

Quality Service Review Application Provider (Vendor) Reference Manual



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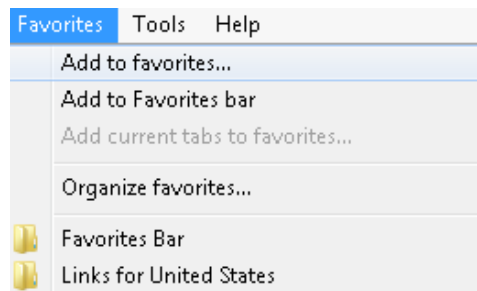
"This project sponsored by the Quality Assurance / Quality Improvement in Home and Community-Based Services Grant (11-P-92080/1-01) funded by the Centers for Medicare and Medicaid Services and the Connecticut Department of Developmental Services."

I. QSR Application Access

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

I.A Log On

1. Open your internet browser (i.e. Internet Explorer, Mozilla)
2. In the Address field, type in the following URL:
<https://www.ddsapp.ct.gov/QSR/> (Actual Application Address)
3. The **DDS QSR Application Login** page will display.
 - To add the link to your **Favorites**
 - a. Select **Favorites** from the Menu bar in your internet browser
 - b. Click **Add to Favorites**
 - c. Change the favorite name or keep the default name



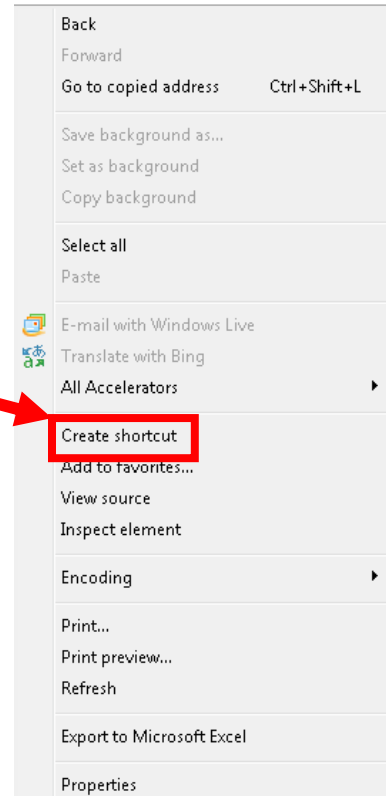
- To create a desktop shortcut.
 - a. Right click anywhere on the DDS QSR Application Login page.



Right Mouse Button
Use to Right Click

- b. Click on Create shortcut from menu.

- c. A Shortcut will be created on your desktop. Change the name or keep the default name.



4. Click on the **Quality Service Review (QSR)** link from your favorites or the desktop shortcut you created to bring you to the log on screen.



QUALITY SERVICE REVIEW



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:

Log On

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](#)

5. Providers will use an assigned e-mail address as their Username.

- If you do not have a Username or Password, contact your Vendor Administrator.
- Your Username and Password are sent in an e-mail once the Vendor Administrator has entered you as a user in the system. (You must login the same day as your account is created.)
- Enter your username received in your email.
- Enter your password provided in your email. (All Passwords are case sensitive.)
- Click on the **Log On** button or press **ENTER/RETURN** on your keyboard.
- The **My QSR Dashboard** screen will appear.

NOTE: All DDS Personnel will have Username that consists of their last name and first name initial(s) (example: Veced).

My QSR

Welcome to the Quality Service 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: TestVU_ARCGNH1@gnh.test (Vendor)
 Email address: TestVU_ARCGNH1@gnh.test

Recent Reviews

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

Vendor	Service Type	Service Location	Consumer	Date Created	
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	O'NEILL, BRENDA	5/13/2016 2:06:45 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	BOLTON, ELISA	6/2/2014 12:22:44 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300432SR	RHODES, NORA	5/28/2014 12:00:00 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	
5/13/2016	N/A	Open	D 5a	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 23	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 15	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 10	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
2/26/2015	N/A	Open	D 2	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA	View/Edit
2/26/2015	N/A	Open	D 5a	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

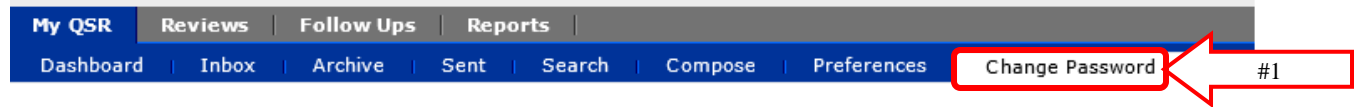
I.B Change Password

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.

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.



Change Password

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.

A screenshot of the password change form. It consists of three text input fields and one button. The first field is labeled 'Current Password:' and has a red arrow labeled '#2' pointing to it. The second field is labeled 'New Password:' and has a red arrow labeled '#3' pointing to it. The third field is labeled 'Confirm New Password:' and has a red arrow labeled '#4' pointing to it. Below the fields is a button labeled 'Change' with a red arrow labeled '#5' pointing to it.

I.C 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:

1. Open the QSR application through the Internet Explorer

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](#)

2. On the **Log On** screen, click the "**Password Reset**" link at the bottom of the box
3. The **Password Reset** screen will display

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](#)

4. Enter your Username
 - Provider (Vendor) personnel will use their agency assigned e-mail address.
5. Select the **Reset** button
6. You will receive an e-mail with a generic Password.

**QSR Opening Screen
Layout**

II QSR Opening Screen Layout

II.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

FOOTER

My QSR

Welcome to the Quality Service 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: TestVU_ARCGNH1@gnh.test (Vendor)
 Email address: TestVU_ARCGNH1@gnh.test

Recent Reviews

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

Vendor	Service Type	Service Location	Consumer	Date Created	
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	O'NEILL, BRENDA	5/13/2016 2:06:45 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	BOLTON, ELISA	6/2/2014 12:22:44 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300432SR	RHODES, NORA	5/28/2014 12:00:00 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	
5/13/2016	N/A	Open	D 5a	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 23	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 15	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
5/13/2016	N/A	Open	D 10	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit
2/26/2015	N/A	Open	D 2	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA	View/Edit
2/26/2015	N/A	Open	D 5a	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 23	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

My QSR · Reviews · Follow Ups
 Change Roles · Help · **Log Out** · Logged in as: TestVU_ARCGNH1@gnh.test (Vendor)

Header Menu

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



- **Change Roles** – Allows personnel to change roles (visible only to those who are assigned Vendor and Vendor Administrator roles)
- **Help** – Opens the **On-Line QSR Manual**
- **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.



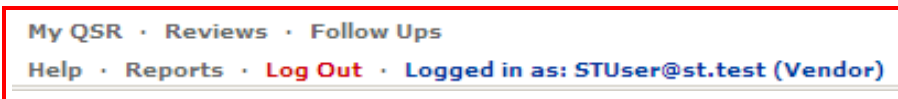
Upper Level Tabs

Lower Level Tabs

My QSR	Dashboard, Inbox, Archive, Sent, Search, Compose, Preferences, Change Password
Reviews	Find a Review, My Reviews, View a Review
Follow Ups	Find a Follow Up; My Follow Ups; Create, View, or Address Follow Up

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** – Opens the **My QSR Dashboard**
- **Reviews** – Opens the **Reviews Tab**
- **Follow Ups** – Opens the **Follow Ups Tab**
- **Help** – Opens the **On-Line QSR Manual**
- **Reports** – Opens the **Reports** screen
- **Log Out** – Logs you out of the QSR application

III My QSR Tab Content

My QSR displays current items needing your attention.

III.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.

The screenshot shows the 'My QSR' dashboard with navigation tabs: My QSR, Reviews, Follow Ups, Reports, Dashboard, Inbox, Archive, Sent, Search, Compose, Preferences, and Change Password. The user profile information is as follows:

- Username:** TestVU_ARCGNH1@gnh.test
- Role:** (Vendor)
- Email address:** TestVU_ARCGNH1@gnh.test

A Notification Center is visible on the right, containing links for Inbox (3 New), Archive, Sent, and Search.

