QuickStart Guide

Quality Of Care Report

Note: Test data/information is displayed in the screenshots listed in this document

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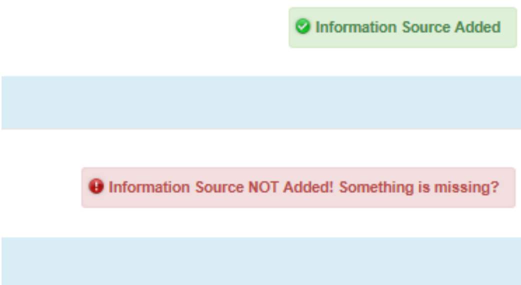
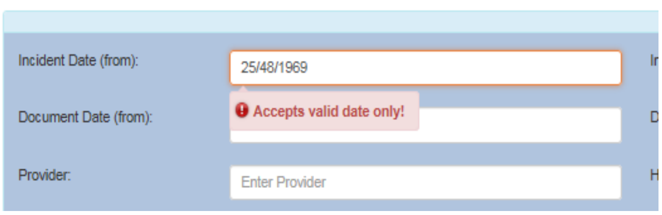
1. General remarks

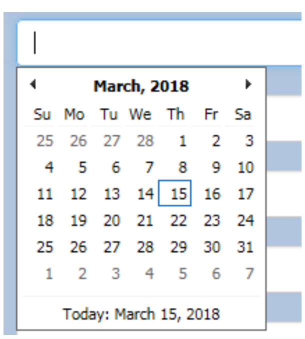
After each action, notification about the outcome with the appropriate message is displayed in the right upper corner of the screen. Successful actions will be in green and unsuccessful in red color. Message will automatically disappear from the screen after 5 seconds.



Validations are set for text fields that expect data input in certain format e.g. Date fields or number fields. If invalid data in entered in the field, error notification will appear next to the field in question and will be visible for 5 seconds. Field will be marked with red color drop shadow until error is corrected.



All Date fields are date pickers which functionality is activated by clicking anywhere on the field.

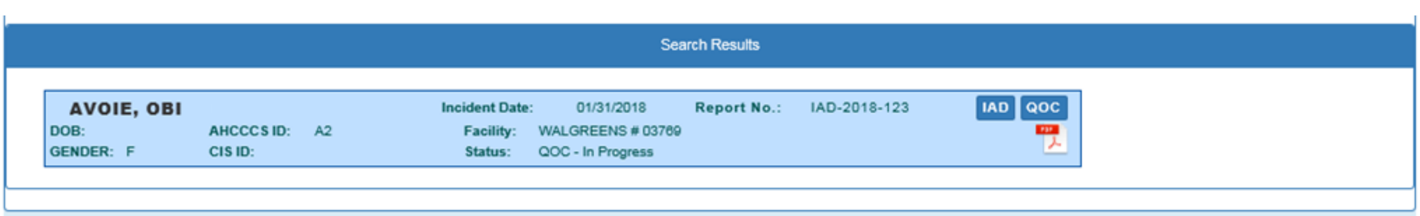


2. Access Quality of Care Reports

Access to the Quality of Care Reports is allowed only to Contractor/TRBHA, Health Plan and AHCCCS users.

To access QOC reports, after logging in, follow "Search" link from the side menu, to enter the "Search Page".

Once on the "Search Page", search for existing cases by entering criteria in the available search fields and click on the "Search for Reports" button. If successful, results will be listed in the "Search Results" section of the page. Cases which are escalated to QOC will have button "QOC" on the right side. Click on that button next to the desired Report will open Quality of Care Report Page.



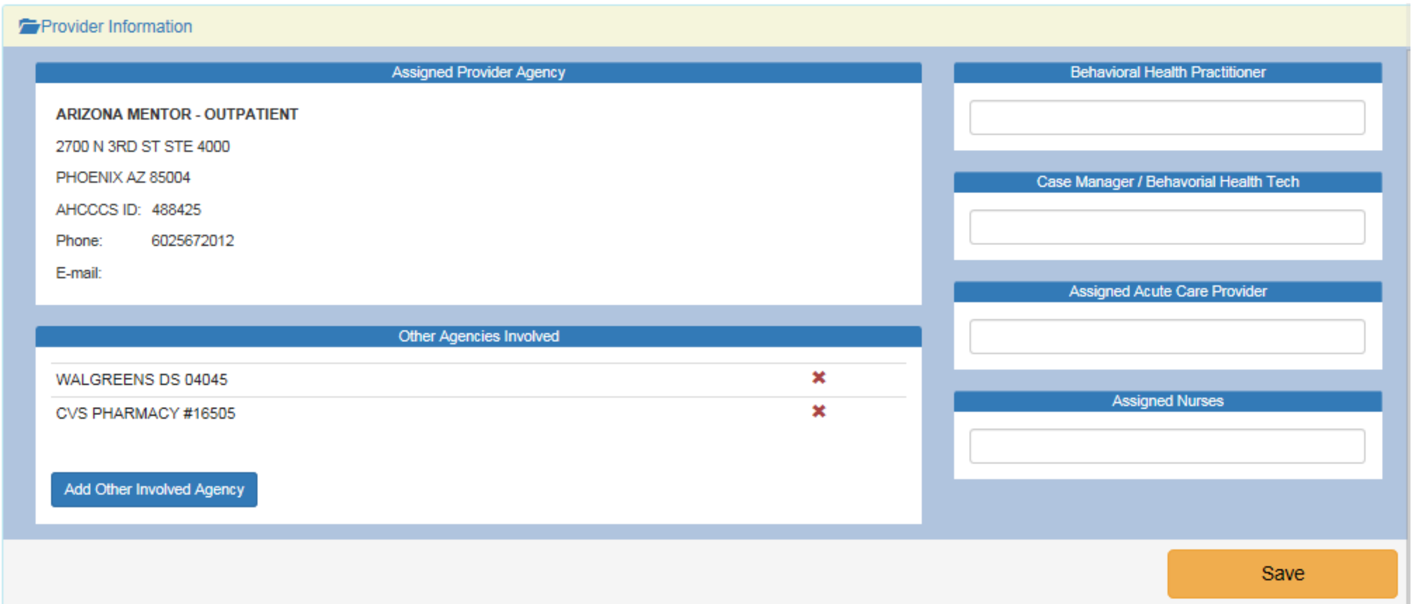
3. Quality of Care Page

Separate portion of QM Portal is used to manage and produce Quality of Care reports.

QOC Report sections are divided into separate panels. To access and manage information for particular Reports section, click on the Title of the desired panel.

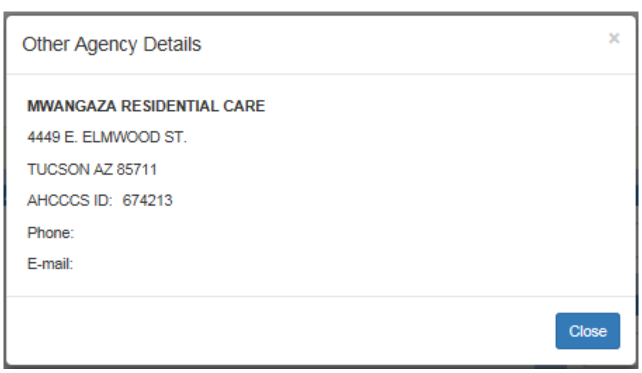
4. Provider Information Panel

This panel contains information about Assigned Provider.



