**DDS Directive No.:** **18-1** **Issue Date:** February 15, 2018

**Subject: Manager-on-Call System** **Effective Date:** Upon issue

**Section:** DDS Directives **Approved:**/s/Jordan A. Scheff/

**Introduction**

DDS has ended its Manager-on-Call (MOC) system as of February 15, 2018. In doing so the department needs to make adjustments to certain processes outlined in various DDS policies, procedures and attachments. This directive highlights which policies and procedures are affected by this change. It also details other changes to DDS materials and processes that are affected by the elimination of the DDS Manager-on-Call system. Changes to each specific policy, procedure, standard, or form affected by this change will be communicated when each revision is completed. The list of documents affected by this change may be updated upon continued department review of its policies, procedures, standards, directives, forms, and other materials. For a comprehensive list of updated incident notification instructions for both Public and Private Sector settings please refer to the charts in Attachments A and B of this directive.

1. **Purpose**

This directive outlines what changes have been or will be made to DDS policies, procedures, standards, directives, forms, other materials and other DDS processes because of the elimination of the DDS Manager-on-Call system.

1. **Applicability**

This DDS directive applies to the following policies, procedures, attachments and other materials:

I.D.PR.001 Attachment A [Client Death DMR Responsibility](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/clientdeathdmrresponsibilitieschecklist.doc)

I.D.PR.001 Attachment B [Death Reporting FORM](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/death_report_form.doc)

I.D.PR.002 [Sudden Death](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/pr_002_suden_death.pdf)

I.D.PR.002 Attachment C [Client Death DMR Responsibility Checklist](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/clientdeathdmrresponsibilitieschecklist.doc)

I.D.PR.009 [Incident Reporting](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_incident_reporting_procedure.doc)

I.D.PR.009 Attachment A [DDS Incident Report Form 255](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_a_dds_incident_report_form_255.doc)

I.D.PR.009 Attachment E [DDS Medication Error Report Form 255m](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_e_medication_error_report_form_255m.doc)

I.D.PR.009 Attachment G [DDS Incident Report Follow-up Form](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_g_incident_report_followup_forms_255_and_255m.doc)

I.E.PR.005 [Pre-Admission Screening for Persons Applying for Nursing Home Admission (OBRA)](http://www.ct.gov/dds/lib/dds/dds_manual/ie/obra/i_e_pr_005_obra.pdf)

I.E.PR.005 Attachment C [DDS Contact Sheet](http://www.ct.gov/dds/lib/dds/dds_manual/ie/obra/attachment_c_dds_contact_sheet.docx)

I.E.PR.007.c [Withholding Cardiopulmonary Resuscitation](http://www.ct.gov/dds/lib/dds/dds_manual/ie/end_of_life/i_e_pr_007c_withholidng_cpr.pdf)

Health Standard No. 17-1 [Water Safety](http://www.ct.gov/dds/lib/dds/dds_manual/ih/health_standard_17-1_water_safety.docx)

[DDS Provider Orientation Overview](http://www.ct.gov/dds/lib/dds/operations_center/provider_orientation.pdf) Page 98 “Incident Reporting”

1. **Definitions**

None.

1. **Implementation**

The DDS policies, procedures, standards, forms, and other materials listed in the Applicability section of this directive have references to the Manager-on-Call (MOC) system. Effective February 15, 2018, any incident notification instructions that include notification of a “manager-on-call” or an “on-call manager” shall be superseded by the instructions provided in DDS Directive No. 18-1 Attachments A and B. Attachment A contains information for Public Sector incident reporting in lieu of the Manager-on-Call system. Attachment B provides information for Private Sector incident reporting in lieu of the Manager-on-Call system. For any circumstances not specifically addressed in these attachments, contact the appropriate Regional Director in lieu of the Manager-on-Call.

1. **References**

I.D.PR.001 Attachment A [Client Death DMR Responsibility](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/clientdeathdmrresponsibilitieschecklist.doc)

I.D.PR.001 Attachment B [Death Reporting FORM](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/death_report_form.doc)

I.D.PR.002 [Sudden Death](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/pr_002_suden_death.pdf)

I.D.PR.002 Attachment C [Client Death DMR Responsibility Checklist](http://www.ct.gov/dds/lib/dds/dds_manual/id_quality/mortality/forms/clientdeathdmrresponsibilitieschecklist.doc)

I.D.PR.009 [Incident Reporting](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_incident_reporting_procedure.doc)

I.D.PR.009 Attachment A [DDS Incident Report Form 255](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_a_dds_incident_report_form_255.doc)

I.D.PR.009 Attachment E [DDS Medication Error Report Form 255m](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_e_medication_error_report_form_255m.doc)

I.D.PR.009 Attachment G [DDS Incident Report Follow-up Form](http://www.ct.gov/dds/lib/dds/dds_manual/id_incident_reporting/idpr009_attach_g_incident_report_followup_forms_255_and_255m.doc)

I.E.PR.005 [Pre-Admission Screening for Persons Applying for Nursing Home Admission (OBRA)](http://www.ct.gov/dds/lib/dds/dds_manual/ie/obra/i_e_pr_005_obra.pdf)

I.E.PR.005 Attachment C [DDS Contact Sheet](http://www.ct.gov/dds/lib/dds/dds_manual/ie/obra/attachment_c_dds_contact_sheet.docx)

I.E.PR.007.c [Withholding Cardiopulmonary Resuscitation](http://www.ct.gov/dds/lib/dds/dds_manual/ie/end_of_life/i_e_pr_007c_withholidng_cpr.pdf)

Health Standard No. 17-1 [Water Safety](http://www.ct.gov/dds/lib/dds/dds_manual/ih/health_standard_17-1_water_safety.docx)

[DDS Provider Orientation Overview](http://www.ct.gov/dds/lib/dds/operations_center/provider_orientation.pdf) Page 98 “Incident Reporting”

1. **Attachments**

DDS Directive No. 18-1 Attachment A [Public Sector Incident Reporting After Normal Business Hours](http://www.ct.gov/dds/lib/dds/dds_manual/directives/directive_18-1_attachment_a__incident_reporting_by_public_sector.docx)

DDS Directive No. 18-1 Attachment B [Private Sector Incident Reporting After Normal Business Hours](https://portal.ct.gov/-/media/DDS/DDS_Manual/directives/Directive181AttachmentBIncidentReportingbyPrivateSector.docx)