Dashboard Contents

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

The screenshot highlights the Notification Center, which provides quick links to your communications, including Inbox, Archive, Sent & Search. The user profile information is also visible:

- Logged in as:** TestVU_ARCGNH1@gnh.test (Vendor)
- Email address:** TestVU_ARCGNH1@gnh.test

Recent Reviews

Recent Reviews – the last five reviews

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

Vendor	Service Type	Service Location	Consumer	Date Created	
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	O'NEILL, BRENDA	5/13/2016 2:06:45 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	BOLTON, ELISA	6/2/2014 12:22:44 PM	View
ARC OF GREATER NEW HAVEN	DSO	PD20300432SR	RHODES, NORA	5/28/2014 12:00:00 AM	View

Recent Follow Ups

Recent Follow-Ups – the last ten 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	
5/13/2016	N/A	Open	D 5a	5/13/2016 ARC OF GREATER NEW HAVEN / PD20300284SR / O'NEILL, BRENDA	View/Edit

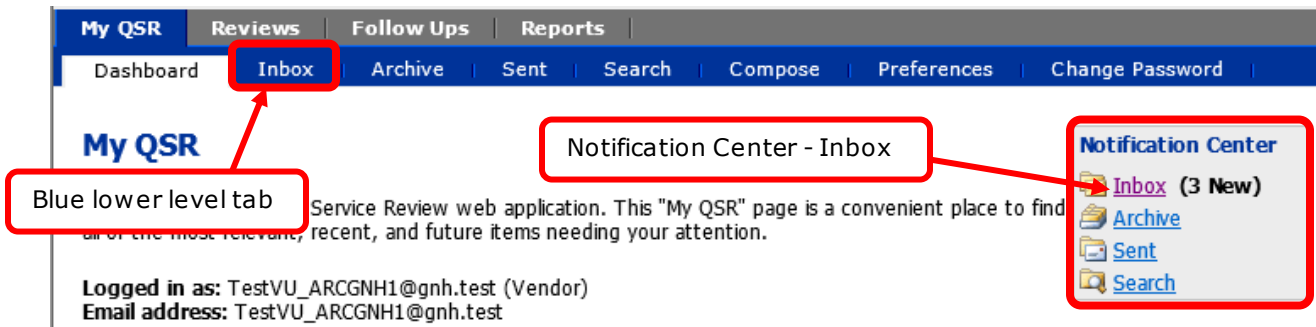
Notification Center

III.B Dashboard – 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 lower level 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



Inbox

Your new notifications are presented below. To view archived notifications, select the Archive tab at the top of the screen. You have **(3)** new message(s).

<input type="checkbox"/>	From	Subject	Received
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA	5/13/2016 2:21:04 PM
<input type="checkbox"/>	Macken, Sharon	Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA	2/26/2015 2:29:36 PM
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 59542 - BOLTON, ELISA	2/26/2015 2:22:21 PM

Page 1

Archive Selected

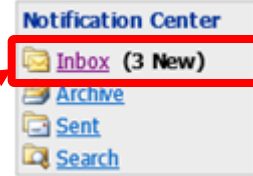
Note: Notifications are automatically sent to Quality Management when responding to follow ups.

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

My QSR > Archive

To begin the process of archiving notifications:

1. Click the **Inbox** in the **Notification Center**.
2. To archive all notifications on the page, select the check box in the grey banner.
3. Or, select the check box next to the notification(s) you wish to archive.

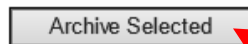


Inbox

Your new notifications are presented below. To view archived notifications, select the Archive tab at the top of the screen. You have **(3)** new message(s).

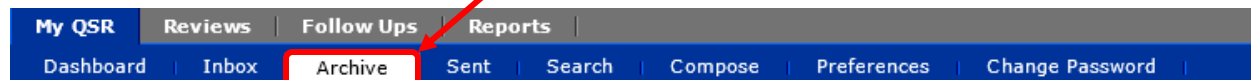
<input type="checkbox"/>	#2	Subject	Received
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA	5/13/2016 2:21:04 PM
<input type="checkbox"/>	#3	Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA	2/26/2015 2:29:36 PM
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 59542 - BOLTON, ELISA	2/26/2015 2:22:21 PM

Page 1



4. Select the **Archive Selected** button at the bottom of the screen.

Notifications in the screen below have been archived. You may access, read and print archived notifications. Click on the **Archive** lower level tab in MY QSR to access archived notifications



Archive

You have chosen to archive the following notification(s). This action is irreversible, making it easier to manage. Note that, for audit purposes, you may not delete notifications from the QSR system.

Click on the **Subject** link to view the detailed information about an archived notification.

From	Subject	Received
Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA	5/13/2016 2:21:04 PM
Macken, Sharon	Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA	2/26/2015 2:29:36 PM

Page 1

Sent - Shows all notifications sent when you responded to a follow up and saved history.

My QSR > Sent

My QSR | Reviews | Follow Ups | Reports | **Sent** | Search | Compose | Preferences | Change Password

Sent

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

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

From	Subject	Sent
TestVU, ARCGNH1	Follow Up History Added - D 15 - ARC OF GREATER NEW HAVEN - DSO - PD20300284SR - ARCGNH-SR/DSO-ANSONIA	9/9/2016 1:22:12 PM
TestVU, ARCGNH1	Follow Up History Added - D 2 - ARC OF GREATER NEW HAVEN - DSO - PD20300432SR - ARCGNH-SR/DSO-HAMDEN	9/9/2016 1:21:50 PM
TestVU, ARCGNH1	Follow Up History Added - D 15 - ARC OF GREATER NEW HAVEN - DSO - PD20300284SR - ARCGNH-SR/DSO-ANSONIA	9/9/2016 1:21:21 PM

Page 1

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 the **Search** tab to search for a notification.

My QSR | Reviews | Follow Ups | Reports | **Search** | Compose | Preferences | Change Password

Search

3. Enter key words in such as "Indicator Review".

Indicator Review

2. Click the **Search** button.

4. Notifications with the key words entered that are in your Inbox, Sent and Archive tabs will be shown.

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

Results

Found 3 Notifications

From	Subject	Received
Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA	5/13/2016 2:21:04 PM
Macken, Sharon	Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA	2/26/2015 2:29:36 PM
Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 59542 - BOLTON, ELISA	2/26/2015 2:22:21 PM

Page 1

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

My QSR > Compose

My QSR | Reviews | Follow Ups | Reports | **Compose** | Preferences | Change Password

Compose

Notification For: Account Distribution List

From:

To:

Subject:

Priority: ▼

Send Notification

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 on the notification alerts in the **Preferences** screen:

The screenshot shows the 'Preferences' tab selected in the top navigation bar. A red box highlights the 'Preferences' tab with the instruction: "1. Click the **Preference** tab." Below the navigation bar, the 'Preferences' section is visible. A red box highlights the 'Receive e-mail for new notifications' checkbox, which is currently unchecked, with the instruction: "2. Select the **Receive e-mail for new notifications** checkbox." At the bottom left, a red box highlights the 'Submit' button with the instruction: "3. Click the **Submit**".

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

The screenshot shows the 'Preferences' tab selected in the top navigation bar. A red box highlights the 'Preferences' tab with the instruction: "1. Click the **Preference** tab." Below the navigation bar, the 'Preferences' section is visible. A red box highlights the 'Receive e-mail for new notifications' checkbox, which is currently checked, with the instruction: "2. Deselect the **Receive e-mail for new notifications** checkbox." At the bottom left, a red box highlights the 'Submit' button with the instruction: "3. Click the **Submit** button."



Spell check availability within the QSR Application is dependent on the internet browser being used and/or the age of the browser. Since, there is a possibility you may not have spell check. Before entering information into the narrative field of the QSR follow-up history, consider this:

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

Spelling Errors = Lack of Quality

Finding QSR Reviews

IV Finding QSR Reviews Using Tabs Reviews > Find a Review

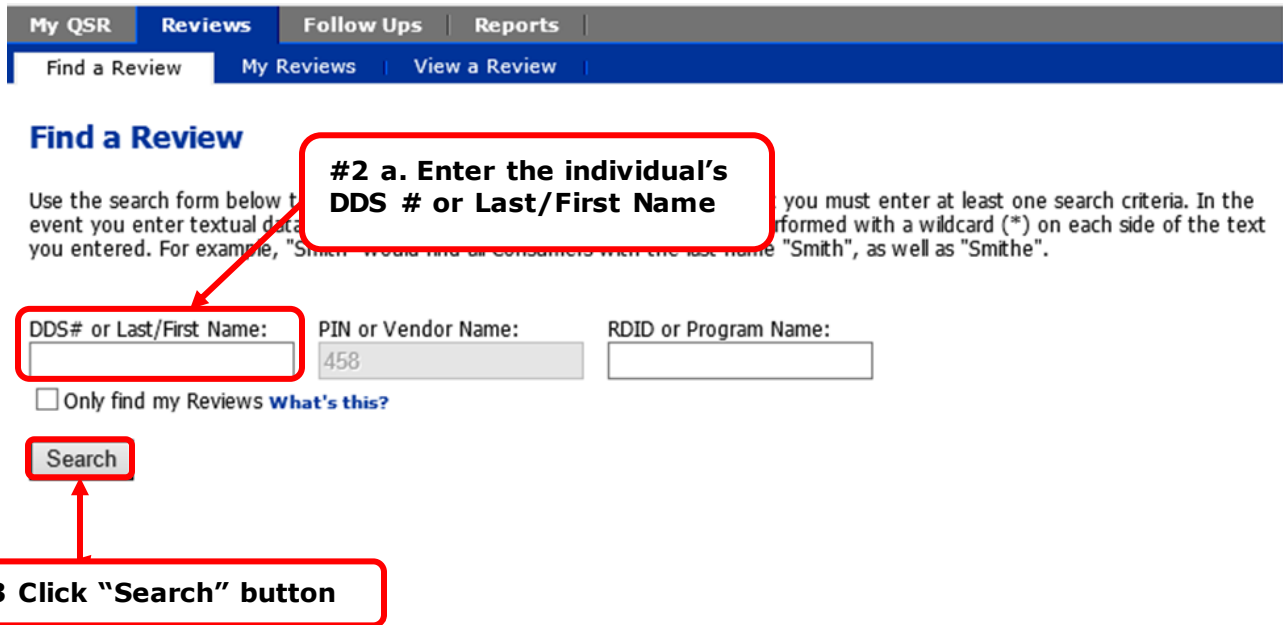
These tabs allow you to find specific reviews. You can limit your search to reviews associated with your Username and Role. There are several search **options** available on each screen:

IV.A Search Criteria Basics

1. Click on the **Reviews** tab.



- 2. You will need to determine your search criteria and enter it into at least one search field.
 - a. To search for a review by individual you can use the individual's DDS #, Last Name with or without their First Name. Type the DDS #, Last Name with or without First Name the box labeled "DDS # or Last/First Name".
 - b. **PIN or Vendor Name** – for a Provider (Vendor), 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



- 3. Click the **Search** button to display your results.

