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

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Seclusion and Restraint

# 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.

Information Source Added
-
Information Source NOT Added! Something is missing?

Validations are set for text fields that expect data input in certain format e.g. Date fields or number fields. If invalid data is 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 a red color drop shadow until the error is corrected.

Incident Date (from):	25/48/1969	Ir
Document Date (from):	Accepts valid date only!	D
Provider:	Enter Provider	н

Like the validations, new features and changes on the pages will be announced in the same manner. They will not disappear after 5 seconds and need to be dismissed by clicking on the notification. This is not an error; it is just there to draw user attention to the new changes introduced in the new version.

All Date fields are date pickers and all Time fields are time pickers, which functionality is activated by clicking anywhere on the field.



# 2. Creating new Seclusion and Restraint Case

Creating Seclusion and Restraint (SAR) cases is allowed only to Contractor/TRBHA and Health Plan users who have appropriate **Seclusion and Restraint** role, as well as selected AHCCCS users.

To access SAR main page, after logging in, open **Create** ... drop-down form the side menu and follow **SAR** link from the list of options (list of options will vary depending on the users role in the portal).



Begin by searching for a member to affiliate with the SAR case. Enter an AHCCCS Id and a Date of Birth or First Name, Last Name and Date of Birth on the form, and click on the button Search. If the search was successful, member information will be displayed below the form. Click on the link Select to complete member affiliation with the case.

Next step will be affiliating Provider Service Location with the SAR case. Enter information in the Provider Search form and click on the button **Search**. To affiliate Provider with the SAR case, click on the **Select** link next to the corresponding Provider information in the search results list.

At this point SAR case is successfully created and Case Number is assigned to it.

Main SAR case form page will be opened allowing you to enter all necessary information about the case. Page is separated in five different sections, each one accessible by clicking on the appropriate link on the left sub-menu.

Arizona Health Care Cost Containment System

QuickStart Guide

Seclusion and Restraint



Seclusion and Restraint

## 3. Member Information Section

This section contains information about member affiliated with the Case.

All fields, except Contractor/TRBHA field, are in the read-only status, and only available to AHCCCS internal users. To make a change on this section, select desired values from the drop-down lists, and click on the button **Save**.

**WARNING!** Changing Contractor/TRBHA field to a Health Plan different from the Health Plan user is member of, will render that Case inaccessible to that user!

Seclusi	on and	Restraint	Report					
Case#: Member:	SAR-2022 TESTME	2-2 MBER, ONE				Provider: Contractor/TRBHA:	WALG	GREENS # 12739 /ARD HEALTH CHOICE ARIZONA
Member Information	Ê	Member Info	rmation					
Provider Information				Member	Information		-	Contractor/TRBHA
Event Information Attachments		801 E JEFFI	ERSON ST					STEWARD HEALTH CHOICE ARIZ
Review		PHOENIX A DOB:	Z 85034 01/01/1980	Age:	42			GSA Central V
		AHCCCS ID:	A19580436	Gender:	м			Eligibility Status
		Race:	CAUCASIAN/WHIT	E Ethnicity	CHICANO	MEXICAN-AMERICAN,		Title 19 🗸
				Member	r Programs			Category
		DDD:	No 🗸	DC	S-CHP:	No 🗸		General Mental Health (GMH) 🗸
								Save

# 4. Provider Information Section

This section contains information about Provider affiliated with the Case.

This section is strictly informational, and there are no fields to change.

Seclusion	n and Restraint Report		
Case#: Member:	SAR-2020-18	Provider: Contractor/TRBHA:	WALGREENS # 03837 STEWARD HEALTH CHOICE ARIZONA
Member Information	Provider Information		
Provider Information		Provider Agen	cy
Event Information	WALGREENS # 03837		
Attachments	1550 W. VALENCIA		
Review	TUCSON AZ 85746 AHCCCS ID: 304022		
	Phone: 520-741-23		
	E-mail:		
		AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-70 ©Copyright 2018 AHCCCS, All Rights Reserved	20

# 5. Event Information Section

This section contains information about Seclusion and Restraint event.

To make a change on this section, enter or select desired values in the fields, and click on the button Save.

