CHRIS Modifications

Changes to Serious Incident Reporting Side of CHRIS.

Virginia Department of
Behavioral Health &
Developmental Services

DBHDS Office of Licensing Training

- Training will be conducted every third (3rd) Wednesday of each month during the year of 2020

- Registration for the training is on Eventbrite (https://www.eventbrite.com/e/chris-training-recurring-2020-tickets-91319315531)

- New information will be shared each month

- Review of necessary content

Training Overview

- New Information
    - Rolling out Incident Management in Region 2 – Northern Virginia
    - Updates in CHRIS
    - Important CHRIS entry information
    - DELTA Roles
    - DELTA Resetting Passwords
    - CHRIS reporting back up
    - Late Reporting in CHRIS
    - Revoking Users Access
    - The Specialized Investigation Unit

Incident Management Rollout

IMU is currently in Regions Three and Four. IMU will roll out to Region Two next on May 1, 2020 and then to Region One and Five.
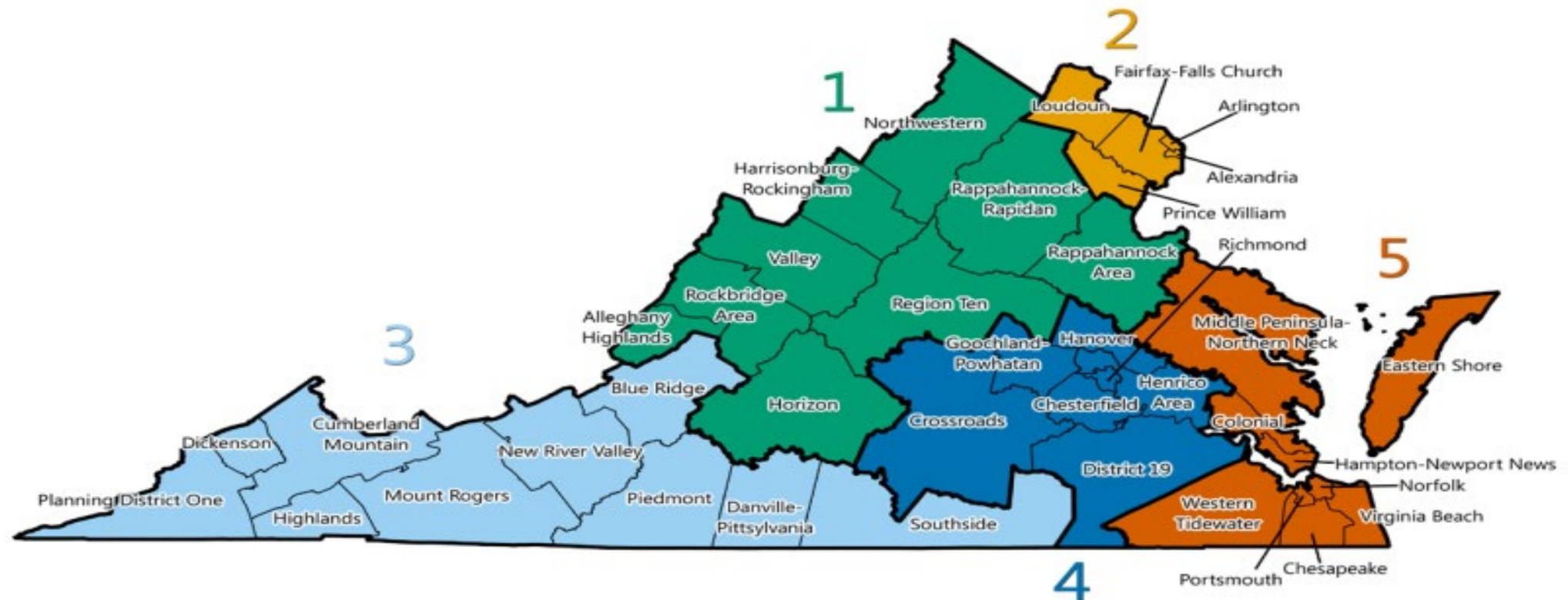
Overview of Incident Management

Upon the receipt of the incident IMU will begin the Triage Process

- Review for completeness and accuracy
- Incident corrections – providers need to make corrections based on inaccuracies or conflicting information
- Further review
- Recommendation/Referral made to Licensing Specialist/Investigator for investigation
- The IMU will then track each incident to ensure the provider has completed the appropriate updates.