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

- After clicking search you will see a list similar to the one below. Click "View" to view the review.

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

Find a Review | My Reviews | View a Review

Additional search instructions

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".

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

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

Click "View" to view review report.

Matching Reviews

Found 1 Reviews matching your criteria. Displaying on 1 pages.

Vendor	Service	Service Location	Consumer	Review Date	
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	O'NEILL, BRENDA	5/13/2016	View

Page 1

IV.B Finding Records Assigned To You – "My" Tabs

Reviews > My Reviews

This is an alternate way to find reviews associated with your Username and Role. You can view the list of reviews assigned to your Username and Role by selecting the "My Reviews" tabs. For example, the "My Reviews" screen is shown below.

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

Find a Review | **My Reviews** | View a Review

My Reviews

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

Found 3 Reviews matching your criteria. Displaying on 1 pages.

Vendor	Service	Service Location	Consumer	Review Date	
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	O'NEILL, BRENDA	5/13/2016	View
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	BOLTON, ELISA	6/2/2014	View
ARC OF GREATER NEW HAVEN	DSO	PD20300432SR	RHODES, NORA	5/28/2014	View

Click "View" to view review report.


Page 1 Sort by: [Vendor](#) [Service Location](#) [Service Type](#) [Consumer](#) [ReviewDate](#)

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

IV.C Viewing a Review – this tab does not have a function for providers. Do not use.



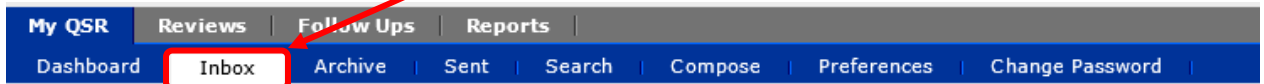
Scheduled Visits Available For Review

 **No Results Found**
No results were found using the criteria supplied. Please broaden your search and try again.

IV.D Printing a Review Results Report

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

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



Inbox

Your new notifications are presented below. To view archived notifications, select the Archive tab at the top of the screen. You have **(4)** new message(s).

<input type="checkbox"/>	From	Subject	Received
<input type="checkbox"/>	Test, RQM3	Follow Up History Added - D 15 - ARC OF GREATER NEW HAVEN - DSO - PD20300284SR - ARCGNH-SR/DSO-ANSONIA	9/16/2016 11:32:19 AM
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA	5/13/2016 2:21:04 PM
<input type="checkbox"/>	Macken, Sharon	Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA	2/26/2015 2:29:36 PM
<input type="checkbox"/>	Test, RQM3	Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 59542 - BOLTON, ELISA	2/26/2015 2:22:21 PM

Page 1

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](#)”




Notification Details

From: TestRQM3 (Test, RQM3)
To: TestRQM3 (Test, RQM3); ARCGtrNH.TestVendorAdmin@qsr.test (TestVendorAdmin, ARCGtrNH); TestVU_ARCGNH1@gnh.test (TestVU, ARCGNH1); TestVU_ARCGNH2@gnh.test (TestVU, ARCGNH2); VeceD (Vece, Diane)
Subject: Indicator Review - PD20300284SR - ARCGNH-SR/DSO-ANSONIA - DSO - Regional Quality Monitor - DDS# 69225 - O'NEILL, BRENDA
Priority: Medium

This is a system generated notification generated as a result of a Review being Saved by testrqm3.

To view the full review [Click here](#)

To download the review results report as a PDF file  [Click here](#)

The summary of the review is listed below.

Summary

Consumer: O'NEILL, BRENDA
Vendor: ARC OF GRFATER NFW HAVFN

4. The Indicator Review Results Report will open.

Quality Service Review
State of Connecticut
Indicator Review Results Report

Consumer: O'NEILL, BRENDA	DDS#: 69225	Review Date: 05/13/2016
Vendor: ARC OF GREATER NEW HAVEN	PIN: 458	Reviewer Name: testrqm3
RDID: PD20300284SR	Service Type: DSO	Reviewer Role: Regional Quality Monitor
Service Location: ARCGNH-SR/DSO-ANSONIA	Announced: No	

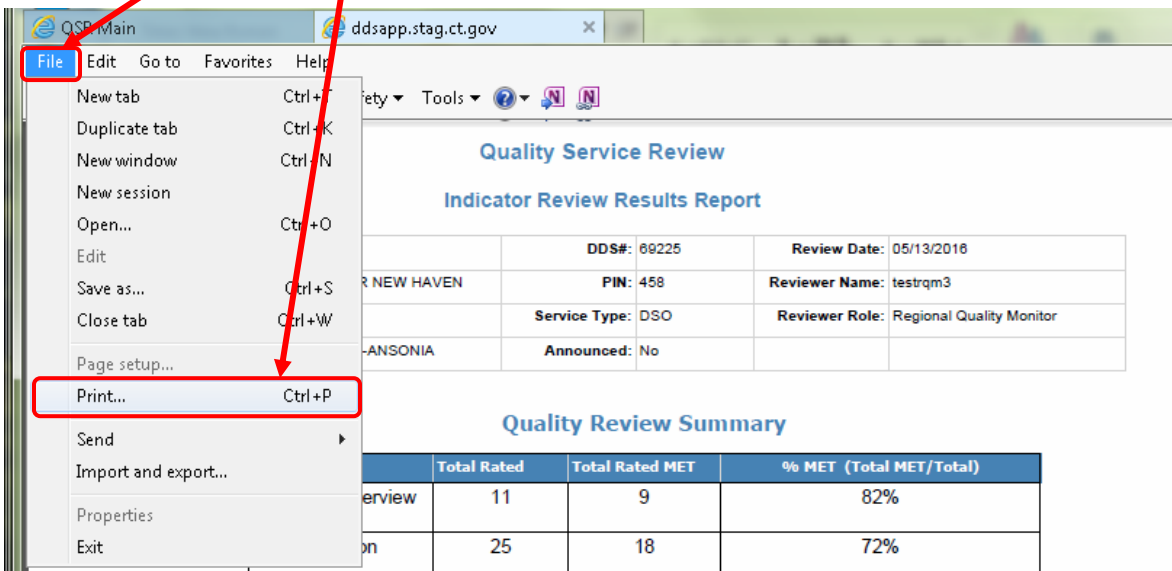
Quality Review Summary

	Total Rated	Total Rated MET	% MET (Total MET/Total)
Consumer Interview	11	9	82%
Documentation	25	18	72%
Observation	11	11	100%
Safety Checklist	36	24	67%
Support Person Interview	11	11	100%

General Monitor Comments (such as exemplary aspects of provider performance and quality improvement commentary):

I	Planning and Personal Achievement
I.O.1	Planning Process Direction
	The individual directs his or her planning process.

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



Follow Ups

V. Follow Up

Follow Up Process:

- A Follow up is either generated by the QSR application or manually by DDS personnel and is forwarded to the Provider (Vendor).
- The Provider (Vendor) creates the follow up/corrective action plan for "Not Met" indicator. The Provider (Vendor) and DDS personnel negotiate acceptable corrective action plan.
- When you receive an email notification **DO NOT** reply to the notification you will need to log into the QSR Application.

