View/Edit
7/21/2008	N/A	Open	D 20	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / CLIENT 37, NEW	View/Edit
7/21/2008	9/7/2008	Open	D 40	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / CLIENT 37, NEW	View/Edit
7/21/2008	N/A	Open	D 26	7/16/2008 SARAH TULLIS INCORPORATED / PES3300060SR / CLIENT 37, NEW	View/Edit
7/21/2008	N/A	Open	D 7b	7/16/2008 SARAH TULLIS INCORPORATED / PR04100630SR / SMITH 16, MARY	View/Edit
7/21/2008	N/A	Open	D 36	7/16/2008 SARAH TULLIS INCORPORATED / PR04100630SR / SMITH 16, MARY	View/Edit
7/21/2008	N/A	Open	D 20	7/16/2008 SARAH TULLIS INCORPORATED / PR04100630SR / SMITH 16, MARY	View/Edit
7/21/2008	N/A	Open	D 40	7/16/2008 SARAH TULLIS INCORPORATED / PR04100630SR / SMITH 16, MARY	View/Edit

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3. In the **Narrative box**, type in a brief description reporting that the CAP for the indicator has been completed

The screenshot displays the QSR Main application interface within a Windows Internet Explorer browser window. The browser address bar shows the URL: <https://dsapp.stag.ct.gov/QSRTraining/>. The application header includes the following information:

- Vendor: SARAH TUXIS INCORPORATED
- RDDID: P553300066R
- Service Location: TUXIS*SR/ISA/RES SUPP
- PIN: 1273
- Service: IL
- Announced: No
- Review Name: testrnm6
- Reviewer Title: Regional Quality Monitor

The main content area is titled "Source Indicator" and contains the following text:

D 40 Individual's incidents and accidents are reported, investigated and followed-up as appropriate. Incidents and accidents are documented on DDS 255 Incident Report Forms. Review that investigation recommendations have been followed-up. Incidents reported from own home and family homes are documented on DDS 255 OH forms. Review copies of incident reports completed by the provider. The provider log may indicate if or when incidents occur. In a family setting (FAM), documentation may be found in the family home for people who hire their own staff. The reviewer should ask the individual or personal representative if there is any documentation kept in these areas. Otherwise, documentation will be maintained in the case management record. Refer to DDS CLA Licensing Regulation: 15a49, 15a12 Refer to DMR DDS Licensing Regulation: 30a10A, 30a10B, 30a10C, 30c2, 30c3, 30c4, 30c5, 30c6

Rating: Not Met
Comments: A support person progress note recorded an incident where the individual was missing from the work site for one hour. The incident was not recorded on a DDS 255 form and was not reported to the region.

Action Plan Type: Corrective Action
Deadline Date: 9/7/2008
Narrative:

Follow Up History
Found 2 Action Plan History. Displaying on 1 pages.

User	Description
TestVU_ST1@ST.tst	The DDS 255 form for this incident will be filed out by 9/7/08
testrnm6	CAP has been accepted

Add Follow Up History

Narrative:

Save History

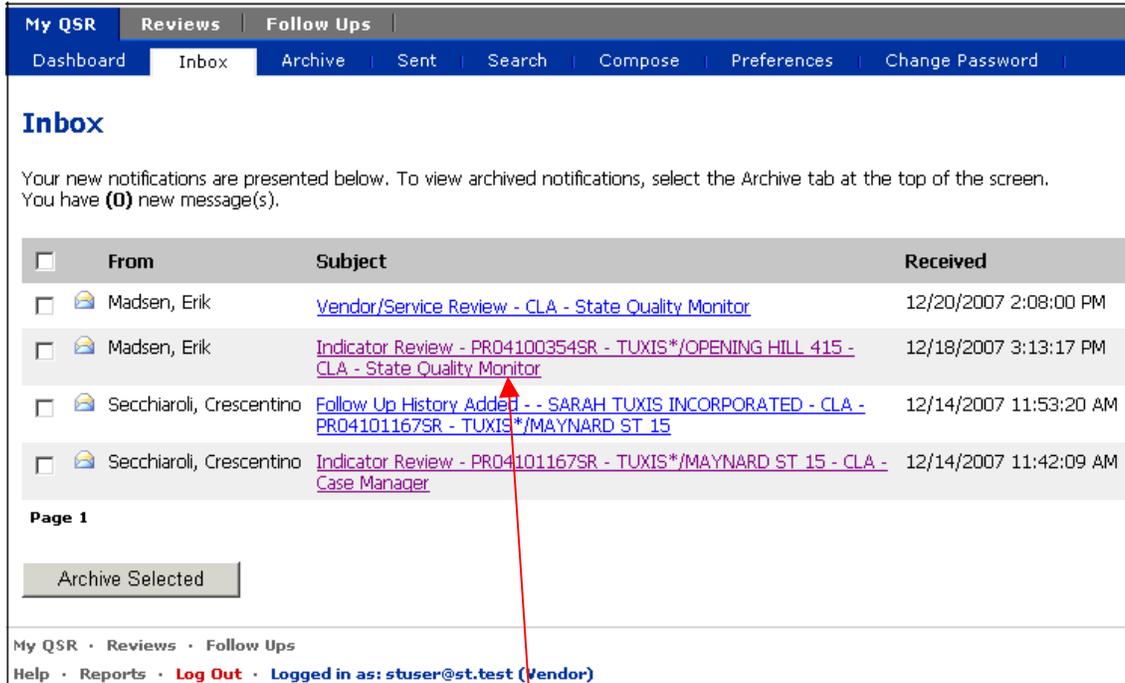
The screenshot also shows the browser's status bar at the bottom, indicating the user is logged in as "testvnu_st1@st.tst (Vendor)".