Providing Updates to Incidents

- When selecting "**An update to the serious incident report has been provided**", the provider has up to 48 hours to provide the update to the incident.

* Required. Plese select one from the following:

- ◯ Death/Serious incident report is complete and no further updates will be provided.

- ◯ Updates to death/serious incident report will be provided.

- ◯ An update to the death/serious incident report has been provided.

- **Failure to update a serious incident report in CHRIS within 48 hours from the initial submission of the report, or from the time that the provider is made aware of the need to update the report will be cited as a regulatory violation of 12VAC35-105-160.B, or 12VAC35-46-230.A, as applicable.**

Checkboxes

- Ensure you select the appropriate check box related to the information you will be explaining in the narrative.
  - Incident Levels
  - Injury
  - Illness or Conditions
  - Cause of Incident
  - External Notifications
  - Involvement (Did this case involve?)
  - Providers Corrective Action

Mandatory Fields

Mandatory fields have a red asterisk "*" placed by the required fields.

*Description of Medical Treatment Provided and/or Finding	
	Check Spelling

Mandatory Fields

The "External notifications made" is a required field. The following three notifications have been added to the boxes already listed

* External notifications made *(Check all that apply)*		
	☐ DSS	Substitute Decision Maker/Legal Guardian:
	☐ Local Law Enforcement Agency	
	☐ State Police	Support Coordinator:
	☐ Department of Health Professionals	
	☐ Department of Health	Support Coordinator Agency's Name:
	☐ Non-Applicable	
	☐ Substitute Decision Maker/Legal Guardian	Other (please specify):
	☐ Support Coordinator	
	☐ Support Coordinator Agency's Name	
	☐ Other	

Mandatory Fields

When a provider selects Substitute Decision Maker/Legal Guardian or Support Coordinator, the text box becomes required. Please be sure to enter in the name or the person(s) contacted for each field.

☒**Substitute Decision Maker/Legal Guardian**

☒**Support Coordinator**

☒**Support Coordinator Agency's Name**

Mandatory Fields

The phone number is a required field and will be used to contact the provider if additional information is needed.

Serious Incident Guidance Accessibility

The DBHDS Office of Licensing Serious Incident Guidance Document can now be accessed in CHRIS.

When entering in an incident at the top of the screen the link will be accessible by clicking "Here". After clicking on the hyperlink the Serious Incident Guidance Document will open in a new tab.

You will be able to view the guidance document and then click back to the CHRIS tab to enter in the incident.

Individual	Death/Incident	Death/Incident LSA Report

CHRIS VERSION 5.1

* If an incident does not meet the criteria for a Level II or Level III Serious Incident, do not report the incident in CHRIS. Level I serious incidents are not required to be reported into CHRIS. However, providers shall collect, maintain, and review at least quarterly all Level I serious incidents as part of their quality improvement program.
* Level II and Level III serious incidents must be reported in CHRIS within 24 hours of discovery.

* ATTENTION: If this is a case of suspected abuse or neglect the report should first be made to Human Rights and the CHRIS case number obtained from the report is then used to complete your Serious Incident Report to the Office of Licensing.

**IMPORTANT Please click HERE to read the Serious Incident Guidance Document.

* denotes a required field

Case Close: Read Only Record

Select an existing Death/Incident case below or **ADD A NEW INCIDENT.**

	Counter	DeathIncidentDate	Discovery Date	Known Facts

Provider's Corrective Action

- This would apply to all licensed services except for children's residential services.

- "**Conduct Root Cause Analysis**" will be **pre-selected.** Per DBHDS emergency regulation 12 VAC 35-105-160 E, a root cause analysis shall be conducted by the provider within 30 days of discovery of Level II and Level III serious incidents...