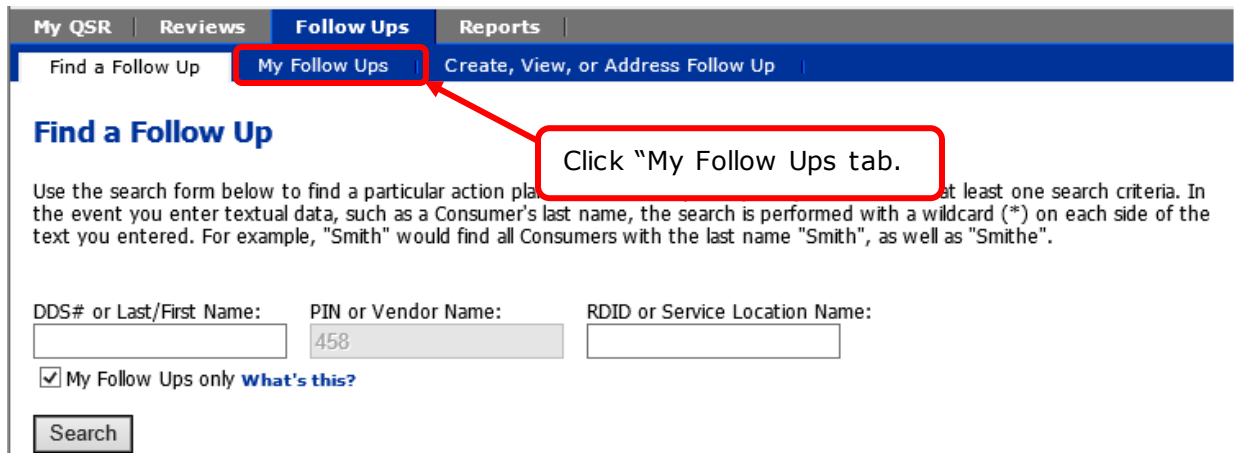
V.A How to respond to Follow Ups

- Once you have logged in there are **3 Ways** to navigate to respond to Follow Ups.

Option 1 - You can click on the Follow Ups tab on the top above the dashboard.



1a. If you clicked the Follow Ups tab you will see a screen similar to below. You will need to click "My Follow Ups" tab located just under the Follow Ups tab.



1b. You will see a screen similar to below.

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

Find a Follow Up | **My Follow Ups** | Create, View, or Address Follow Up

My Follow Ups

Please select a follow up for viewing/editing. ***NOTE:** you must conduct a Review in order to view/edit follow ups.

Found 5 Follow Ups matching your criteria. Displaying on 1 pages.

Created	Due	Status	Source	Review Detail	
2/26/2015	N/A	Open	D 2 DMR Resp	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA	View/Edit
2/26/2015	N/A	Open	D 5a DMR Resp	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 23 Cs Mgmt as Svc	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 15	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 10 Cs Mgmt as Svc	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

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

1c. If you followed #3 then you will see a page similar to the one below.

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

Find a Follow Up | My Follow Ups | **Create, View, or Address Follow Up**

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.

Source Indicator

Consumer: BOLTON, ELISA	DDS #: 59542	Review Date: 6/2/2014
Vendor: ARC OF GREATER NEW HAVEN	PIN: 458	Review Name: testrqm3
RDID: PD20300284SR	Service: DSO	Reviewer Title: Regional Quality Monitor
Service Location: ARCGNH-SR/DSO-ANSONIA	Announced: Yes	CLA Licensing: No

D 5a The individual's record contains necessary and current health, safety and programmatic assessments, screenings, evaluations, reports and/or profiles.

The intent of this indicator is to see that required medical, safety and programmatic assessments, screenings, evaluations, reports and profiles are up to date and current, medical appointments, and identification of routine health issues are current and documented in the individual's record. Medical appointments are to occur in the required time frames. Reference physician reports and consultant sheets for medical results and required follow-up.


Evidence found in IP.2: Personal Profile, IP.3: Future Vision, IP.4: Assessments, IP.5: Action Plan, and IP.6: Summary of Supports and Services. As part of the assessment review, the individual and his or her planning and support team shall complete and review the Level of Need (LON). If a significant need is identified in the LON it must be addressed in the IP.5: Action Plan. The individual's record, including the LON, shall include the status of work completed and pending.

1d. Scroll down until you see below. This is where you will provide a Corrective Action Plan (CAP). A notification will automatically be sent to DDS personnel. **Follow steps 1c – 1d (pages 29-30) until follow ups are completed.**

Rating: Not Met

Comments: -Nursing reports were not available for January-March 2013 or January-March 2014. -A quarterly Nursing report for 4/9/13-7/9/13 was complete on 9/23/13. According to the Senior Manager, this was due to the loss of Nursing staff. - Additionally, the individual's file did not contain any Nursing notes after the date of 8/29/12 but note writing did resume as of 4/29/14. -Documentation of post fall evaluation was not available for a fall occurring on 8/30/13.

ActionPlan Type: Corrective Action

Deadline Date: 

Narrative:

Follow Up History

No Action plan history found. You can use the form below to add history narrative.

Add Follow Up History

Narrative:

Save History

Annotations:

- Enter Deadline Date (points to Deadline Date field)
- You will type your Corrective Action Plan (CAP) in the box labeled "Narrative". (points to Narrative input field)
- When done typing your Corrective Action Plan click the "Save History" button. (points to Save History button)

1e. A page similar to the one below will come up. If you have more follow ups to complete for that person you can click on "Go to the Follow Ups tab of the Review"

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

Find a Follow Up | My Follow Ups | **Create, View, or Address Follow Up**

View/Edit Follow Up

Follow Up History Saved.
Follow Up History saved successfully. It will now appear in all relevant reports and be available for viewing by any user with appropriate permissions.

Go to the Follow Ups tab of the Review.

Annotations:

- Click on "Go to the Follow Ups tab of the Review" (points to the highlighted menu item)

My QSR · Reviews · Follow Ups

1f. This will take you to a page that looks similar to below. From here you can access the rest of the follow ups for the review. Repeat 1a - 1d until you have completed follow ups.

Conduct a Review

[Review Form](#) | [Review Results Cat](#) | [Review Results](#)

Consumer: BOLTON, ELISA	DDS #: 59542	Review Date: 6/2/2014
Vendor: ARC OF GREATER NEW HAVEN	PIN: 458	Reviewer Name: testrqm3
RDID: PD20300284SR	Service: DSO	Reviewer Title: Regional Quality Monitor
Service Location: ARCGNH-SR/DSO-ANSONIA	Announced: Yes	CLA Licensing: No

[Indicators](#) | [Outcomes](#) | [Focus Areas](#) | [Other Follow-up Issues](#) | [Commentary](#) | [Mobile Review Utility](#) | [Follow Ups](#)

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.

No Indicators require Follow Up to be created.

Existing Follow Ups

The Follow Ups below were created either manually, or by the system as a result of this review

Created	Due	Status	Source	Review Detail	
2/26/2015	N/A	Open	D 5a DMR Resp	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 23 Case Mgmt as Svc	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 15	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 10 Case Mgmt as Svc	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

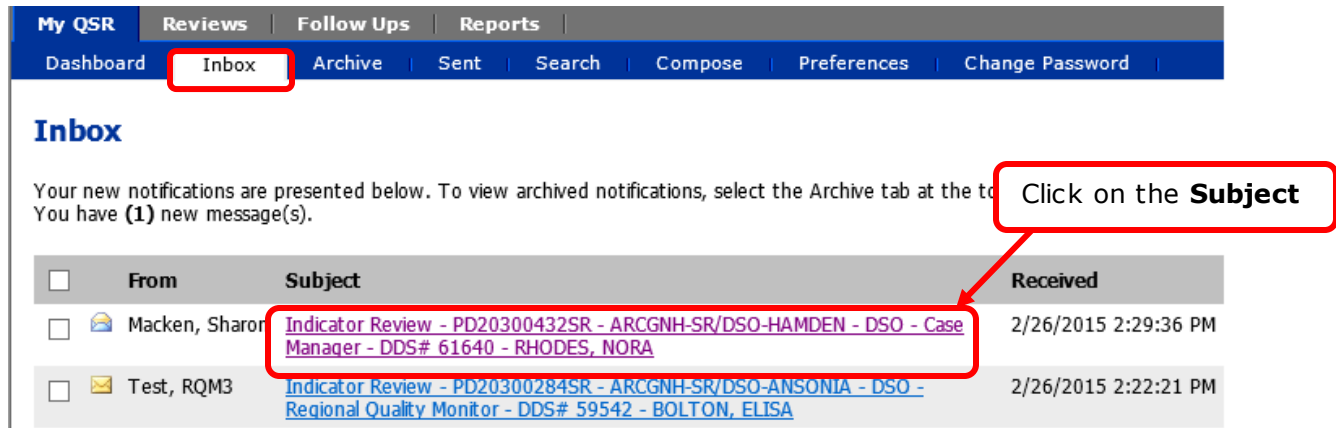
[Send Notifications](#)

Do Not click the "Send Notifications" button. **Do Not** use to send a corrective action plan.

Option 2 - You can go to your Notification Center Inbox.



2a. If you clicked in your Notification Center Inbox you will see a screen similar to below. Click on the **Subject** line of a review you would like to view.