4. After the narrative has been completed, click **Save History**. The Quality Coordinator (for Public) and the Resource Manager (for Private) will receive notification automatically once "Save History" is selected.

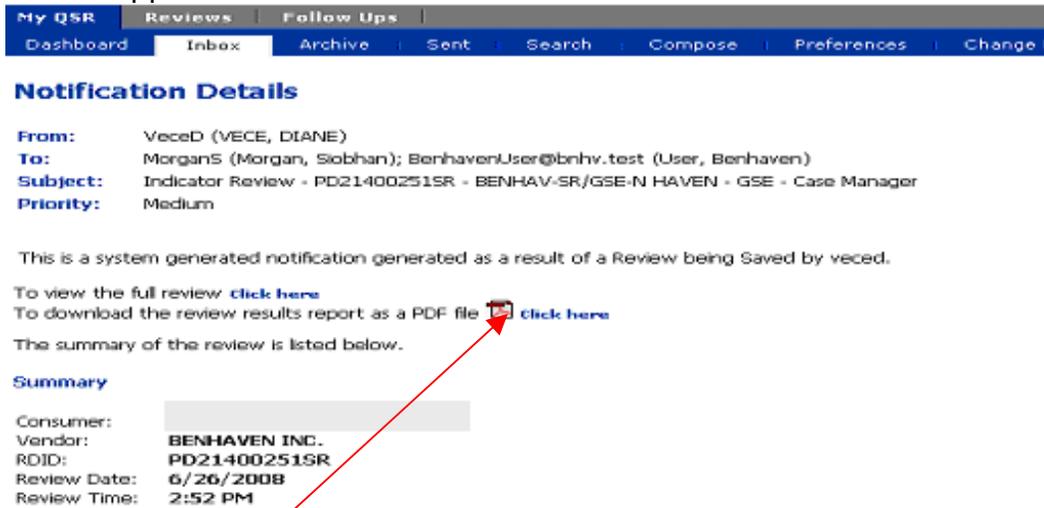
VIII Printing a Review Results Report

Indicator Review related messages are delivered to the **My QSR > Inbox**.

1. Select the tabs **My QSR > Inbox**.



2. Locate and select an **Indicator Review** by clicking on the text in the **Subject** column of the message **Inbox**. The **Notification Details** screen appears.