* Provider's Corrective Action(Check all that apply)

- ☐ Change policy and procedure
- ☐ Implement Current policy and procedure
- ☐ Train individual staff
- ☐ Train all staff
- ☐ Increase staffing
- ☐ Increase qualifications of staff
- ☐ Increase supervision (change patterns of supervision)
- ☐ Conduct root cause analysis
- ☐ Decreased capacity
- ☐ No new admissions
- ☐ Individual(s) were moved
- ☐ Environmental modification
- ☐ ISP modification
- ☐ Obtain additional services/assessments
- ☐ Meet with support team to review/plan
- ☐ Improve QA
- ☐ Supervisory/Administrative staff change/action
- ☐ Corrective action pending further internal investigation
- ☐ Other

Other (please specify):

DELTA- Access via Internet Explorer

The DELTA portal works best on the **Internet Explorer** browser.

When entering a serious incident on the Office of Licensing side of CHRIS, be sure to utilize the Internet Explorer browser.

**Other browser will not always retrieve the necessary information about your agency (i.e. locations, FIPs, etc.)

Entering Time in CHRIS

Only enter **standard time** in the Date/Time fields.

DO Not enter in military time in the Date/Time fields. CHRIS will not allow you to save the incident report.
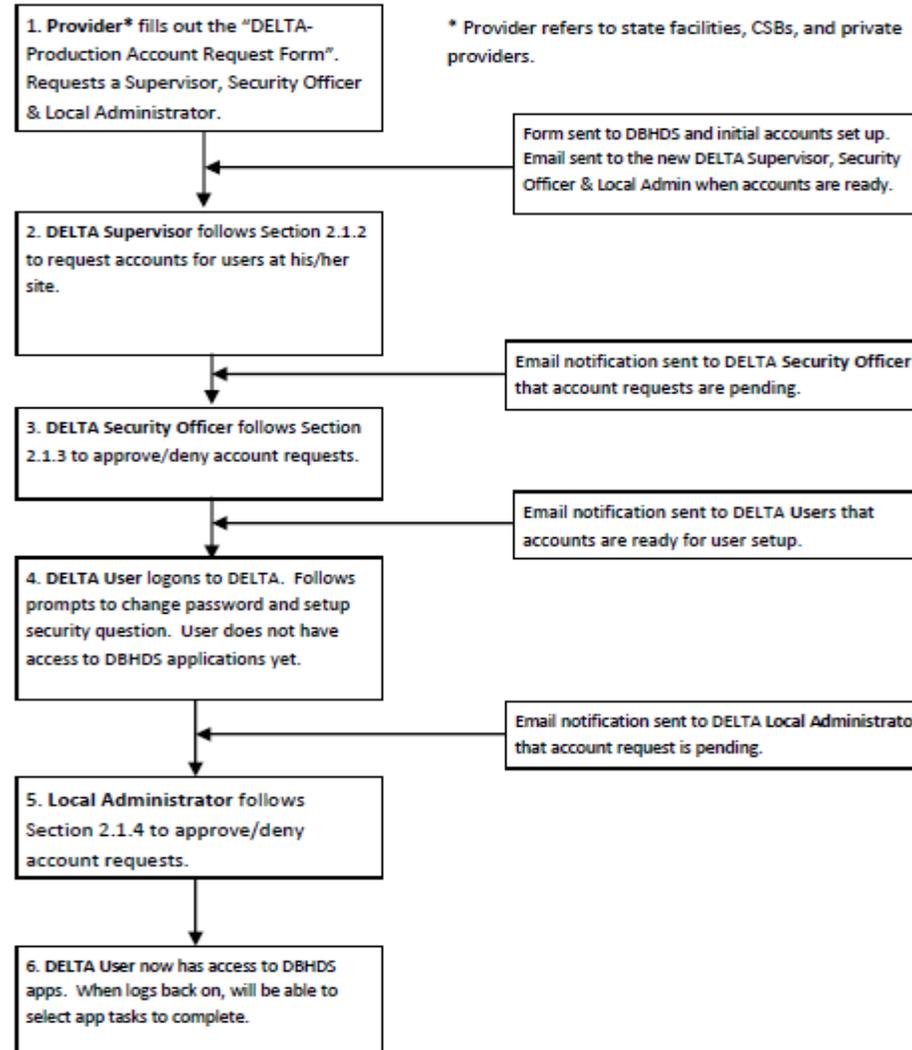
DELTA Roles

DELTA has four roles, to allow providers the opportunity to grant access to staff who will be entering information into CHRIS. The four roles are :

- DELTA Local Administrator
- DELTA Security Officer
- DELTA Supervisor
- DELTA User

Requesting DELTA Roles

1. **Provider*** fills out the "DELTA-Production Account Request Form". Requests a Supervisor, Security Officer & Local Administrator.