2b. You will see a screen similar to the one below. This screen is where you can look at a pdf file of the review, view the full review, and respond to follow ups for the review. You will click on the View/Edit option next to the follow up. **Follow steps 1c – 1f (pages 29-31) until follow ups are completed.**


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

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

Notification Details

From: MackenS (Macken, Sharon)
To: ARCGtrNH.TestVendorAdmin@qsr.test (TestVendorAdmin, ARCGtrNH); TestVU_ARCGNH1@gnh.test (TestVU, ARCGNH1); TestVU_ARCGNH2@gnh.test (TestVU, ARCGNH2)
Subject: Indicator Review - PD20300432SR - ARCGNH-SR/DSO-HAMDEN - DSO - Case Manager - DDS# 61640 - RHODES, NORA
Priority: Medium

This is a system generated notification generated as a result of a Review being Saved by MackenS.

To view the full review [Click here](#)
To download the review results report as a PDF file  [Click here](#)

The summary of the review is listed below.

Summary

Consumer: **RHODES, NORA**
Vendor: **ARC OF GREATER NEW HAVEN**
RDID: **PD20300432SR**
Review Date: **5/28/2014**
Review Time: **12:00 AM**
Reviewer Name: **MackenS**
Reviewer Title: **Case Manager**

General Reviewer Comments

No general comments were provided

Finding(s) requiring immediate corrective action or a corrective action plan

Created	Due	Status	Source	Review Detail
2/26/2015	N/A	Open	D 2 DMR Resp	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA

Buttons:

Do Not click the "Reply To All" button to send a corrective action plan.

Option 3 - You can access the 10 most recent Follow Ups on your My QSR Dashboard.

My QSR | Reviews | Follow Ups | Reports

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

My QSR

Welcome to the Quality Service 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: TestVU_ARCGNH1@gnh.test (Vendor)
Email address: TestVU_ARCGNH1@gnh.test

Notification Center

- Inbox (2 New)
- Archive
- Sent
- Search

Recent Reviews

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

Vendor	Service Type	Service Location	Consumer	D
ARC OF GREATER NEW HAVEN	DSO	PD20300284SR	BOLTON, ELISA	6
ARC OF GREATER NEW HAVEN	DSO	PD20300432SR	RHODES, NORA	5

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	View/Edit
2/26/2015	N/A	Open	D 2	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA	View/Edit
2/26/2015	N/A	Open	D 5a	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 23	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 15	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 10	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

Click View/Edit to go to the Follow Up listed to the left.

3a. Follow steps 1c – 1f (pages 29-31) until follow ups are completed.

V.B How to Determine if DMR Resp. is Provider Responsibility or CM Responsibility

1. D 2 and D 5a both have DMR Resp. For D 5a - Click on view/edit to view follow up.

Find a Follow Up **My Follow Ups** Create, View, or Address Follow Up

My Follow Ups

Please select a follow up for viewing/editing. *NOTE: you must conduct a Review in order to view/edit follow ups.

Found 6 Follow Ups matching your criteria. Displaying on 1 pages.

Created	Due	Status	Source	Review Detail	
2/26/2015	N/A	Open	D 2 DMR Resp	5/28/2014 BENHAVEN INC. / PR04100323SR / PRUITT, CRAIG	View/Edit
2/26/2015	N/A	Open	D 7a	5/28/2014 BENHAVEN INC. / PR04100323SR / MORENO, RAQUEL	View/Edit
2/26/2015	N/A	Open	D 5a DMR Resp	5/28/2014 BENHAVEN INC. / PR04100323SR / MORENO, RAQUEL	View/Edit
2/26/2015	N/A	Open	D 23 Cs Mgmt as Svc	5/28/2014 BENHAVEN INC. / PR04100323SR / MORENO, RAQUEL	View/Edit
2/26/2015	N/A	Open	D 15	5/28/2014 BENHAVEN INC. / PR04100323SR / MORENO, RAQUEL	View/Edit
2/26/2015	N/A	Open	D 10 Cs Mgmt as Svc	5/28/2014 BENHAVEN INC. / PR04100323SR / MORENO, RAQUEL	View/Edit


2. a. Scroll down to the Rating. In this example it notes "Not Met" this means it is the provider's responsibility to provide a corrective action plan.

Refer to DDS CLA Licensing Regulation: 16d, 17e, 17k, 18a4A, 18a4B
17k states the OPS planning process shall be conducted annually based on an annual assessment of the individuals functioning skills.

Rating: Not Met

Comments: -Nursing reports were not available for January-March 2013 or January-March 2014. -A quarterly Nursing report for 4/9/13-7/9/13 was complete on 9/23/13. According to the Senior Manager, this was due to the loss of Nursing staff. - Additionally, the individual's file did not contain any Nursing notes after the date of 8/29/12 but note writing did resume as of 4/29/14. -Documentation of post fall evaluation was not available for a fall occurring on 8/30/13.

ActionPlan Type: Corrective Action

Deadline Date: 


2. b. In the below example the Rating notes "Not Met-DDS Responsibility". This means it is the Case Manager's responsibility to provide a corrective action plan.

Refer to DDS CLA Licensing Regulation: 16d, 17e, 17k, 18a4A, 18a4B
17k states the OPS planning process shall be conducted annually based on an annual assessment of the individuals functioning skills.

Rating: Not Met - DDS Responsibility

Comments: -Nursing reports were not available for January-March 2013 or January-March 2014. -A quarterly Nursing report for 4/9/13-7/9/13 was complete on 9/23/13. According to the Senior Manager, this was due to the loss of Nursing staff. - Additionally, the individual's file did not contain any Nursing notes after the date of 8/29/12 but note writing did resume as of 4/29/14. -Documentation of post fall evaluation was not available for a fall occurring on 8/30/13.

ActionPlan Type: Corrective Action

Deadline Date: 

Example: The screen below displays a **Follow-Up (Corrective Action Plan)** with communications between DDS and the Provider (Vendor).

Source Indicator

Consumer: BOLTON, ELISA	DDS #: 59542	Review Date: 6/2/2014
Vendor: ARC OF GREATER NEW HAVEN	PIN: 458	Review Name: testrqm3
RDID: PD203002845R	Service: DSO	Reviewer Title: Regional Quality Monitor
Service Location: ARCGNH-SR/DSO-ANSONIA	Announced: Yes	CLA Licensing: No

D 15 Individual Progress Reviews identify that the provision of needed supports and services is documented and progress is reviewed.

The intent of this indicator is to determine if the services are being delivered to the individual as identified in the IP and that the provider maintains documentation of needed services and supports provided and progress made. Providers should maintain documentation on the specific personal outcomes and actions for which they are responsible, as outlined in IP. 5 Action Plan of the Individual Plan. This includes documentation of individual progress, data and/or anecdotal notes, as applicable.

Service providers are required to submit a written six month Individual Progress Review to the Case Manager and other team members prior to the annual Plan and six months thereafter. Staff hired directly by the individual or family to provide self-directed supports will maintain ongoing documentation of the individual's progress on goals for which they are responsible.

Refer to Procedure No. I.C.1.PR.002b Subject: Planning and Support Team. On an ongoing basis, the planning and support team will discuss any significant changes in the individual's life that warrant a revision of the Individual Plan. The planning and support team will identify the nature and minimum frequency of Plan reviews and shall meet to review and update the Individual Plan at least annually. A formal review of the Individual Plan may be requested at any time by a planning and support team member. In cases where more frequent meetings or progress reports are required by other state or federal regulations, the more stringent requirements shall prevail.

Review provider specific plans including teaching strategies, nursing plans of care, protocols and guidelines. Attendance records may also be reviewed. If the person is not receiving the supports or services necessary, or if the individual is not making progress in his/her identified goals, the team should address the issue to ensure that the individual is receiving needed services.

For consumers living in private ICF/MR homes, this indicator is to be rated "Not Rated" for the following service types: CLA, DSO, GSE, SHE, SEI.

Refer to DDS CLA Licensing Regulation: 17h, 17j

Rating: Not Met

Comments: Program goals specific to the day program setting have not been developed or identified in the IP 5 action steps. Therefore it could not be determined what supports and services should be provided or whether progress was being made.

ActionPlan Type: Corrective Action

Is Closed:

Is Accepted:

Deadline Date: 9/16/2016 

Narrative:

Follow Up History

Found 3 Action Plan History. Displaying on 1 pages.

User	Description
TestVU_ARCGNH1@gnh.test 9/16/2016 11:30:08 AM	Program goals specific to day program have been written, approved by the individual's team, and have been implemented. In the future, The team will ensure that there are goals specific to the day program setting included in the IP.
testrqm3 9/16/2016 11:32:13 AM	Corrective action plan accepted. Thank you.

A complete Corrective Action Plan (CAP) describes when the issue will be corrected, who will correct it and how will it be prevented from occurring in the future.

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 re-enter the same follow-up again and save it otherwise a duplicate follow-up record will be created.



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.



The absolute best processes to provide corrective action plans for your follow ups are outlined in:
Option 1 by going to the Follow Ups tab then the My Follow Ups tab

Follow Ups
What **NOT** to do.