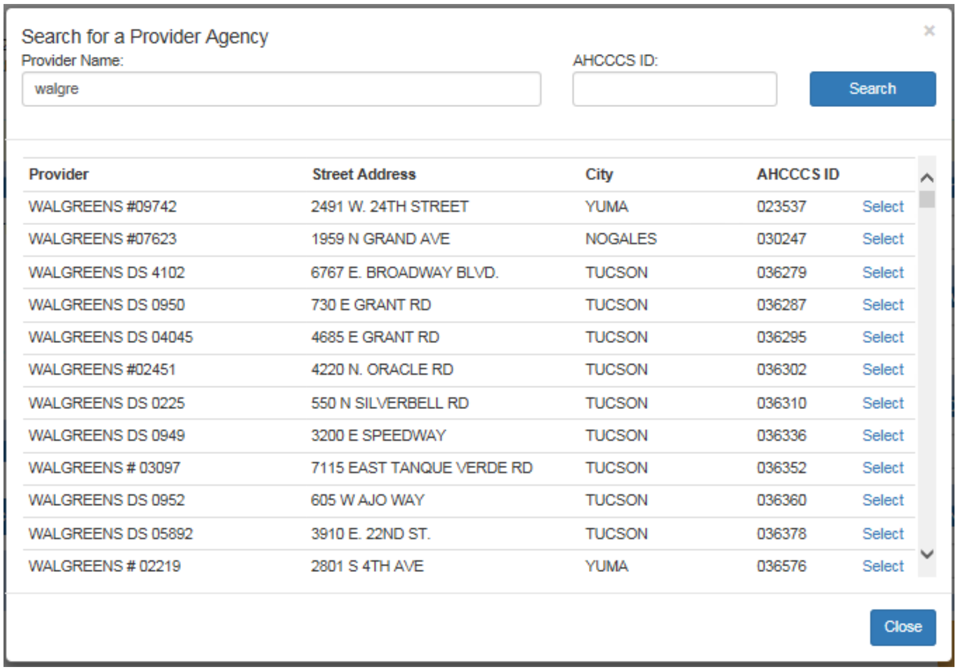
Assigned Provider Agency information is read-only and cannot be changed.

Click on Other Involved Agency name will open new modal window containing detailed information about chosen Other Provider Agency.



Clicking on the ✖ next to the Other Involved Agency name, after user confirmation that action is desired, system will remove that Agency from the list.

Adding new Involved Agency is done by clicking “Add Other Agency” button. New modal window is open, containing form to search for Agencies using Name or Ahcccs Id. Clicking “Select” will add chosen Agency to the list.


Search for a Provider Agency

Provider Name: walgre

AHCCCS ID:

Search

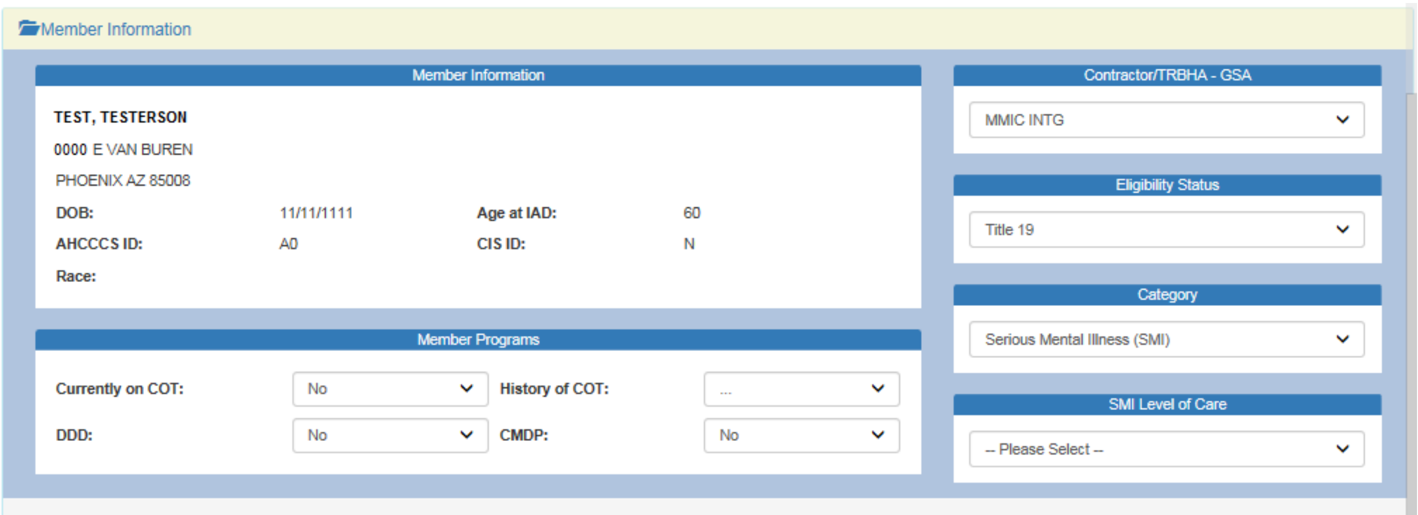
Provider	Street Address	City	AHCCCS ID	
WALGREENS #09742	2491 W. 24TH STREET	YUMA	023537	Select
WALGREENS #07623	1959 N GRAND AVE	NOGALES	030247	Select
WALGREENS DS 4102	6767 E. BROADWAY BLVD.	TUCSON	036279	Select
WALGREENS DS 0950	730 E GRANT RD	TUCSON	036287	Select
WALGREENS DS 04045	4685 E GRANT RD	TUCSON	036295	Select
WALGREENS #02451	4220 N. ORACLE RD	TUCSON	036302	Select
WALGREENS DS 0225	550 N SILVERBELL RD	TUCSON	036310	Select
WALGREENS DS 0949	3200 E SPEEDWAY	TUCSON	036336	Select
WALGREENS # 03097	7115 EAST TANQUE VERDE RD	TUCSON	036352	Select
WALGREENS DS 0952	605 W AJO WAY	TUCSON	036360	Select
WALGREENS DS 05892	3910 E. 22ND ST.	TUCSON	036378	Select
WALGREENS # 02219	2801 S 4TH AVE	YUMA	036576	Select

Close

Pressing “Save” button located in the footer section of the panel will store data entered in the Behavioral Health Practitioner, Case Manager / Behavioral Health Tech, Assigned Acute Care Provider, and Assigned Nurses sections.

5. Member Information Panel

This panel contains information about Member.

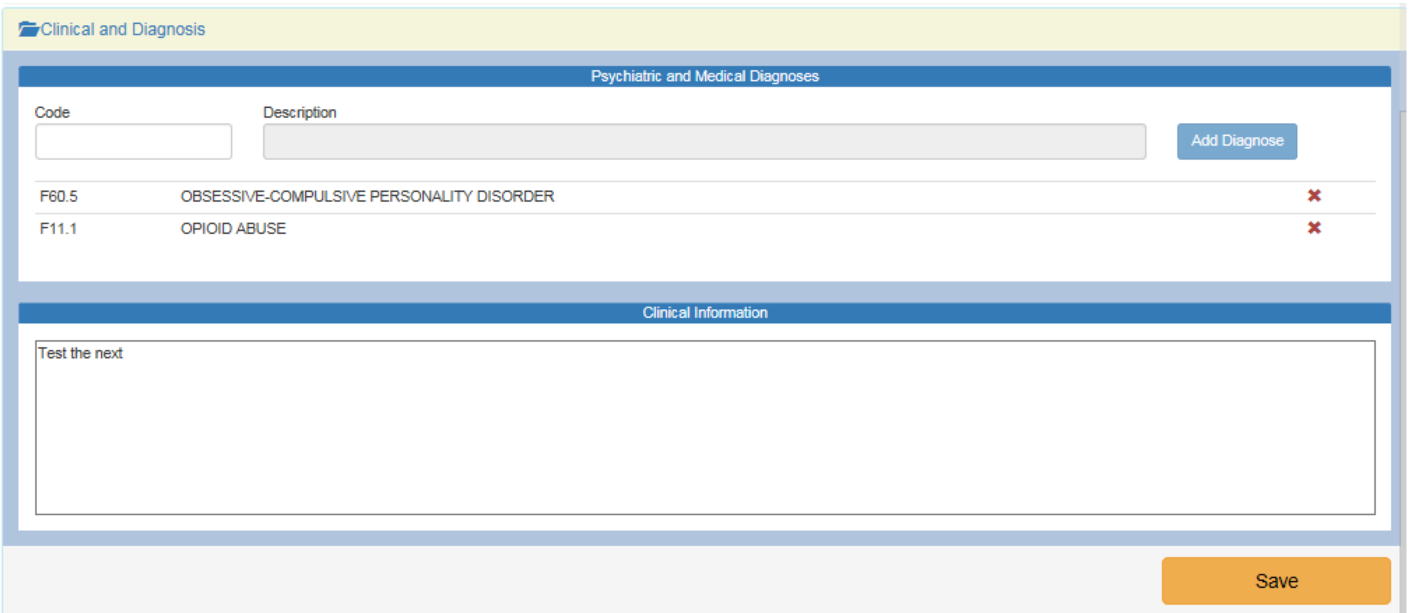


Member Information is read-only and cannot be changed.