* Provider refers to state facilities, CSBs, and private providers.

Form sent to DBHDS and initial accounts set up. Email sent to the new DELTA Supervisor, Security Officer & Local Admin when accounts are ready.

2. **DELTA Supervisor** follows Section 2.1.2 to request accounts for users at his/her site.

Email notification sent to DELTA **Security Officer** that account requests are pending.

3. **DELTA Security Officer** follows Section 2.1.3 to approve/deny account requests.

Email notification sent to DELTA **Users** that accounts are ready for user setup.

4. **DELTA User** logons to DELTA. Follows prompts to change password and setup security question. User does not have access to DBHDS applications yet.

Email notification sent to DELTA **Local Administrator** that account request is pending.

5. **Local Administrator** follows Section 2.1.4 to approve/deny account requests.

6. **DELTA User** now has access to DBHDS apps. When logs back on, will be able to select app tasks to complete.

DELTA Account Request Form

Requesting DELTA Roles

1. Open the **DELTA-Production Account Request Form.** This is a Microsoft Word document (those agencies using MS Word 2003 will use the ".doc" version and those using Word 2007 or newer will use the ".docx" version).

2. Fill in all required fields. To create a DELTA Supervisor account, select **Supervisor** for **Location Role.** All required fields are marked with an asterisk.

3. Save the form. Send as an email attachment to DBHDS at the address at the top of the form.

4. Repeat these steps to create a DELTA Security Officer, selecting **Security Officer** for **Location Role;** and repeat again selecting **Local Admin** for the **Location Role.** You may select more than one application for the **Location Role** for your **Local Admin.** NOTE: If a single person is filling multiple DELTA roles, the form may be filled out once and all appropriate DELTA **Location Roles** should be checked.

DBHDS
Virginia Department of
Behavioral Health and
Developmental Services

DELTA-Production Account Request Form

Submit completed form via email to: deltaprod@dbhds.virginia.gov

DELTA-PROD USER INFORMATION	
Location* (Agency Name)	Provider A
NPI/API* (number)	9876
Email*	JSmithFairfaxCSB@gmail.com
First Name*	John
Middle Name	Click here to enter text.
Last Name*	Smith
Position/Title	Click here to enter text.
Mailing Address	Click here to enter text.
City, State, Zip	Click here to enter text., Click here to enter text. Click here to enter...
Phone Number*	703-555-1235
Fax Number	Click here to enter text.
Location Role*	☑ Supervisor ☐ Security Officer ☐ IDOLS-Local Admin ☐ CHRIS Local Admin