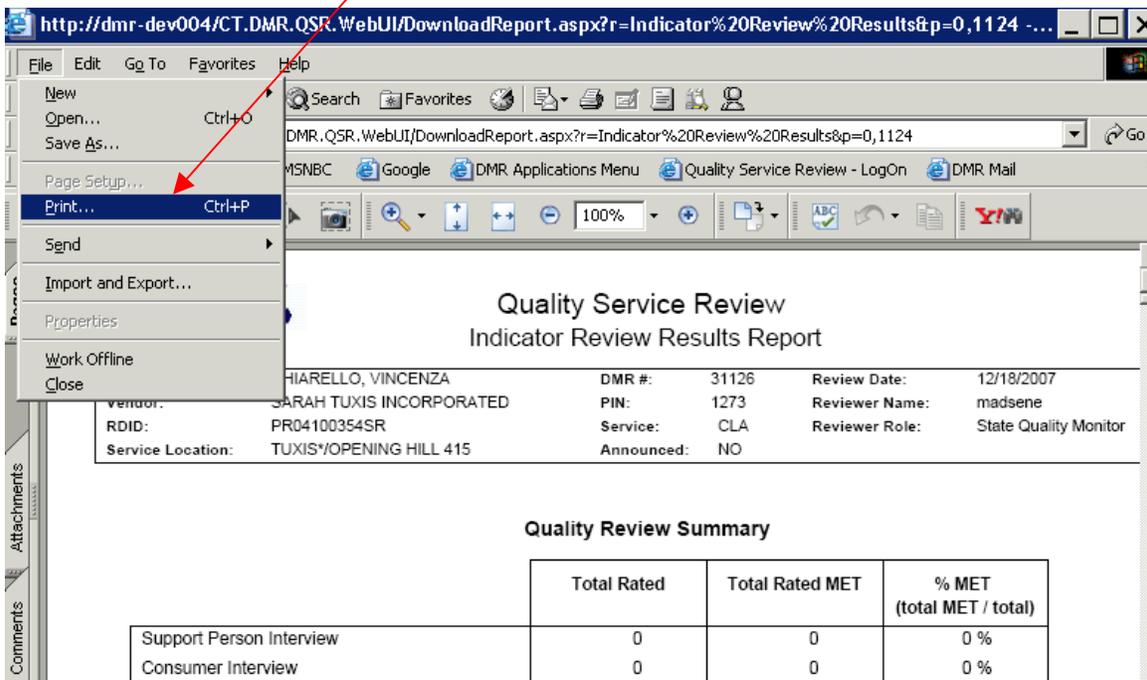


3. Click on the link text: "To download the review results report as a PDF file  [Click here](#)"

- The **Indicator Review Results Report** will open.



- Select **"File"** and **"Print"** from the menu bar of the browser.



IX Establishing Roles & Assigning Service Locations to Personnel

The **Admin** (Administration) **Tab** is accessible only to supervisory personnel and System Administrators. Within the QSR database, administrators may:

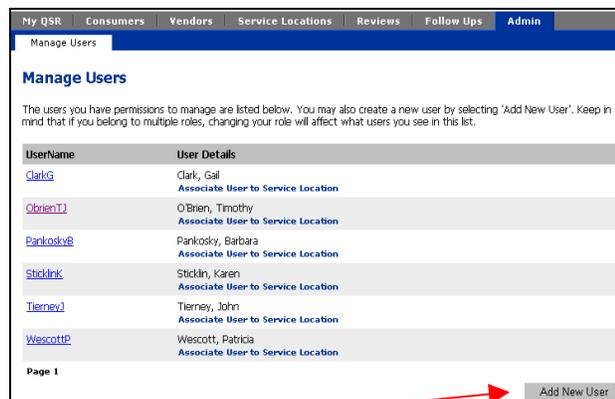
- Add new persons into the system
- Add or remove roles of personnel
- Add, remove or edit assigned service locations to personnel

Most administrative users will be restricted to assigning users to roles that report to them. Roles Administrators can assign are based on the role of the Administrator (for example):

- Vendor Administrators can only assign the roles of Vendor User or Vendor Administrator
- Regional Administrators and System Administrators can assign multiple roles to personnel

IX.A Adding a New Person into the QSR Application

1. Select the **Admin Tab**. The **Manage Users** screen appears.



2. Click the **Add New User** button. The **Update User Information** screen appears.

Below is a **Update User Information** screen that has already been completed.

Update User Information

Use the form below to edit the user's information.

User Name:

First Name:

Last Name:

Email:

Assigned Roles: Planning and Quality Coordinator

Assigned Regions: CENTRAL OFFICE SOUTH REGION

3. Enter the **User Name**.

Note: The User Name is the LAN User ID of the new employee. DDS personnel use this "name" to Log On to the QSR Application.

4. Enter the **First Name** and **Last Name** of the new person.
5. Enter the **e-mail address**.

Note: The User Name for the Vendor/Provider is his or her e-mail address, used for logging on to the QSR Application.

6. Click the **Assigned Roles** box(es) as applicable.

Note: If an Administrator is regionally based, the Administrator can only assign persons within that region (other regions will not appear on the screen).

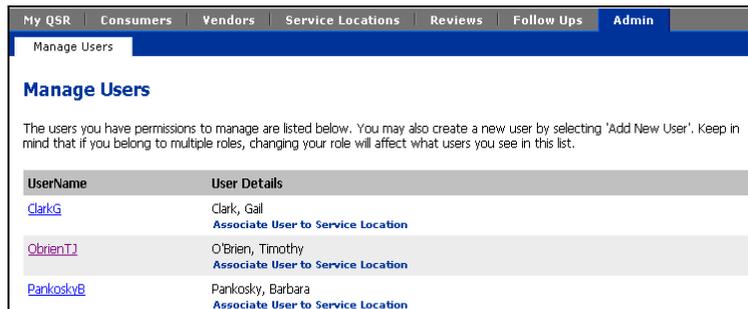
7. **Click Assigned Region** boxes as applicable.