Changing selection of the dropdown lists will instantly update information for that Case.

6. Clinical and Diagnosis Panel

This panel contains information about member's diagnoses and clinical information.



Psychiatric and Medical Diagnoses section lists all diagnoses member has at the time of the IAD.

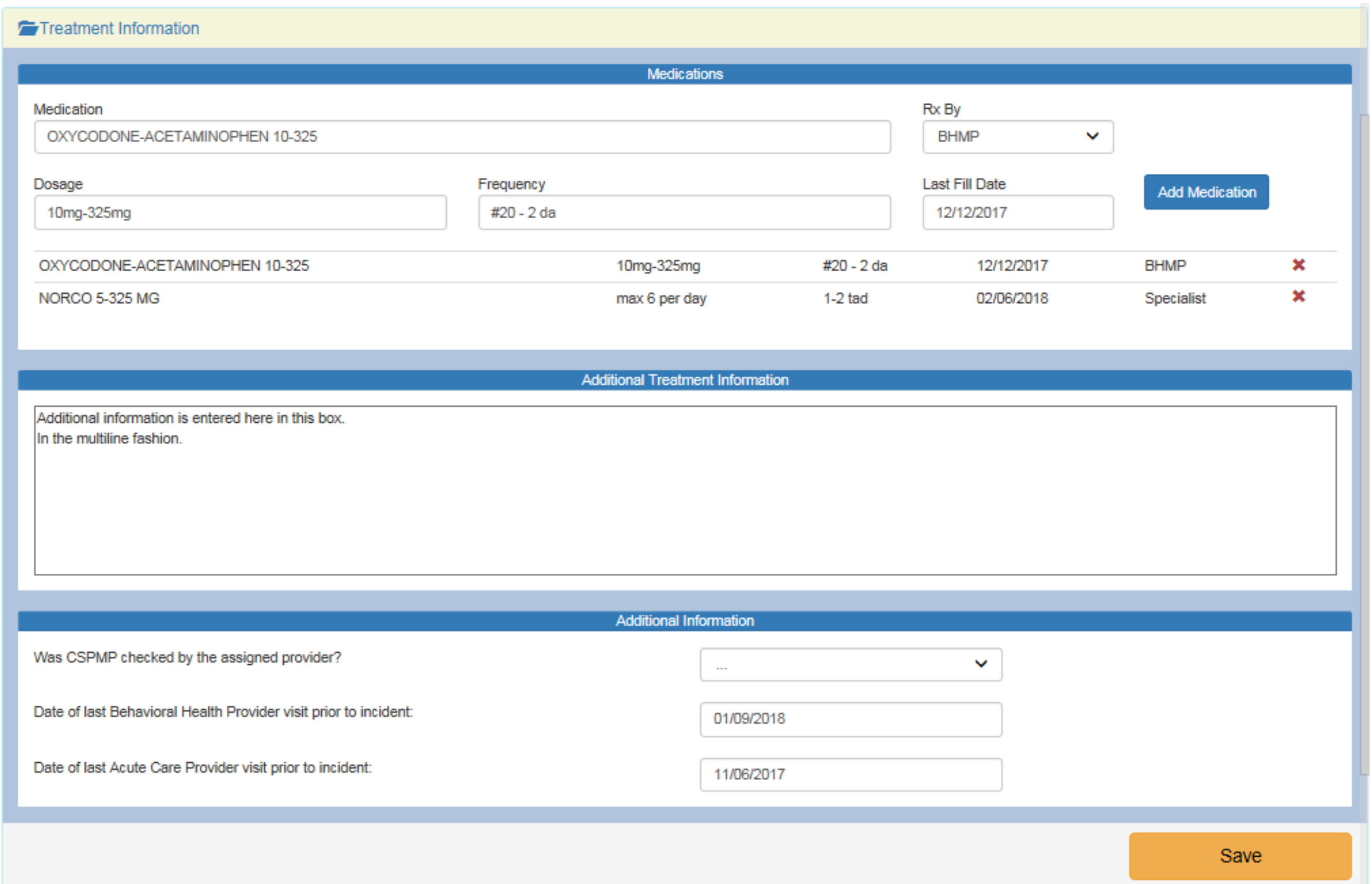
Section allows adding new diagnoses by using ICD10 format only. Typing at least 3 characters in the Code field will open the dropdown list of diagnoses to choose from. When diagnose is chosen, description field is populated. Clicking on the "Add Diagnose" button will confirm addition action.

Clicking on the next to the diagnose description, after user confirmation that action is desired, system will remove that diagnose from the list.

Data entered in the Clinical Information section is updated by pressing "Save" button located in the footer section of the panel

7. Treatment Information Panel

This panel contains information about member's visits to the provider and treatment applied.



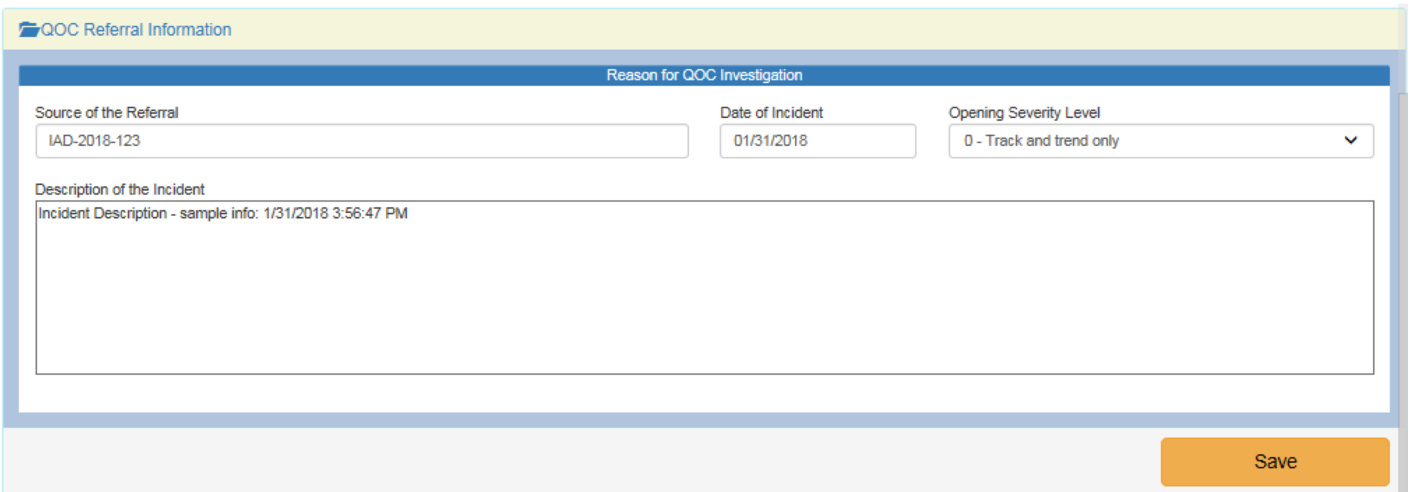
Medications section lists all medications member was prescribed at the time of the IAD. Section allows adding new medications. Typing at least 3 characters in the Medication field will open the dropdown list of medications for user to choose from. All fields in this section are required. Addition is confirmed by clicking on the "Add Medication" button.

Clicking on the next to the medication record, after user confirmation that action is desired, system will remove that medication record from the list.

Additional Treatment Information section and Additional Information section are updated by pressing "Save" button located in the footer section of the panel.

8. QOC Referral Information Panel

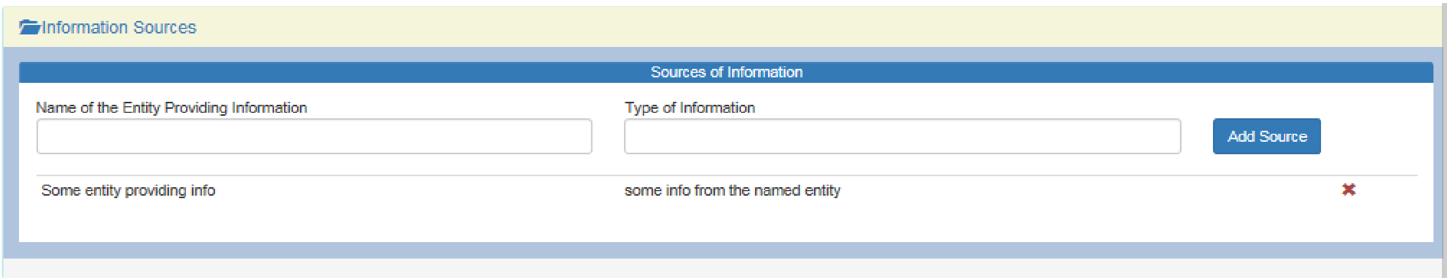
This panel contains information about reason for Quality of Care investigation, transferred from the IAD at the time of the escalation to QOC.