* Required Field

DELTA Roles: Supervisor

The DELTA Supervisor begins the creation of all user accounts at the provider's location. A provider must have a DELTA Supervisor and another employee as a back up with their own unique account.
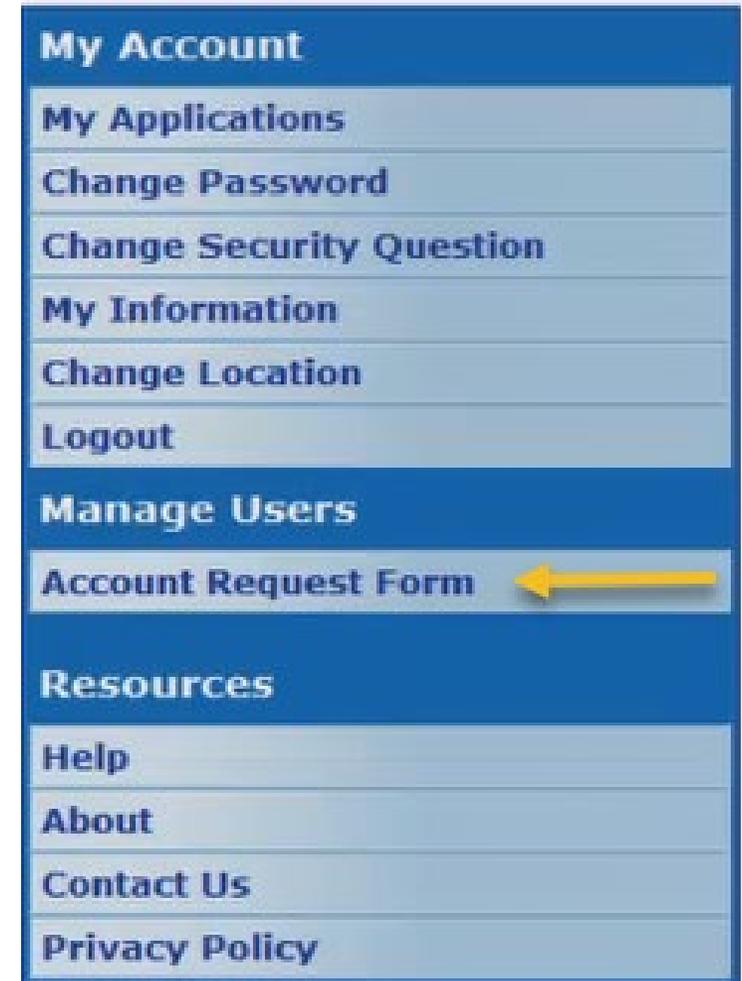
DELTA Supervisors has only three functions.

- Request new accounts

- Request updates to existing account at their location

- Revoking separated employees from the CHRIS application

DELTA Roles: Supervisor

- DELTA Supervisor's Role only has one item under "**Manage Users**"
  - Account Request Form

- To create a user's account, the DELTA Supervisor will click on **Account Request Form** under the Manage Users menu.

DELTA Roles: Security Officer

Delta Security Officer is the next DELTA role to take action. A user's account isn't created until the DELTA Security Officer, approve the request. A provider must have two Security Officers.

DELTA Security Officer has five functions:

- Request new accounts
- Approve or deny accounts (approve accounts becomes a pending application request for the Local Administrator to approve.)
- Reset password
- Request updates and changes to existing account at their location
- Revoking separated employees from the CHRIS application

DELTA Roles: Security Officer

When a DELTA Supervisor submits a new account request, the DELTA Security Officer receive an email notification.

***** DELTA Email Notification *****

A new account request has been submitted for ▆▆▆▆▆ to have access to DELTA for ▆▆▆▆▆▆▆▆. Please process this request at your earliest convenience.

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact your DELTA Security Officer for support.

DELTA Roles: Security Officer

- DELTA Security Officer has two items under their "**Manage Users**"
    - Admin Account Reset
    - Pending Account Request