Seclusion	and Restrain	t Report					
Case#: Member:	SAR-2021-5			Provider: Contractor/TRBHA:	COPA/KATHLEEN T. LTC DD DES		
Member Information		Event Information					
Provider Information				Event Date Time			
Event Information		Report Received Date:	Event Date:	Event Start Time:		Reason for Event:	
Attachments						DTS	~
Review							
		Scalucion:	Postraint	Type and Setting Information		Troatmost Satting:	
		No V	No	✓ No	~	Inpatient	~
				Durations			
	_		Hours:		Minutes:		
		Secluded:	0		0		
		Mechanically Restrained:	0		0		
		Physically Restrained-	-				
	_	,	U		0		
				Rx Description			
	_						
	_						
	_						/
	_			Injury			
		Injury:					
		No					
		Nature of Injury:					
	_						
				Name & Title of Person Authorizing Event			
	_						
							Save

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Seclusion and Restraint

# 6. Attachments Section

This section allows user to work with the attachments for the Case.

In this section, users will add complete Seclusion and Restraint report received from the Provider, and any other needed documents.

Sec	clusion and Restra	nt Report				
Case# Memb	e#: SAR-2020-1	8	Provider: Contractor/T	RBHA:	WALGREENS # 03837 STEWARD HEALTH CHOICE ARIZONA	
Member Informa	ation	Attachments				
Provider Informa	ation		Add.	Attachment		
Event Informatio	on	Choose File No file chosen				
Attachments		Attachment Description				
Review						
			Upload Attac	hment		
			Report	Attachments		
		dvfdsasfdgdgd			×	
			AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602 ©Copyright 2018 AHCCCS, All Rights Reserve	) 417-7000 d		

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. Files in the PDF format are most desirable and preferable for upload.

Using **Browse** button, user is able to choose file for upload from users local file system. Attachment Description is the 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.

Seclusion and Restraint

# 7. Review Section

This section is used to link Seclusion and Restraint Case with an Incident (IAD/IRF), if necessary.

Arize	Health Car		CS sent System											
QM Po	ortal>	A Home	Create •	Q Search	10C	OHR [	≣Waitlist	Out Of State	🕑 FAQ	Technical Assistance	e 🕒 Log Out			
	Sec	clusion a	ind Restra	aint Report										
	Case# Memb	#: ber:	SAR-202	0-20							Provider: Contractor/TRBHA:		LIFEWELL - HIGHLAND AZ COMPLETE HEALTH CARE	
Memb	er Informat	ition		Review	N									
Provid	der Informa	ation									Links to IAD/IR	F		
Event	Information	m		Searc	h for open aff	filiated Incidents	s							Open new affiliated Incident
Attach	nments													
Revie	w			Create F	Redacted Rep	port for IOC								
									AHCCCS,	801 E. Jefferson St., Phoe ©Copyright 2018 AHCCCS	nix, AZ 85034, (602) 417-7000 , All Rights Reserved			

Clicking the button **Search for open affiliated Incidents**, user will initiate search for Incidents already in the system. This button opens new modal window that contains a list of all already created incidents in the system, based on the member's AHCCCS Id. Health Plan users are also limited to the cases that are opened for or by their health plan.

	Open Affiliated Incidents	×	
OM Portal> ♠ Home ■Create	Incident Description Date	Provider	
Seclusion and Restraint Report	IRF- 03/06/2020 Inquiru Sample 2020- 63	LIFEWELL - HIGHLAND Link Case	
Case#: SAR-2020-19	IRF- 03/06/2020 Inquiru Sample 2020- 64	LIFEWELL - HIGHLAND Link Case	NS # 03593
Member:	IRF- 03/06/2020 Inquiru Sample 2020- 65	LIFEWELL - HIGHLAND Link Case	ETE HEALTH CARE
Provider Information	IRF- 03/06/2020 testing 2020- 66	MONTERROSA/ANNETTI Link E. Case	
Event Information Search for oper Attachments	INTEG I IAD- 03/04/2020 Incident Description - sample info: 3/4/2020 3:37:17 PM 2020- 67	COMM, A WALGREENS Link PHARMAC Case	Open new affiliated incident
Review Create Redacted	art for 1	Close	
	AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (60) ©Copyright 2018 AHCCCS, AI Rights Reserve	2) 417-7000 ed	

Click on the Case number link in the list will open printed version of the Case, so users can decide if the incident is related with the current Seclusion and Restraint case. Clicking on the **Link Case** will link that incident with the current SAR case.

If an existing incident does not exist, a new incident can be created by clicking on the button **Open new affiliated incident**. That button allows users to create new incidents in the QM Portal (IRF). All entered information from the SAR Case will be ported to the new Incident and all attachments will be available. New Incident will be automatically linked with the SAR Case.