All information is updated by pressing “Save” button located in the footer section of the panel.

9. Information Sources Panel

This panel lists all sources of information connected to the Case.

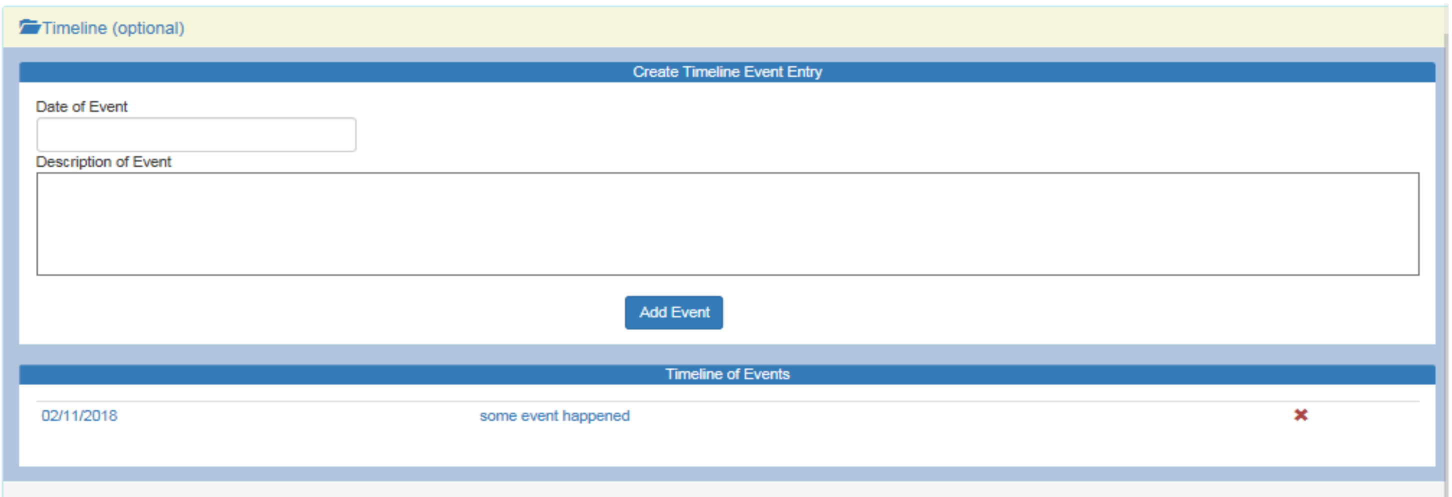


Section allows adding new sources of information. All fields in this section are required. Addition is confirmed by clicking on the “Add Source” button.

Clicking on the ✖ next to the source of information record, after user confirmation that action is desired, system will remove that record from the list.

10. Timeline Panel

This panel lists all timeline events for the Case.



Section Create Timeline Event Entry allows adding new events. All fields in this section are required. Addition is confirmed by clicking on the “Add Event” button.

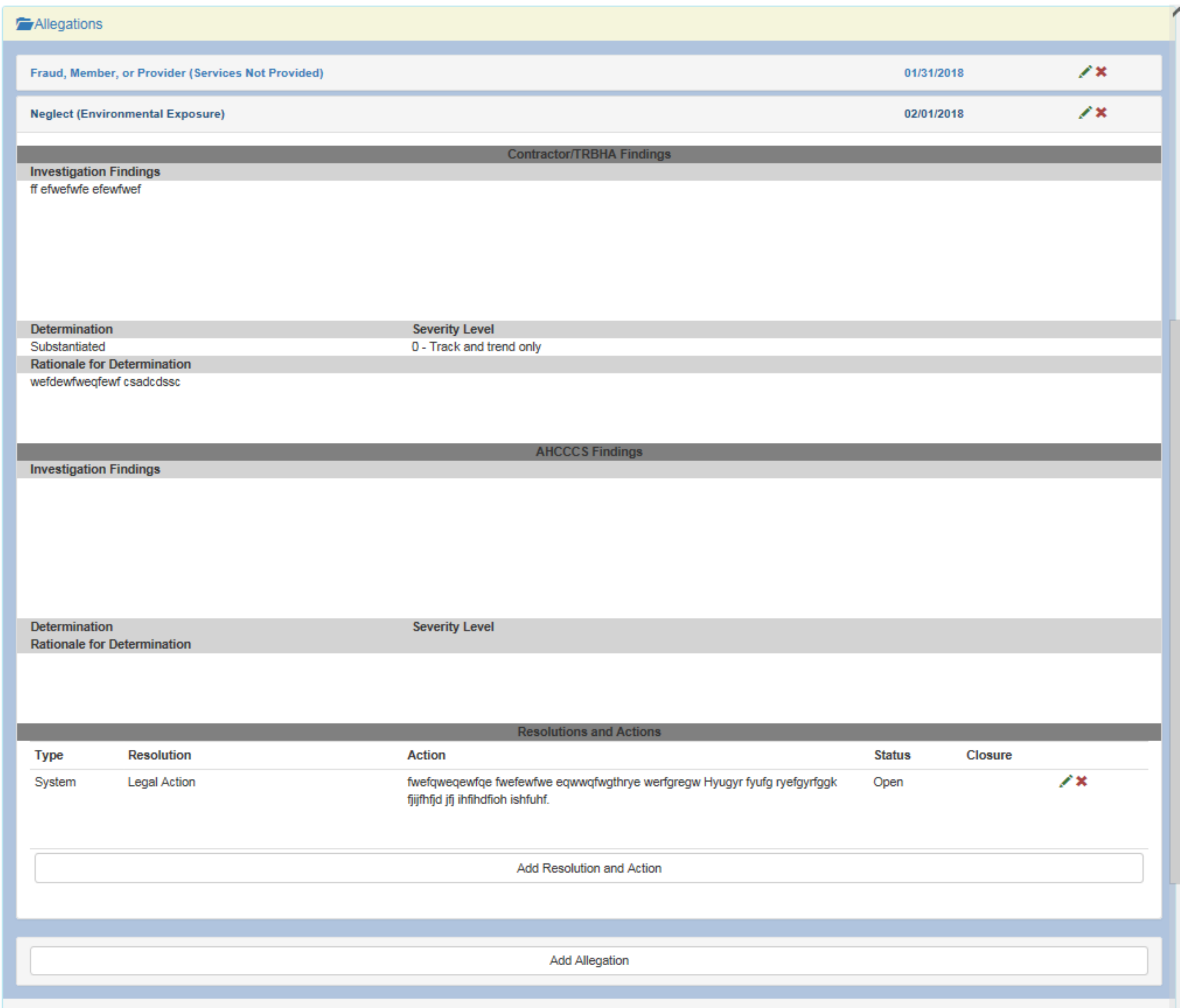
Clicking on the ✖ next to the timeline event record, after user confirmation that action is desired, system will remove that record from the list.

Clicking on either date or description of the event in the list of Timeline of Events, will open separate modal window with a prepopulated form to allow user to update selected event. Pressing “Save” button will apply changes.

11. Allegations Panel

This panel lists all allegations as well as resolutions and actions connected to the Case.

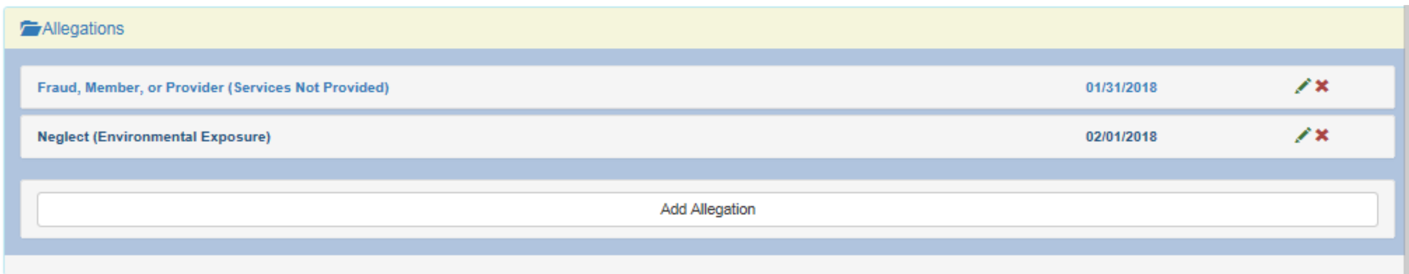
All allegations are displayed as an array of sub-panels which holds specific information for that allegation. Those sub-panels are expandable and collapsible in the “accordion” manner.