- The Security Officer will log in to DELTA and click **Pending Account Requests** under the **Manage Users** menu.
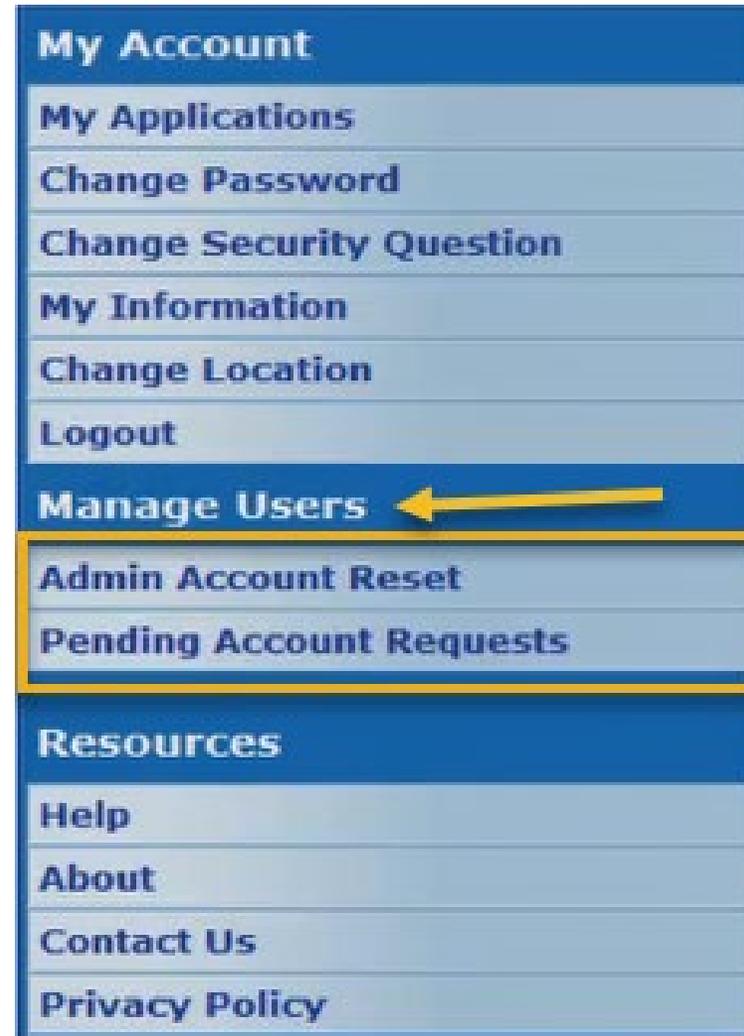
DELTA Roles: User

The next steps for creating a DELTA account are taken by the actual user of the account. Until the DELTA user logs into DELTA for the first time, changes the temporary password, and sets up the security question, **application access cannot be granted.**

Dear ▮▮▮▮▮▮

You have been assigned an account in the DELTA application at Virginia's Department of Behavioral Health and Developmental Services (DBHDS). DELTA is DBHDS' security portal to our web applications.

Following are your user account details:
Username: ▮▮▮▮▮▮
Initial Password: ▮▮▮▮
Email: ▮▮▮▮▮▮▮▮▮▮
Title:
Location: ▮▮▮▮▮▮▮▮
Phone Number:
Fax Number:

When you logon to DELTA for the first time, you will be prompted to change your password and set up your security questions. You must complete this step by 10/8/2012. Also, specific application access will not be granted until you have completed this step.

Please do not reply to this email, this is a system generated notification. If you need any further assistance, please contact your DELTA Security Officer for support.

DELTA Roles: Local Administrator

Delta Local Administrator is the last step to approve the request for a user's permission to a DBHDS application. Each provider must have a minimum of two Local Administrators.

The DELTA Local Administrator has four functions:

- Process pending accounts application approval (They grant employees access to the application (CHRIS or ITOTS)).

- Reset password

- Request updates and changes to existing account at their location

- Approve or Deny access to the application

DELTA Roles: Local Administrator

After the DELTA Security Officer approves the account request and the new user has logged into DELTA for the first time, the DELTA Local Administrator will receive an email notification.

***** DELTA Email Notification *****

A new application access request has been submitted for Albert Jones to have access to IDOLSTest for RAARC_1316075369. Please process this request at your earliest convenience.

Please do not reply to this email, this is a system generated notification.
If you need any further assistance, please contact your DELTA Security Officer for support.

DELTA Roles: Local Administrator

- DELTA Local Administrator's Role only has one item under "**Manage Users**"
  - Pending Application Requests

- To approve a user's application account, the DELTA Local Administrator will click on **Pending Application Request** under the Manage Users menu.

My Account
My Applications
Change Password
Change Security Question
My Information
Change Location
Logout
Manage Users
Pending Application Requests
Reports
Reports
Resources
Help
About
Contact Us
Privacy Policy

DELTA Roles: Local Administrator

The DELTA Local Administrators from the organization can contact DELTA Production or Help Desk to request a new account to be created or password reset when a staff is experiencing a problem.

DELTA Roles: Local Administrator

Providers' Local Administrators and Security Officers are responsible for resetting passwords and creating new DELTA accounts for their employees.

To get assistance with creating accounts and resetting passwords,

please review the following step-by-step video guidance on [Maintaining DELTA Accounts: Modifying User Access](#).

Additional guidance related to DELTA accounts can be located at https://delta.dbhds.virginia.gov/DELTA/Help.aspx.