V.C What NOT to do when responding to a follow up with a corrective action plan.

DO NOT click on the "Send Notifications" button to respond to 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	
2/26/2015	N/A	Open	D 5a DMR Resp	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 23 Case Mgmt as Svc	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 15	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit
2/26/2015	N/A	Open	D 10 Case	6/2/2014 ARC OF GREATER NEW HAVEN / PD20300284SR / BOLTON, ELISA	View/Edit

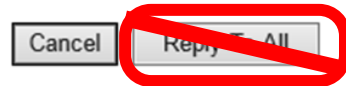


Do Not click the "Send Notifications" button.
Do Not use to send a corrective action plan.

DO NOT click on the "Reply To All" button to respond to a follow up

Finding(s) requiring immediate corrective action or a corrective action plan

Created	Due	Status	Source	Review Detail	
2/26/2015	N/A	Open	D 2 DMR Resp	5/28/2014 ARC OF GREATER NEW HAVEN / PD20300432SR / RHODES, NORA	View/Edit



Do Not click the "Reply To All" button to send a corrective action plan.

If you click "Click here" for the full view of a review. You will see the review in the below format. **DO NOT** click on "Create Action Plan". You can however, click on "Edit Action Plan" which will take you to the correct screen to provide a corrective action plan.

The screenshot displays the 'View a Review' page in the QSR application. At the top, there are navigation tabs: 'My QSR', 'Reviews', 'Follow Ups', and 'Reports'. Below these, a sub-menu contains 'Find a Review', 'My Reviews', and 'View a Review' (highlighted with a red box). The main heading is 'Conduct a Review'. To the right, there are links for 'Review Form', 'Review Results Cat', and 'Review Results'. A summary table provides details for the consumer (RHODES, NORA), vendor (ARC OF GREATER NEW HAVEN), and service location (ARCGNH-SR/DSO-HAMDEN). Below this is a row of tabs: 'Indicators', 'Outcomes', 'Focus Areas', 'Other Follow-up Issues', 'Commentary', 'Mobile Review Utility', and 'Follow Ups'. The page is on 'Page 1 [2] of 2'. A table with 'Code' and 'Detail' columns shows indicator 'CI 1' with the question 'Are you happy with where you live, work, and day program?'. Underneath are radio buttons for 'Met', 'Not Met', 'Not Rated', 'N/A', and 'Met Exemplary'. A 'Comments' text area is present, followed by a 'Create Action Plan' button. Below this is indicator 'D 2' with the question 'The Individual Plan is developed and implemented on a timely basis.' and radio buttons for 'Met', 'Not Met (Requires Follow-up)', 'Not Met - DDS Responsibility (Requires Follow-up)', 'Not Rated', 'N/A', and 'Met Exemplary'. A 'Comments' text area contains the text: 'Three of the individual's IP goals were not implemented; the teaching Strategy "Hand washing", the "New Address" teaching strategy, ...'. At the bottom, there are two buttons: 'Edit Action Plan' and 'Create Action Plan'. Annotations include a red box around 'View a Review', a red box around 'Edit Action Plan', and a yellow box with a red border around 'Create Action Plan' with the text 'Do Not click the "Create Action Plan" button to provide a corrective action'. A red arrow points from the yellow box to the 'Create Action Plan' button.

**Vendor Administrator Role
Only**

VI Vendor Administrator Role Only:

VI Establishing Roles & Assigning Service Locations to Personnel

You must change your role as outlined below to use Vendor Administrator functions. The **Admin** (Administration) **Tab** is accessible only to personnel with the role of Vendor Administrator. Within the QSR database, Vendor Administrators may:

- Add new persons into the system
- Add or remove roles of personnel
- Add, remove or edit associated service locations to personnel assigned the vendor role.
- De-active persons in the system.

Vendor Administrators can only assign the roles of Vendor User and/or Vendor Administrator

When in the Vendor Administrator role you will not receive any QSR notifications. You must change your role back to Vendor to receive QSR notifications.

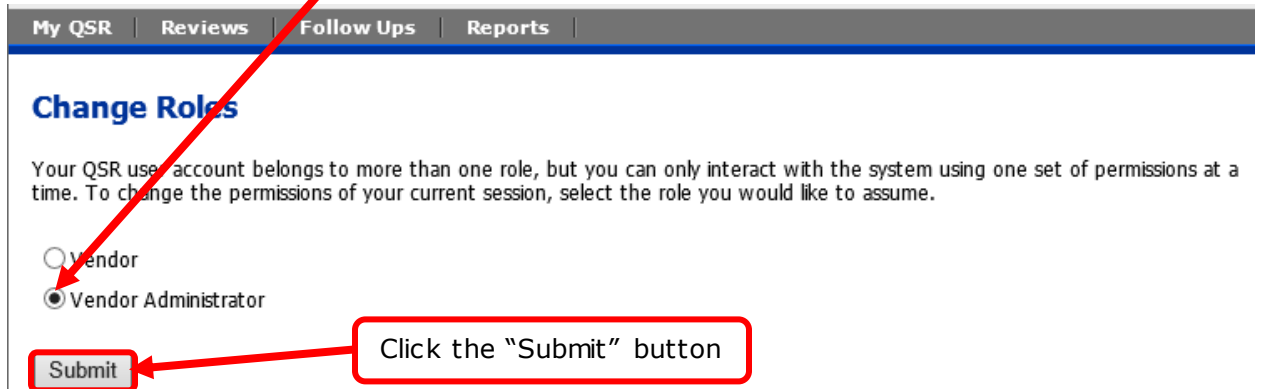
VI.A Adding a New Person into the QSR Application

1. Click on "Change Roles" in the Header menu.

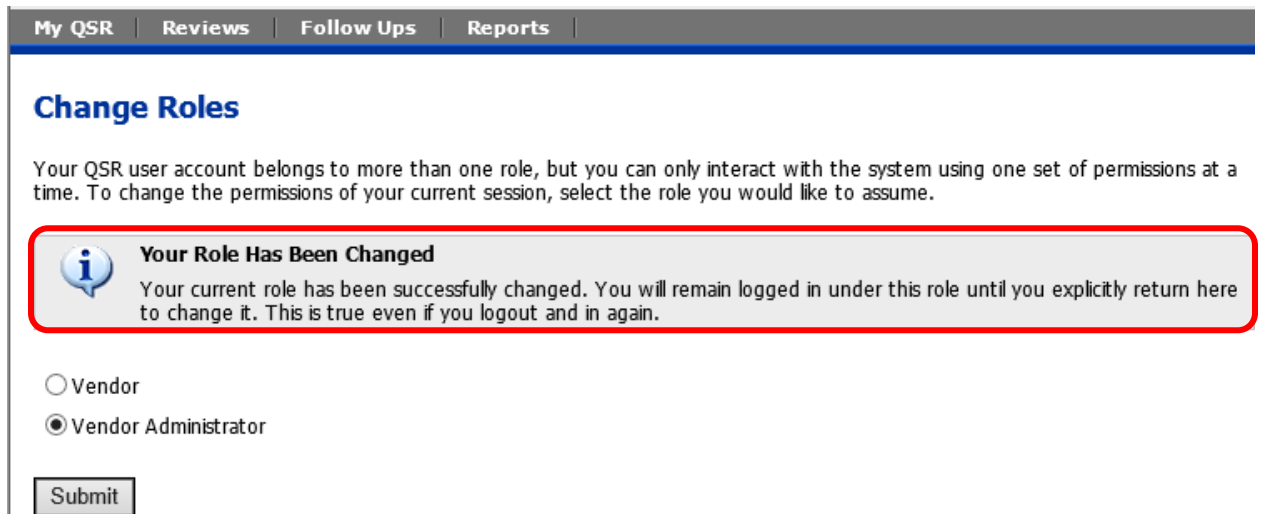


The screenshot displays the Quality Service Review (QSR) application interface. At the top left is the logo for 'Gt.gov'. In the center, the text 'QUALITY SERVICE REVIEW' is displayed. On the right side of the header, there is a 'Change Roles' link highlighted with a red box, and a red arrow points from the text 'Change Roles' in the instruction above to this link. To the right of 'Change Roles' are links for 'Help' and 'Log Out'. Below the header is a navigation bar with tabs for 'My QSR', 'Reviews', 'Follow Ups', and 'Reports'. Underneath this is a secondary navigation bar with links for 'Dashboard', 'Inbox', 'Archive', 'Sent', 'Search', 'Compose', 'Preferences', and 'Change Password'. The main content area is titled 'My QSR' and contains a welcome message: 'Welcome to the Quality Service 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.' Below the welcome message, it shows the user is logged in as 'TestVU_ARCGNH1@gnh.test (Vendor)' with the email address 'TestVU_ARCGNH1@gnh.test'. On the right side of the main content area, there is a 'Notification Center' widget with links for 'Inbox (4 New)', 'Archive', 'Sent', and 'Search'.