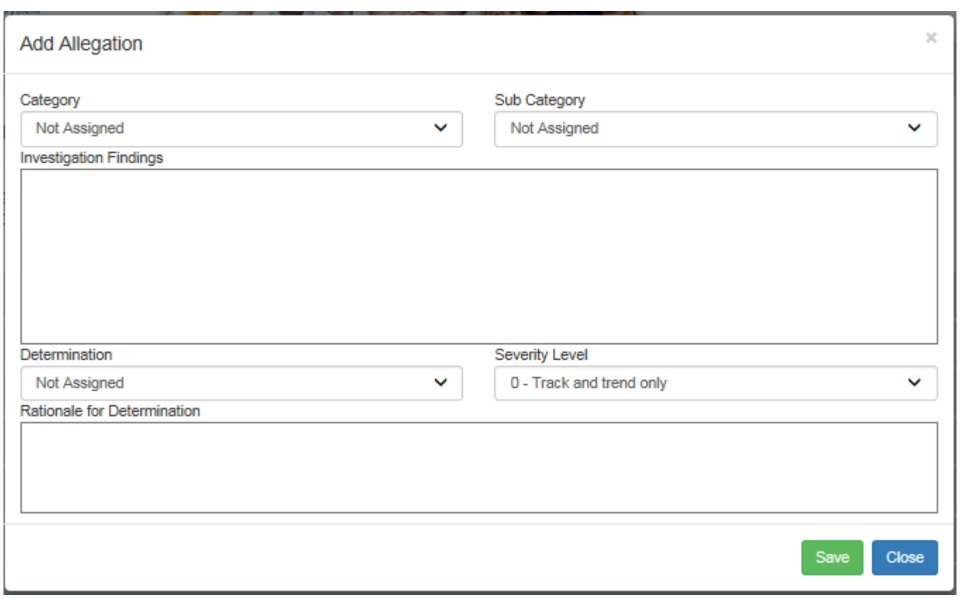
Header section of the subpanel information about allegation is displayed in the format of "Category (Sub Category)" and the date allegation was added. Two icons on the far right side of the sub-panel represent clickable links with following actions:

- Edit allegation information
- Remove allegation information

Clicking on the ✖ icon, after user confirmation that action is desired, system will remove that allegation from the Case.

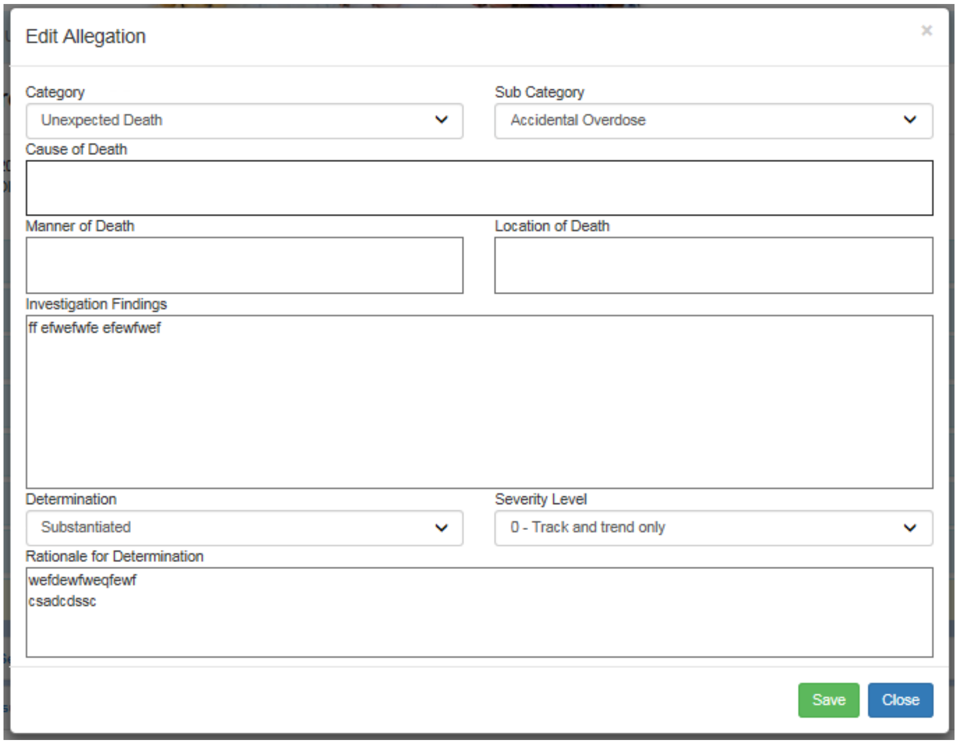


Adding allegation information is enabled by clicking on the button "Add Allegation" located on the bottom section of the Allegations main panel. This action will open separate modal window with a form to allow adding new allegation information. Information addition is restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS users will be able to add only parts of the allegation information that belongs to them.



If Allegation Category "Unexpected Death" is chosen, form will present additional fields: "Cause of Death", "Manner of Death" and "Location of Death". Pressing "Save" button will apply changes.

Clicking on the icon will open separate modal window with a prepopulated form to allow updating selected allegation information. Information update is restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS users are able to update only parts of the information that belongs to them. Pressing "Save" button will apply changes.

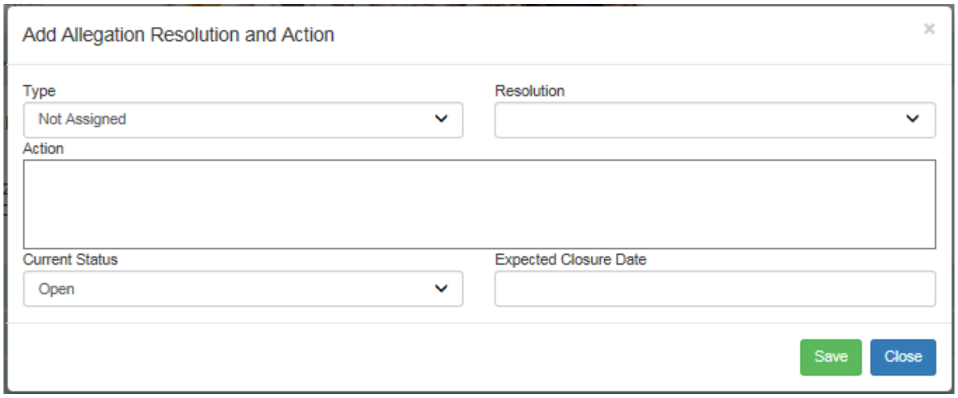


Resolutions and Actions section of the Allegation sub-panel is in the form of the list, with two icons on the far right side representing clickable links with following actions:

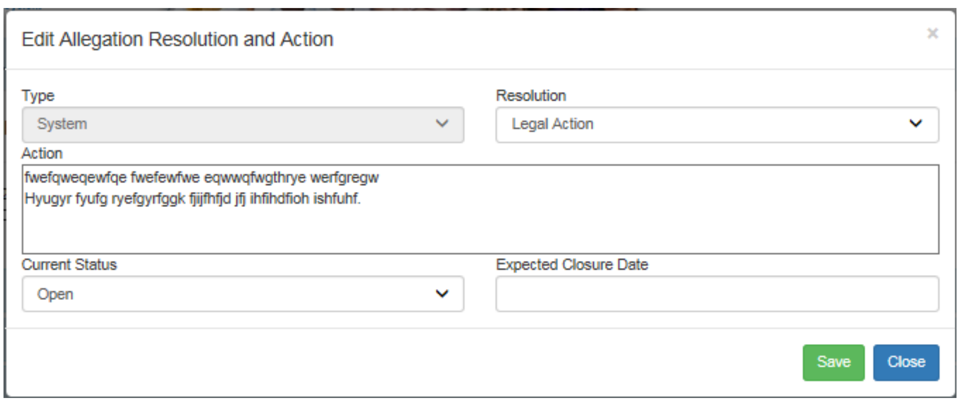
- Edit resolutions and actions information
- Remove resolutions and actions information

Clicking on the ✖ icon, after user confirmation that action is desired, system will remove that action and resolution from the allegation.