DELTA: Forgot Passwords

Users can reset their own password by using the Forgot Password button on the DELTA login screen.

1. Click Forgot Password

2. Enter your Username

3. Click Submit

- Your security question will be displayed on the screen.

- You must answer the question correctly for your password to be reset. Click **Submit** for a temporary password to be created.

DELTA: Resetting Passwords

As stated above, one of the tasks completed by the **DELTA Security Officer** is to reset passwords due to:

- a user has forgotten a username and password or,
- a user has incorrectly entered his or her password three times and has been locked out of his or her account.

DELTA: Resetting Passwords

To reset a password:

1. Log into DELTA

2. Select **Admin Account Reset** from the **Manage Users** menu.

3. The **Search for a User** screen is displayed. Enter at least one search criteria. Select **Search.**

DELTA: Resetting Passwords

The results are displayed at the bottom of the screen. Click **Select** next to the Username to choose the correct account.

DELTA: Resetting Passwords

The **Administrative Account Reset** screen is displayed with the user's account information listed. Click **Reset Password** and a new password will be created. The user will receive an email notification of the new password.

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CHRIS Backup

DBHDS Office of Licensing issued a memorandum in October 2019 on titled CHRIS Updates (http://www.dbhds.virginia.gov/assets/doc/QMD/OL/10.01.19-chris-updates-memo.pdf). In the memorandum CHRIS Reporting Expectations were explained. In the memorandum it states:

"All providers are required to have a **back-up person** to enter incidents into CHRIS. When one individual is locked out of CHRIS the **back-up individual** will be able to submit the incident within the 24 hour time frame."

Each reporter must have their own unique DELTA username and password.

CHRIS Late Reporting

If you are having problems entering in an incident in CHRIS, which will cause late reporting of the incident. Please notify the Incident Management Unit (IMU) at **incident_management@dbhds.Virginia.gov.**

Directly submitting serious incident reports **only** to your licensing specialist when you are locked out of your account or need a password reset is **no longer acceptable**.

You can notify your licensing specialist and DELTA production to get assistance with logging into CHRIS.

However, if you do not notify IMU the incident will still be considered late.

The only exception to this will be when there is a system error in CHRIS/DELTA or a network outage.

Revoking Users Access to CHRIS

It is the provider's responsibility to immediately revoke an employee's user access to DELTA and DBHDS applications when the employee separates from the organization in order to prevent the inadvertent disclosure of PHI for those who should no longer have access to it.

Revoking the separated employee's user access to DELTA helps to prevent the inadvertent disclosure of PHI.

Revoking Users Access to CHRIS

Failure to immediately revoke a separated employee's user access to DELTA constitutes a violation of the Licensing Regulations (12 VAC 35-105-150(1), 12 VAC 35-105-150(4), and 12 VAC 35-105-870); Children's Residential Regulations (12VAC35-46-60(I), 12VAC35-46-70, and *12 VAC 35-46-660 (c))*, and the Human Rights Regulations (12VAC35-115-80).

Revoking Users Access to CHRIS

As a result, providers who fail to revoke the DELTA user access of separated employees may be subject to the sanctions enumerated within Code of Virginia §37.2-419 and, for providers of non-children's residential services, 12 VAC 35-105-100 as well.

In addition, providers who fail to revoke DELTA user access for separated employees may also be subject to the negative actions enumerated within 12 VAC 35-105-110 for non-children's residential providers and 12 VAC 35-46-130 and 12VAC35-46-90(B) for children's residential providers

Revoking Users Access to CHRIS

Revoking Users Access assistance is located in DELTA under Help.

https://delta.dbhds.virginia.gov/DELTA/_Help/revoke%20access.mp4

*On March 3, 2020, DBHDS began to remove access to individuals who have not accessed the CHRIS application after January 1, 2019.

*Starting July 1, 2020, DBHDS will begin to remove access to individuals who have not accessed the CHRIS application in six (6) months.

CHRIS Example

- IMU will now review an incident from start to finish.

- This will allow the provider to see the steps taken to triage an incident. Please note that IMU triage each incident as its own.

Questions

Thank you