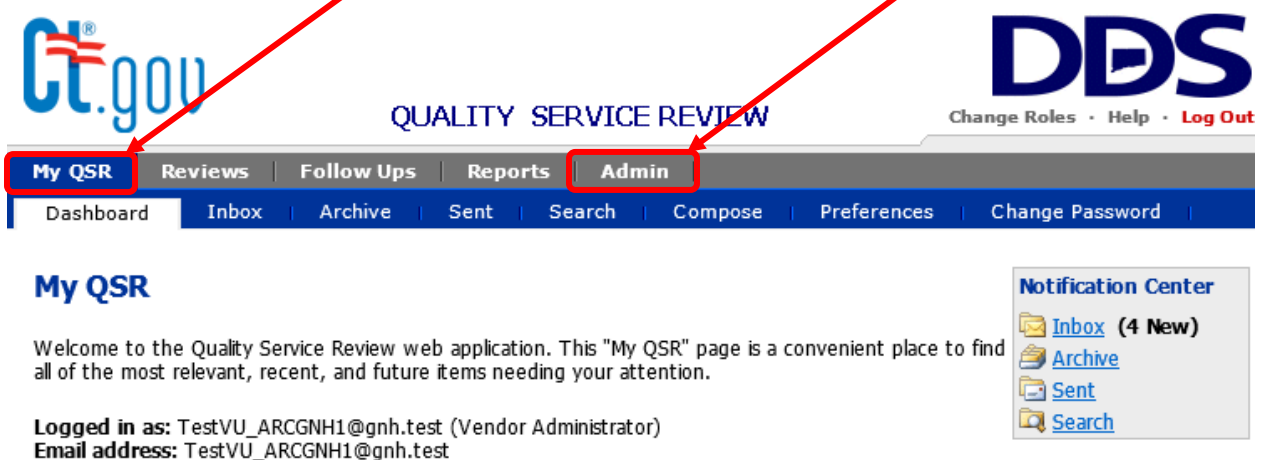
2. Click on the radio button to change role from Vendor to Vendor Administrator.



3. The screen below will be displayed. Note: As Vendor Administrator you will not receive QSR notifications.



4. Then click on the "My QSR" tab. Now you can see the "Admin" tab



5. Click on the **Admin Tab**. The **Manage Users** screen appears.



Manage Users

The users you have permissions to manage are listed below. You may also create a new user by selecting 'Add New User'. Keep in mind that if you belong to multiple roles, changing your role will affect what users you see in this list.

UserName	User Details
ARCGrNH.TestVendorAdmin@qsr.test	TestVendorAdmin, ARCGrNH Associate User to Service Location
TestVU_ARCGNH1@qnh.test	TestVU, ARCGNH1 Associate User to Service Location
TestVU_ARCGNH2@qnh.test	TestVU, ARCGNH2 Associate User to Service Location

Page 1



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



Update User Information

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

User Name:

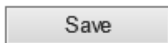
First Name:

Last Name:

Email:

User Active?:

Assigned Roles: Vendor Vendor Administrator



7. Enter the **User Name**.

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

8. Enter the **First Name** and **Last Name** of the new person.

9. Enter the **e-mail address**.

10. Click the **User Active?** drop down box arrow and select **"Yes"** to activate.

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

Note: A Vendor Administrator can only assign users to their agency for the roles of either Vendor or Vendor Administrator.

12. Click the **Save** button. At this point, an e-mail is automatically generated by the system to the new person. The new user will receive an e-mail containing their **User Name** and randomly assigned **Password**. They will be required to change this password when they log into the QSR application.

13. Click the **Back to User List** button. The name of the new person will now appear in the **Manage Users** screen.

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

The screenshot shows the 'Update User Information' screen. At the top, there is a navigation bar with tabs: 'My QSR', 'Reviews', 'Follow Ups', 'Reports', and 'Admin'. Below this is a sub-navigation bar with 'Manage Users' (highlighted with a red box) and 'Find a Users'. The main heading is 'Update User Information'. Below the heading is the instruction: 'Use the form below to edit the user's information.' The form contains the following fields and controls:

- User Name:** TestVU_ARCGNH2@gnh. (Callout #7)
- First Name:** ARCGNH2 (Callout #8)
- Last Name:** TestVU (Callout #8)
- Email:** TestVU_ARCGNH2@gnh.test (Callout #9)
- User Active?:** Yes (Callout #10)
- Assigned Roles:** Vendor Vendor Administrator (Callout #11)
- Assigned Vendor:** 458-ARC OF GREATER NEW HAVEN (Callout #11)

At the bottom of the form are two buttons: 'Back to User List' (Callout #13) and 'Save' (Callout #12).

VI.B Updating Pre-existing "User" Information for a Person

To modify 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.

Manage Users

The users you have permissions to manage are listed below. You may also create a new user by selecting 'Add New User'. Keep in mind that if you belong to multiple roles, changing your role will affect what users you see in this list.

UserName	User Details
ARCGrNH.TestVendorAdmin@qsr.test	TestVendorAdmin, ARCGtrNH Associate User to Service Location
TestVU_ARCGNH1@qnh.test	TestVU, ARCGNH1 Associate User to Service Location
TestVU_ARCGNH2@qnh.test	TestVU, ARCGNH2 Associate User to Service Location

Page 1

4. The **Update User Information** screen appears.
5. Make the desired changes and click **Save**.

Update User Information

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

User Name:

First Name:

Last Name:

Email:

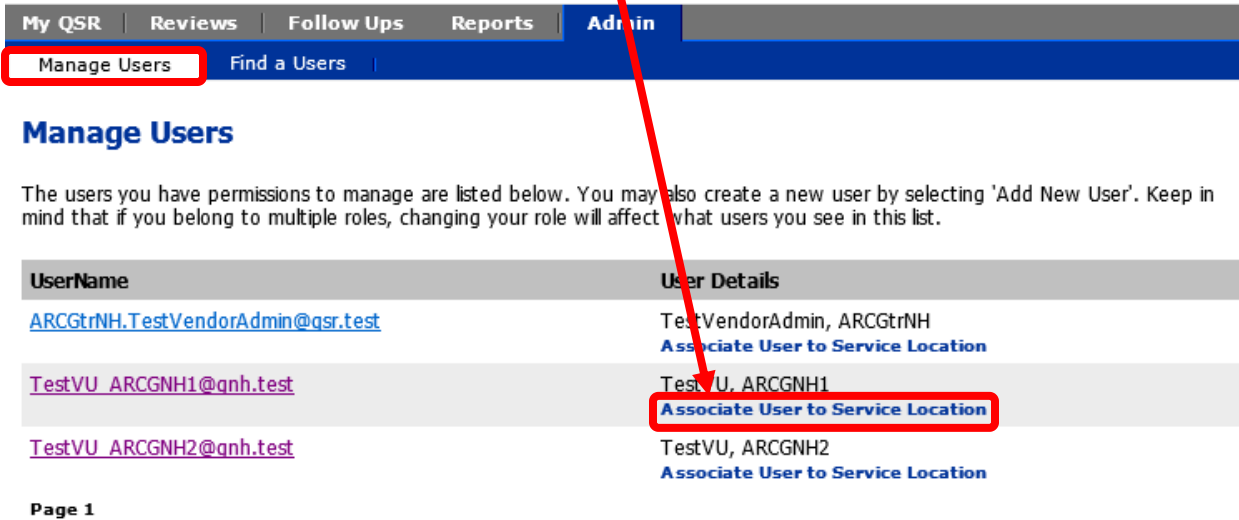
User Active?:

Assigned Roles: Vendor Vendor Administrator

Assigned Vendor:

VI.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 screenshot shows the 'Manage Users' interface. At the top, there is a navigation bar with tabs for 'My QSR', 'Reviews', 'Follow Ups', 'Reports', and 'Admin'. The 'Admin' tab is selected. Below the navigation bar, there is a search bar with 'Manage Users' and 'Find a Users' options. The main content area is titled 'Manage Users' and contains a paragraph of text: 'The users you have permissions to manage are listed below. You may also create a new user by selecting 'Add New User'. Keep in mind that if you belong to multiple roles, changing your role will affect what users you see in this list.' Below this text is a table with two columns: 'UserName' and 'User Details'. The table lists three users: 'ARCGrNH.TestVendorAdmin@qsr.test', 'TestVU_ARCGNH1@gnh.test', and 'TestVU_ARCGNH2@gnh.test'. The 'User Details' for 'TestVU_ARCGNH1@gnh.test' includes the link 'Associate User to Service Location', which is highlighted with a red box. A red arrow points from the 'Associate User to Service Locations' link in the instructions to this link in the table. At the bottom left, it says 'Page 1'.

UserName	User Details
ARCGrNH.TestVendorAdmin@qsr.test	TestVendorAdmin, ARCGrNH Associate User to Service Location
TestVU_ARCGNH1@gnh.test	TestVU, ARCGNH1 Associate User to Service Location
TestVU_ARCGNH2@gnh.test	TestVU, ARCGNH2 Associate User to Service Location

Page 1

- 4. 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 a 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 a 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.