Button “Add Resolutions and Action” located on the bottom of the section will open separate modal window with a form to allow adding new resolution and action for the allegation. Information addition is not restricted to logged-in user business entity. Pressing “Save” button will apply changes.

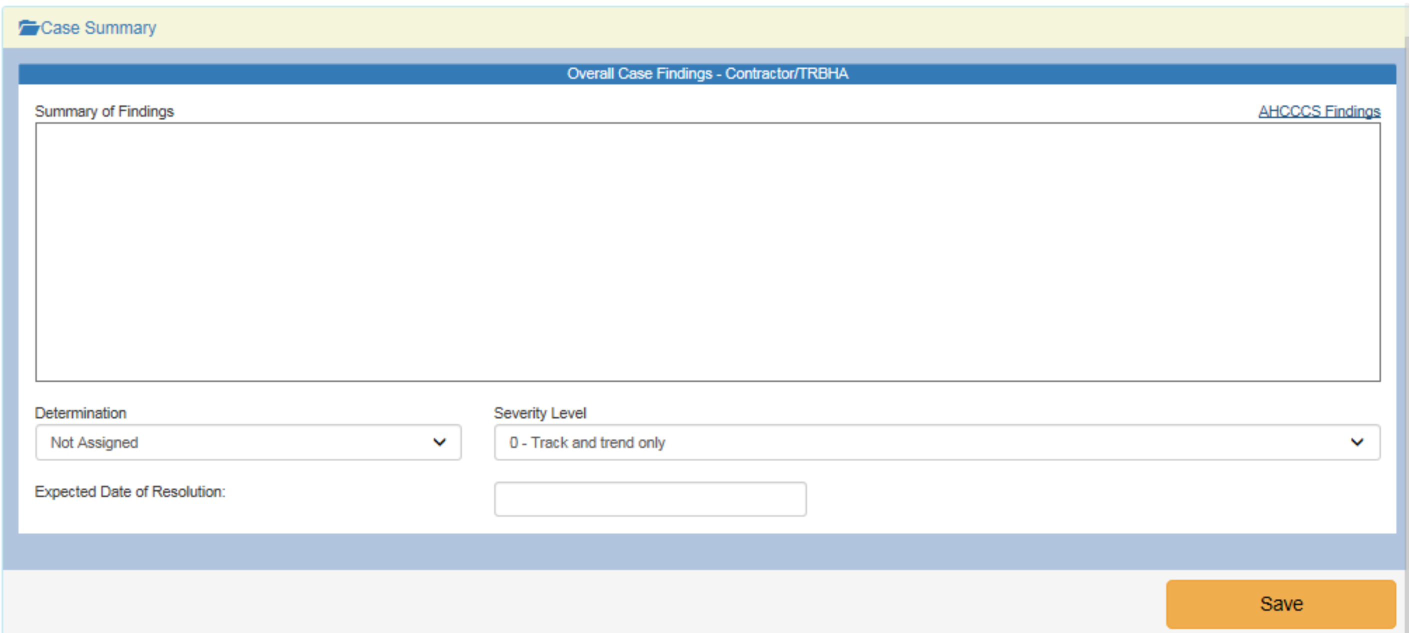


Clicking on the icon will open separate modal window with a prepopulated form to allow user to update selected action and resolution record. Information update is not restricted to logged-in user business entity. Pressing “Save” button will apply changes.

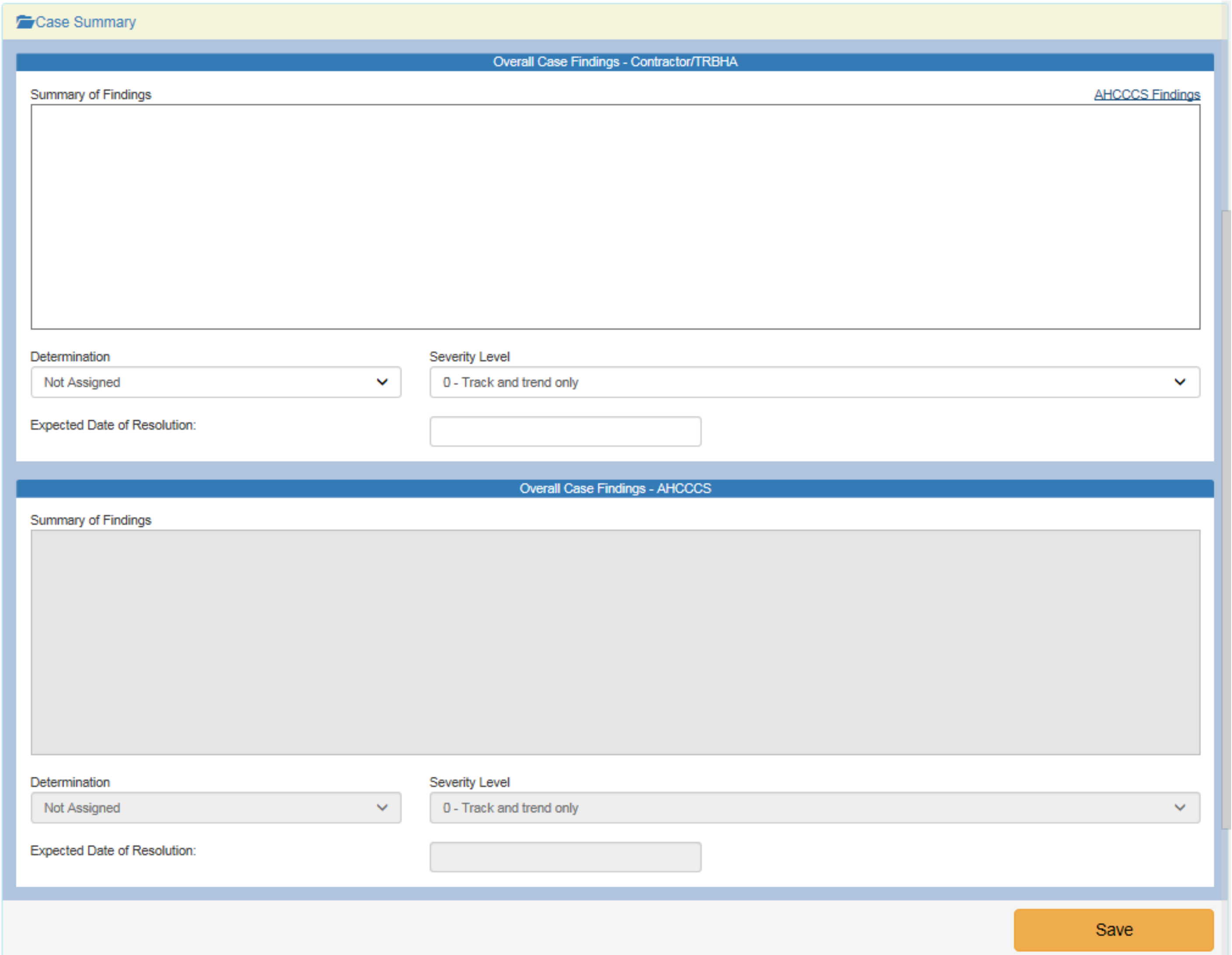


12. Case Summary Panel

This panel holds information about overall Case findings.



It contains two sub-panels, one for each of the business entity: Contractor/TRBHA and AHCCCS. Initially, visible sub-panel will be one that corresponds with the logged-in user business entity, with a link in the upper right corner to show/hide other entity read-only overall Case findings.