Seclusion and Restraint

Arizono	HCC Health Care Cost Contain	CS inment System					98 g				
QM Port	tal> 🕇 Home	Create	Q, Search 🖊 IOC	OHR Waitlist	Out Of State	FAQ	O Technical Assistance	🕒 Log Out			
	Seclusion	and Restrai	nt Report								
	Case#: Member:	SAR-2020-1	9					Provider: Contractor/TRBHA:	WALGREENS # 03593 AZ COMPLETE HEALTH CARE		
Member	Information		Review								
Provider	r Information							Links to IAD/IRF			
Event In	formation		Search for open a	affiliated Incidents							Open new affiliated Incident
Attachm	ients		IRF-2020-77							×	1
Review											
					AH	HCCCS, 801 ©Cop	E. Jefferson St., Phoenix, pyright 2018 AHCCCS, All	AZ 85034, (602) 417-7000 Rights Reserved			

In the list of the linked Incidents, clicking on the Incident case number will redirect user to the IAD/IRF report, if user has proper authorizations to access those reports.

Button **Create Redacted Report for IOC** is available only if no Incident is linked with the SAR case. Click on that button will allow user to redact and upload necessary documentation for appropriate IOC.

If the SAR case is linked to the Incident, this button will not be available, as process for uploading and submitting SAR documentation to IOC is expected to be handled from the affiliated Incident.

Seclusion and Restraint

## 8. Seclusion and Restraint Search Page

To start searching for existing SAR Cases click on the Search link in the QM Portal application menu on the left hand side, and select SAR from the list of sub-menu items. This will open a new page.



Page contains Search Criteria section with a form to enter criteria and to narrow down possible results. Leaving any field blank will exclude that field from the search criteria.

QM Portal> AHome LUse	r Admin 🌓 Create 👻 🔍 Search 👻 😡 FAQ 🛛 🛛 Technical Assistant	ce 🕞Log Out		
		SAR CASES SEARCH		
Case Number: e.g. SAR-2020-1234	Ahcccs Id:	Health Plan: STEWARD HEALTH CHOICE ARIZONA	Provic The formation of the formation o	der: er Provider
Event Date (from):	Event Date (to):	Reason for Event: Search All	Treatr	ment Setting: Search All T
Seclusion: Search All	Restraint: - Search All	Pharmacologicat:	Injury: • - S	: Search All 🔹 🔻
Results per page: 15	•			
		Search for SAR Cases		
	AF	HCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000 @Copyright 2018 AHCCCS, All Rights Reserved		

- **Case Number** if entered will search for particular Case.
- **AHCCCS Id** if entered will search for Cases affiliated with that particular member.

Seclusion and Restraint

- Health Plan is showing current Health Plan.
- **Provider** limit search results by whole or part of the Provider name.
- **Event Date (from)** limit search results to only those Cases which event date is greater or equal to entered date.
- **Event Date (to)** limit search results to only those Cases which event date is less or equal to entered date.
- **Reason for Event** is a list of reasons for event.
- **Treatment Setting** is a list of treatment settings.
- **Seclusion** filters search results to show only events involving Seclusion.
- **Restraint** is a list of restraint types used.
- **Pharmacological** filters search results to show only events if where medications used.
- **Injury** filters search results to show only events resulting in an injury.
- Allegations Category is a list of all incident types.
- **Results per page** is a list which limits number of Cases returned from the search, displayed per page.

#### Search action is activated by clicking on the button Search for SAR Cases.

	SAR CASES SEARCH								
Case Number:		Ahcccs Id:		Health Plan:			Provider:		
e.g. SAR-2020-1234				STEWARD HEAL	TH CHOICE ARIZONA	Ŧ	Enter Provider		
Event Date (from):		Event Date (to):		Reason for Event:			Treatment Setting:		
				Search All		Ŧ	Search All		
Seclusion:		Restraint:		Pharmacological:			Injury:		
Search All	*	Search All	*	Search All		•	Search All		
Results per page:									
15	Y								
			Search for SAR Case	ts					
	Cases Found: 12 Export					Previous 1 Next			
SAR-2020-18								SAR	
AHCCCS Id: Event Date:		DOB: Plan:	STEWARD HEALTH CHOICE ARIZONA		Member: Provider:	WALGREENS # 03837			
SAR-2020-17								SAR	
AHCCCS Id: Event Date:		DOB: Plan:	STEWARD HEALTH CHOICE ARIZONA		Member: Provider:	WALGREENS DS 05221			
SAR-2020-15								SAR	
AHCCCS Id: Event Date:	03/02/2020	DOB: Plan:	STEWARD HEALTH CHOICE ARIZONA		Member: Provider:	BEEHIVE HOMES OF M.	ARANA		
SAR-2020-14								SAR	
AHCCCS Id: Event Date:	02/20/2020	DOB: Plan:	STEWARD HEALTH CHOICE ARIZONA		Member: Provider:	NAMJOSHI/SATISH			

A search result contains total number of **Cases Found** by search. Navigating through the pages of the search results is done by using **Pager** located on the top right side of the section.