My QSR | Reviews | Follow Ups | Reports | Admin

Manage Users | Find a Users

Manage Users Associations

You are managing the Service Location associations for: **TestVU_ARCGNH1@gnh.test**.

Matching Services

Found 6 RDID'S matching your criteria. Displaying on 1 pages.

<input type="checkbox"/>	RDID	Program	PIN	Vendor	Town
<input checked="" type="checkbox"/>	PD20300284SR	ARCGNH-SR/DSO-ANSONIA	458	ARC OF GREATER NEW HAVEN	MILFORD
<input checked="" type="checkbox"/>	PD20300432SR	ARCGNH-SR/DSO-HAMDEN	458	ARC OF GREATER NEW HAVEN	HAMDEN
<input checked="" type="checkbox"/>	PD20300846SR	ARCGNH-SR/DSO-NORTH HAVEN	458	ARC OF GREATER NEW HAVEN	NORTH HAVEN
<input checked="" type="checkbox"/>	PD31000913SR	ARCGNH-SR/DSH-ANSONIA	458	ARC OF GREATER NEW HAVEN	MILFORD
<input checked="" type="checkbox"/>	PD31000927SR	ARCGNH-SR/DSH-HAMDEN	458	ARC OF GREATER NEW HAVEN	HAMDEN
<input checked="" type="checkbox"/>	PD31000977SR	ARCGNH-SR/DSH-NORTH HAVEN	458	ARC OF GREATER NEW HAVEN	NORTH HAVEN

Page 1

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

VI.D Inactivating a User

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.

The screenshot shows the 'Update User Information' form. At the top, there is a navigation bar with tabs: 'My QSR', 'Reviews', 'Follow Ups', 'Reports', and 'Admin'. Below this is a sub-navigation bar with 'Manage Users' and 'Find a Users'. The main heading is 'Update User Information'. Below the heading is the instruction: 'Use the form below to edit the user's information.' The form contains the following fields: 'User Name' (TestVU_ARCGNH2@gnh.), 'First Name' (ARCGNH2), 'Last Name' (TestVU), 'Email' (TestVU_ARCGNH2@gnh.test), 'User Active?' (a dropdown menu with 'Yes' selected and 'No' as an option), 'Assigned Roles' (a checkbox for 'Vendor Administrator'), and 'Assigned Vendor' (458-ARC OF GREATER NEW HAVEN). At the bottom, there are two buttons: 'Back to User List' and 'Save'. Red annotations include a box around the 'Admin' tab, a box around the 'Manage Users' link, a red arrow labeled '#5' pointing to the 'User Active?' dropdown, and a red arrow labeled '#6' pointing to the 'Save' button.

5. Click the dropdown selection field labeled **"User Active?"** and select **"No"**
6. Click the **Save** button to save the change
7. The User will no longer have access to the QSR Application and will automatically be disassociated from all agency programs.

Glossary

Provider (Vendor) QSR Application Reference Manual

Quality Service Review Glossary of Terms

Term	Definition
Action Plan	<p>This is a process in the QSR that starts with the identification of a finding that needs a written corrective action plan from the provider. Actions Plans can be created in the following ways:</p> <ul style="list-style-type: none"> • The QSR Application automatically generates Action Plan records for Indicators rated “Not Met Requires Follow-Up”. • DDS personnel and Vendor initiated Action Plans are created manually. DDS and vendor/provider initiated Action Plans can be manually created for Indicators, Outcomes, or Focus Areas. <p>Action Plan Types: Corrective Action or Quality Improvement.</p> <p>An Action Plan will have follow-up history that tracks the progress of implementation and monitoring of the plan until the Action Plan is completed and closed.</p>
Case Management as a Service Indicator	Refers to an indicator identified as the responsibility of the DDS Case Manager to correct. The Case Manager is the vendor/provider responsible for submitting and implementing the corrective action plan.
Case Manager (CM)	A DDS employee who is assigned primary responsibility for individuals who are eligible for DDS services. The case manager serves as primary contact with the individual or family/guardian on the person’s behalf. This person may function as a support broker who helps the person design, manage and direct his or her own supports.
Consumer or Individual	Person receiving services that has applied for and been determined eligible to receive services of the department.
Corrective Action Plan (CAP)	Statement, from the responsible party, describing what action they will take to address a finding, when the action will be completed, and who is responsible for implementation.
Findings	Ratings and comments.
Focus Areas	<p>The seven areas that organize the major sections of the QSR:</p> <ul style="list-style-type: none"> • Planning and Personal Achievement • Relationships & Community inclusion • Choice & Control • Rights, Respect & Dignity • Safety • Health & Wellness • Satisfaction

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Follow-Up	Assessment of the status of the implementation and completion of a corrective action plan.
Quality Indicator	Items that are rated and used to systematically gather foundational information as performance measures for the rating of Personal Outcomes and Support Expectations.
Interpretive Guidelines (IG)	Information associated with each indicator that assists the reviewer in determining a rating. The information includes a description of the intent of the indicator, and references to policy, procedure, guidelines, regulatory standards, specific definitions and other relevant sources. The interpretive guidelines may also provide examples.
Met	A quality indicator is rated met when evidence relevant to the indicator is present for an individual or vendor/provider service.
Met Exemplary	Met Exemplary rating will <u>not</u> be utilized at this time. However, exemplary findings will be noted in the comment section.
Not Met	<p>A quality indicator is rated not met when evidence relevant to the indicator is not present for an individual or vendor/provider service. Follow up may be assigned to any not met indicator, as determined by DDS.</p> <p>Not met ratings include the following attributes:</p> <ul style="list-style-type: none"> • Not Met - indicates that evidence relevant to the indicator is not present for an individual or vendor/provider service and is related to vendor/provider performance. • Not Met (Case Management As A Service) - indicates that evidence relevant to the indicator is not present for an individual or vendor/provider service and is related to DDS Case Management performance. • Not Met (DDS Responsible) - indicates that evidence relevant to the indicator is not present for an individual or vendor/provider service and is related to DDS performance (case management or other DDS division performance).
Not Met (Requires Follow Up)	Not Met (Requires Follow Up) – for an indicator designated as requires follow up, if the indicator is rated not met, a written Corrective Action Plan (CAP) is required from the responsible party.
Not Applicable (NA)	A quality indicator is rated not applicable when the indicator does not relate to an individual or the vendor/provider service reviewed.
Not Rated (NR)	The indicator is applicable to an individual or vendor/provider service, but circumstances have not allowed the reviewer to evaluate the indicator.
Quality Management Division	DDS Division that manages and administers the Department’s monitoring of service quality through implementation of the QSR at both the Regional and Central Office level.

Quality	The QSR is a service review and certification process to identify the quality of service delivered
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Provider (Vendor) QSR Application Reference Manual

Service Review (QSR)	<p>by qualified providers/vendors, and to assess individuals' satisfaction and choice regarding services and supports.</p> <p>The Quality Service Review (QSR) will evaluate private and public vendors/providers using a set of quality measures that include expected practices, and regulatory and policy standards.</p>																								
Reviewer	DDS employee who conducts a Quality Service Review.																								
Program Name/Service Locations	Sites where services are provided.																								
Provider (Vendor) Administrator	For the QSR application, the provider (vendor) employee who assigns QSR users within the QSR application.																								
Provider (Vendor)	An Agency or person(s) funded or licensed by the Department, who provides services to DDS Consumers. In the QSR application, a case manager may also be a vendor/provider.																								
RDID/SSID	<p>NOTE: The RDID/SSID, a unique Service Location identifier, is 12 characters long. For example: PR04100354SR</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><u>Position</u></th> <th style="text-align: center;"><u>Character</u></th> <th style="text-align: center;"><u>Example</u></th> <th style="text-align: center;"><u>Meaning</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">P, D</td> <td style="text-align: center;">PR04100354SR</td> <td>Public (D) or Private (P) location</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">R, D, S</td> <td style="text-align: center;">PR04100354SR</td> <td>Residential (R), Day (D) or Support (S) location</td> </tr> <tr> <td style="text-align: center;">3-5</td> <td style="text-align: center;">3 # code</td> <td style="text-align: center;">PR04100354SR</td> <td>Service Location code: "041" = CLA; "533" = ISR</td> </tr> <tr> <td style="text-align: center;">6-10</td> <td style="text-align: center;">5 # code</td> <td style="text-align: center;">PR04100354SR</td> <td>Identifies a single location</td> </tr> <tr> <td style="text-align: center;">11-12</td> <td style="text-align: center;">NR, SR, WR</td> <td style="text-align: center;">PR04100354SR</td> <td>Region of location</td> </tr> </tbody> </table>	<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
<u>Position</u>	<u>Character</u>	<u>Example</u>	<u>Meaning</u>																						
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3-5	3 # code	PR04100354SR	Service Location code: "041" = CLA; "533" = ISR																						
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