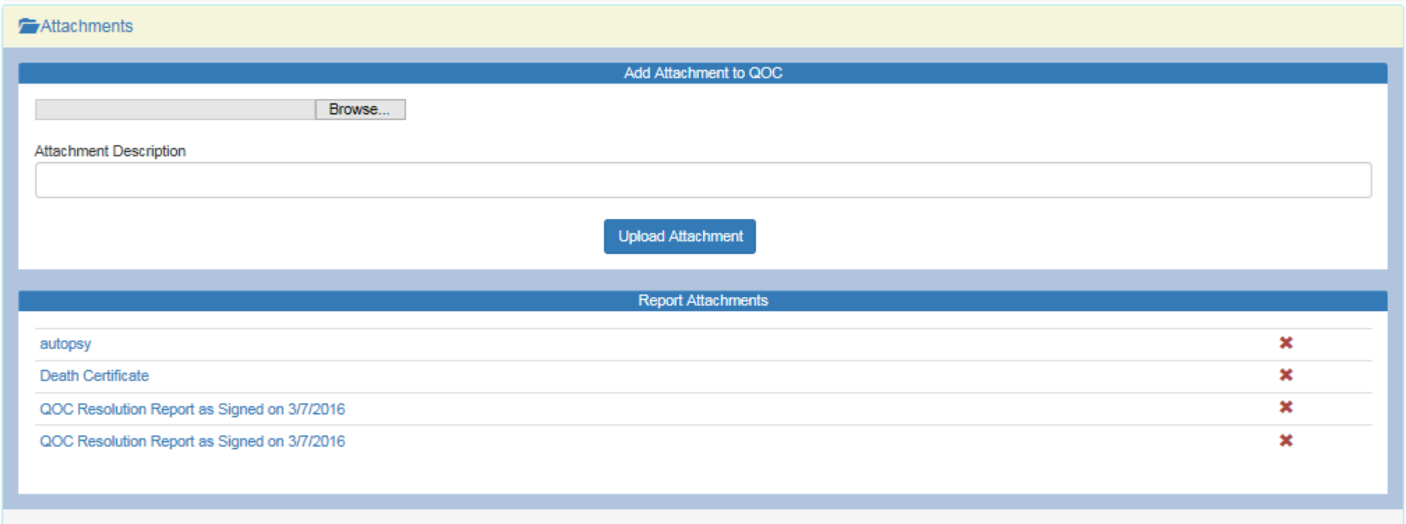


Information update is also restricted to logged-in user business entity. Contractor/TRBHA or AHCCCS will be able to update only panel which hold the information that belongs to them.

All information is updated by pressing “Save” button located in the footer section of the panel.

13. Attachments Panel

This panel purpose is to list all attachments for the Case.



Add Attachment to QOC section allows uploading files and attaching it to the Case. Maximum file size allowed for the upload is 12 MB. If the file size exceeds this value, error notification will be displayed. There are no limits for file type that can be uploaded. But system will refuse to upload files that are considered unsecure, such as HTML files or script files.

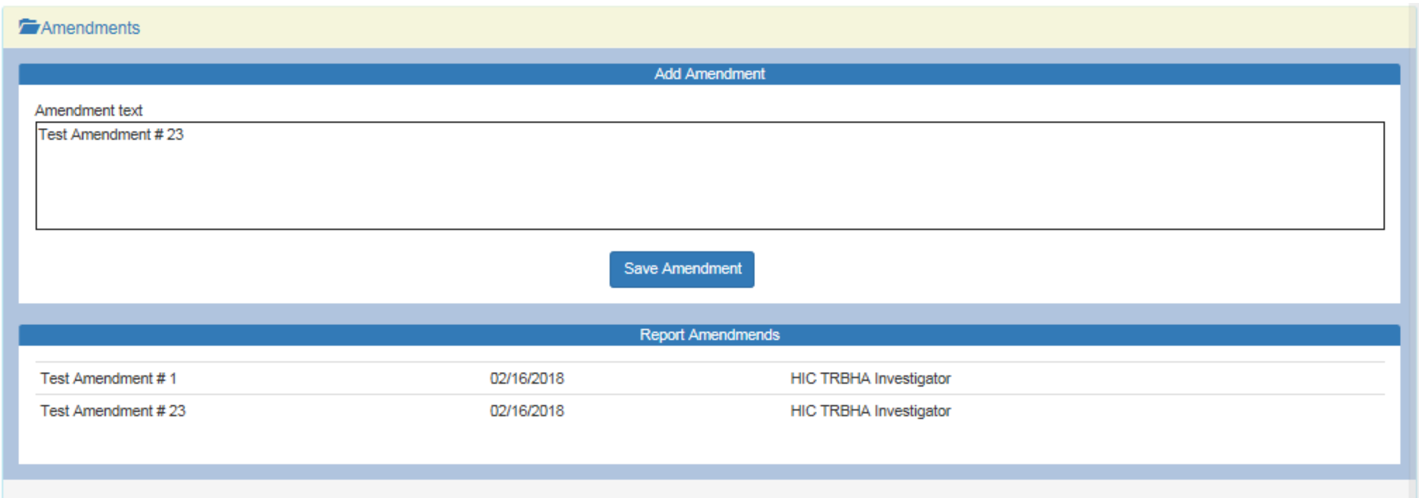
Using “Browse” button, user is able to choose file for upload from users local file system. Attachment Description is the single line text box, and it is required field. Upload action is confirmed by clicking on the “Upload Attachment” button.

Clicking on the ✖ next to the attachment, after user confirmation that action is desired, system will remove that attachment from the list.

Clicking on the attachment description in the list of Report Attachments, system will download selected attachment and offer user to open or save the downloaded file.

14. Amendments Panel

This panel lists all amendments to the Case.



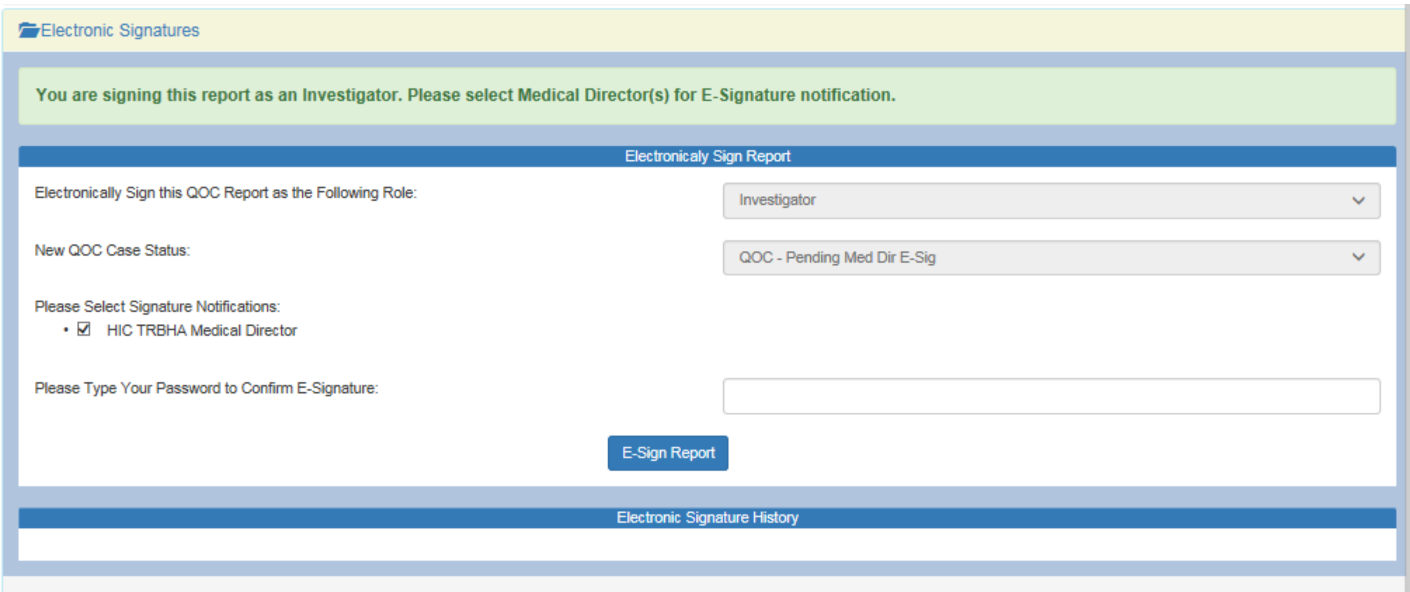
Section Add Amendment allows adding new amendments and contains one field Amendment Text. User can confirm addition action by clicking on the “Save Amendment” button.

Once added, amendment cannot be removed from the case!

In addition to the amendment text, Report Amendments list contains information about the date and user name who added the amendment.