8. When all information is entered, click the **Save** button. At this point, an e-mail is automatically generated by the system to the new user. They will receive two separate e-mails containing their **User Name** and randomly assigned **Password**. They will be required to change this password when they log into the QSR application.
9. Click the **Back to User List** button. The name of the new person will now appear in the **Manage Users** screen.

IX.B Updating Pre-existing “User” Information for a Person

To modify or delete a record for a person in the Update User Information screen:

1. Click the **Admin** tab.
2. Find the name of the person in the **Manage Users** screen. The names are alphabetical. Change pages using the page link at the bottom of the screen.
3. Click the **User Name** of the person.
4. The **Update User Information** screen appears.
5. Make the desired changes and click **Save**. **DO NOT DELETE THE USER**



IX.C Assigning Service Locations to a Person

1. Click the **Admin** tab.
2. Find the name of the person in the **Manage Users** screen. The names are alphabetical. Change pages using the page link at the bottom of the screen.
3. Click the **Associate User to Service Locations** link under **User Details** for the person. The **Manage Users Associations** screen appears.

Manage Users Associations

You are managing the Service Location associations for: **PankoskyB**.

Region: Town: PIN/Vendor Name:

RDID: Service Location Name:

4. Search for the Service Locations to associate to the person by entering search criteria and clicking the **Search** button. Search for a Service Locations by Region, Town, PIN/Vendor Name, RDID or Service Location Name.

The **Matching Services** screen appears.

Matching Services					
Found 11 RDID'S matching your criteria. Displaying on 1 pages.					
<input type="checkbox"/>	RDID	Program	PIN	Vendor	Town
<input checked="" type="checkbox"/>	PD21000372SR	BENHAV-SR/SEI-N HAVEN	118	BENHAVEN INC.	NORTH HAVEN
<input checked="" type="checkbox"/>	PD21400251SR	BENHAV-SR/GSE-N HAVEN	118	BENHAVEN INC.	NORTH HAVEN
<input checked="" type="checkbox"/>	PRO4100117SR	BENHAV/ROSENBERG HSE-ICF	118	BENHAVEN INC.	EAST HAVEN
<input checked="" type="checkbox"/>	PRO4100323SR	BENHAV/DEBRA HOUSE, 42	118	BENHAVEN INC.	NORTH HAVEN
<input checked="" type="checkbox"/>	PRO4100325SR	BENHAV/OLIVER HOUSE 342	118	BENHAVEN INC.	NEW HAVEN
<input checked="" type="checkbox"/>	PRO4100373SR	BENHAV/NAKASH HOUSE	118	BENHAVEN INC.	EAST HAVEN
<input checked="" type="checkbox"/>	PRO4100374SR	BENHAV/JOHNSON HOUSE 187	118	BENHAVEN INC.	EAST HAVEN
<input checked="" type="checkbox"/>	PRO4100375SR	BENHAV/NORTHSIDE	118	BENHAVEN INC.	NORTH HAVEN
<input checked="" type="checkbox"/>	PRO4100385SR	BENHAV/MARLEN DR. 17	118	BENHAVEN INC.	NORTH HAVEN
<input checked="" type="checkbox"/>	PS51300300SR	BENHAV/RESPIRE TRAIN INV	118	BENHAVEN INC.	NEW HAVEN
<input checked="" type="checkbox"/>	PS53300291SR	BENHAV-SR/ISA/RES SUPP	118	BENHAVEN INC.	NEW HAVEN

Page 1

5. Select and Assign the Service Locations to associate to the user by clicking the box(es) on the left of the location RDID and Program (Service Location) name. You can:
 - a. Select and assign or deselect and dissociate one or many locations on a single page by clicking the **Associate Selected** button. Selections and assignments are made one page at time.
 - b. Select and assign or deselect and dissociate all locations on a single page by selecting or deselecting, respectively, the box next to the RDID label at the top left of the page and then clicking the **Associate Selected** button. Selections and assignments are made one page at time.
 - c. Select and assign all locations on every page by clicking the **Associate All** button.
 - d. Deselect and dissociate all locations on every page by clicking the **Dissociate All** button.

Caution: Be aware that clicking the 'Associate All' and 'Dissociate All' buttons assigns or de-assigns all Service Locations displayed in a search.

6. Newly assigned Service Locations will now appear in the **"My Service Locations"** screen for the person. Associated Vendors and Consumers will appear in the **"My Vendors"** and **"My Consumers"** screens. De-assigned Service Locations will result in the removal of records from these screens.