Click on the **SAR** button in the search results will open corresponding Case and allow user to work on it.

**Export** button is used to download search results data into table like format file (e.g. Excel).

Seclusion and Restraint

OUTPUT

# 9. SAR Report Page

SAR Report page is used to build and run reports based on the seclusion and restraint information records. Users of all organizations can use this tool, but report results are limited to only information accessible to that organization. To access SAR Report page, click on the "SAR Report" button on the top right of the SAR Search page.

SAR CAS	ES SEARCH	SAR Report				
	Health Plan:	Provider:				
	test	~	Enter Provider			

SAR Report page is separated into two sections. "SETTINGS" section on the top, for managing report setting and filters (criteria), and "OUTPUT" sections on the bottom, where results of the report run will be displayed.

"SETTINGS" section consists of the checkbox list of the columns to be displayed on the report, and report criteria builder to filter and limit returned results. Adding multiple criteria to the report setting is accomplished by clicking on the image button. Criteria list will have two clickable icons on the far-right side. Use  $\checkmark$  to change criteria properties, and to completely remove criteria.

SETTINGS									
	Preset Reports:	Testing dates		~	Save	Ê			
Columns to be displayed on the report:		Report criteria:							
SAR CASE ID	<b>^</b>	Field:	ls	:		Value:			
MEMBER FIRST NAME			~		~				Add
MEMBER LAST NAME									<u>^</u>
MEMBER STREET ADDRESS1		CASE CREATED DATE		greater or equa	1		01/01/2020	)	× ×
MEMBER STREET ADDRESS2		CASE CREATED DATE		less or equal			12/31/2020	)	/×
	1	MEMBER AGE		less or equal			50		× ×
MEMBER STATE									
MEMBER ZIPCODE									
MEMBER GSA									
MEMBER DATE OF BIRTH									
MEMBER AGE							C	lear selection	and criteria
	•								
Run Report									

#### Seclusion and Restraint Report

To clear all selection and criteria for the report, use "Clear selection and criteria" button on the lower-right side of the settings section.

Settings for the report can be named and saved for the future use, by using top portion of the "SETTINGS" section, where Preset Reports controls are located. Chose option "-- Save New --", from the dropdown list to initiate process of saving new preset report, or "Save" button, to update currently chosen preset report.

To run the report, click on the green "Run Report" button. Results will be displayed in the "OUTPUT" section of the page.

SETTINGS								
OUTPUT								
SAR CASE ID	MEMBER CITY	MEMBER ZIPCODE	MEMBER GENDER	MEMBER AGE	CASE CREATED DATE	EVENT DATE	INJURY	IAD/IRF AFFILIATED
SAR-2020-26	GLENDALE	85302	М	40	12/11/2020		No	No
SAR-2020-25	PHOENIX	85083	F	17	10/07/2020	10/06/2020	Yes	No
SAR-2020-23	TEMPE	85282	F	23	03/27/2020		No	No
SAR-2020-22	PHOENIX	85053	М	36	03/25/2020	08/05/2020	No	No
SAR-2020-17	YUMA	85365	М	14	03/11/2020		No	No
SAR-2020-18	KINGMAN	86409	М	27	03/11/2020		No	No
SAR-2020-15	APACHE JUNCTION	85120	F	39	03/10/2020	03/02/2020	Yes	Yes
SAR-2020-14	PHOENIX	85007	М	50	03/09/2020	02/20/2020	Yes	Yes
SAR-2020-12	TUCSON	85711	F	3	03/02/2020		No	No
SAR-2020-9	AVONDALE	85323	М	41	02/26/2020	02/26/2020	Yes	Yes
SAR-2020-7	PHOENIX	85034	F	34	02/25/2020	02/20/2020	No	No
SAR-2020-8	AVONDALE	85323	М	4	02/25/2020	02/15/2020	Yes	Yes
SAR-2020-5	MESA	85204	F	37	02/19/2020	02/10/2020	Yes	Yes
SAR-2020-4	EL MIRAGE	85335	М	20	02/18/2020		No	Yes
SAR-2020-1	PHOENIX	85031	М	0	02/13/2020	01/10/2020	Yes	Yes
SAR-2020-2	CHANDLER	85226	М	32	02/13/2020	02/01/2020	No	No
Export to Table								

Seclusion and Restraint Report

Report results can be exported to an external table application (e.g., Excel) and saved on the user's local device by clicking on the "Export to Table" button.