15. Electronic Signatures Panel

This panel purpose is to list all signatories and allow user to sign the Quality of Care Report.



Content of this panel depends on logged-in user business entity, status of the QOC Case signatures and user roles in the Contractor/TRBHA business entity. For AHCCCS users only list of signatories will be visible, while Contractor/TRBHA user will be able to sign the QOC Case Report.

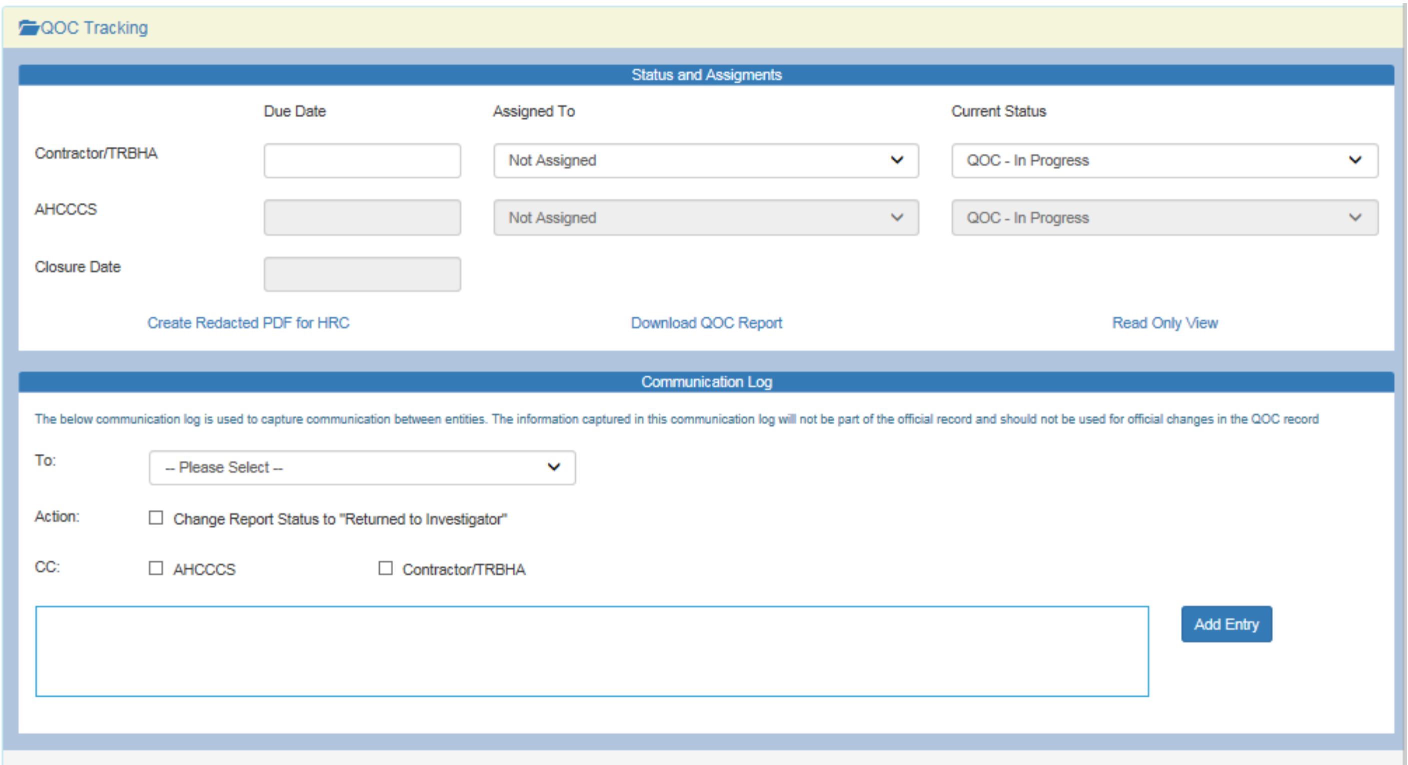
If QOC Case is not yet signed by any of the Contractor/TRBHA users, user with the role of "Investigator" will be required to sign first. After him user with the "Medical Director" role will be required to sign. If the Contractor/TRBHA business entity employ "Third Level Review" role, then user who has that role is required to sign before QOC Case Report is sent to AHCCCS department. If not Report is sent after second level ("Medical Doctor") signature.
Top portion of the panel (in green) will display messages according to the above mentioned rule.

Electronically Sign Report section fields: Role and Case Status are always disabled and will change according to above explained rule. Signature Notifications check box list will offer all users that may be necessary to inform after the QOC Case report was signed.

QOC Case Report is signed by user using their password used to log-in to the QM Portal. After verification, system will make all necessary changes to the Case, send an email correspondence to selected users, and create and attach to the Case Report in Microsoft Word format. Attached Report will be named "QOC Resolution Report as Signed on MM/DD/YYYY".

16. QOC Tracking Panel

This panel purpose is to show/change Case status and users assigned to the Case, as well as list all internal communications between entities that concerns that Case.



Status and Assignments section contains form with one set of fields for each user business type (Contractor/TRBHA and AHCCCS). Each business type can update just their set of the fields. Three links on the bottom of the section are used to:

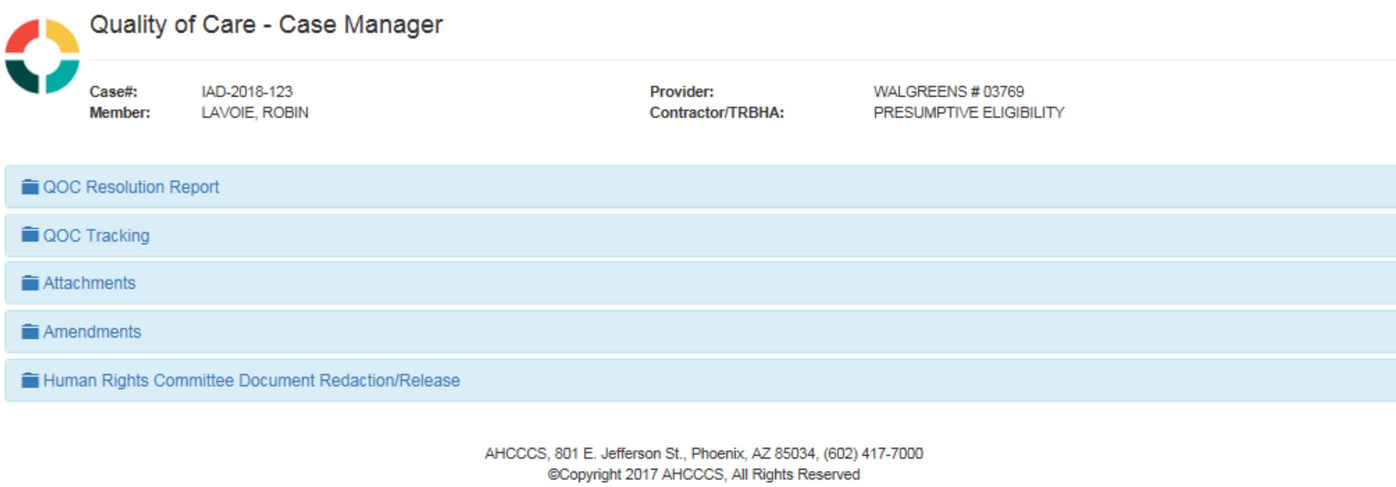
- Create Redacted PDF for HRC link, loads page for uploading documents prepared for Human Rights Committees
- Download QOC Report link will create and download QOC Report in Microsoft Word format. User will be presented with a choice to open or save the downloaded document.
- Read Only View link, loads page that shows read-only version of the QOC Report.

Communication Log section is used for communication between users and business entities. Action field check box is used to change Case status to “Returned to Investigator” if left checked at the time of clicking “Add Entry” button. Clicking on “Add Entry” system will send the email message to selected parties and set Case status (if action check box is checked).

17. QOC - Report - Read Only View

This is a separate page used to display read only information about the Case. That happens when status of the Case is set to one of the following:

- QOC - Administrative Close
- Resolution Report Sent to DBHS
- Response Letter Sent to AHCCCS
- AHCCCS Closure Letter Rcvd



Whole on-screen read-only report will be visible by opening “QOC Resolution Report” panel
Other visible panels on this page have exactly the same functionality as on the QOC page, and are explained in detail earlier in the document.