CHRIS Modifications

Changes to Serious Incident Reporting Side of CHRIS.

Virginia Department of
Behavioral Health &
Developmental Services

The Need for CHRIS Modifications

The modifications made to the CHRIS system were done to standardize how incidents are reported, collected, and to improve the quality of the data collected. This allows DBHDS to:

- Better analyze, track and trend the data collected;

- Identify areas of improvement, performance metrics, and training opportunities; and

- Produce quality reports to go to stakeholders sharing and communicating the results from the data.

Overview of Training

Due to the different levels of providers participating in the training, this training will encompass everything from acquiring a DELTA login, navigating through the CHRIS system, the revisions made in CHRIS, running provider's reports, and closing out of CHRIS and DELTA.

Reports

The training will focus on the improvements DBHDS has made to better manage and report incidents. Incident management is referenced in each of the documents below.

- [OSIG Report 2019-BHDS-002 Review of Serious Injuries Reported by Licensed Providers of Developmental Services](#);

- Department of Justice (DOJ) Compliance Emergency Licensing Regulations ("Emergency Regulations"). http://townhall.virginia.gov/l/viewaction.cfm?actionid=5040

- Definition of a serious incident (12VAC35-105-20) http://www.dbhds.virginia.gov/assets/QMD/licensing/ch.105.full.wemergcompliance.9.01.18docx.pdf

- Reporting requirements for serious incidents (12VAC35-105-160) http://www.dbhds.virginia.gov/assets/QMD/licensing/ch.105.full.wemergcompliance.9.01.18docx.pdf

Children Residential Providers

- The Emergency Regulations for Compliance with Virginia's Settlement Agreement with US DOJ **do not** apply to children's residential service providers. As a result, the tiered reporting structure for serious incidents **does not** apply to Children Residential providers.
- However, Children's Residential providers should continue to utilize CHRIS to notify the department within 24 hours of any serious illness or injury, any death of a resident, and all other situations as required by the department in accordance with the [Standards for the Regulation of Children's Residential Facilities](#).
- Please see later slide for instructions on how children's residential providers should report serious illness, injuries or deaths.

Serious Incident Reporting by Case Managers of Children Receiving Children's Residential Services

- The Emergency Regulations for Compliance with Virginia's Settlement Agreement with US DOJ **do** apply to licensed case management services. As a result, the tiered reporting structure for serious incidents **does** apply to providers providing case management to children receiving Children's Residential services.
- The case manager is required to report incidents when:
  - An incident originated within the provision of the case managers services; or
  - When the individual is on the premises of the case manager at the time incident occurs.

Logging into Delta

DELTA is the internet portal used to access CHRIS and other DBHDS applications. The DELTA Icon is located on the home page of the DBHDS website.
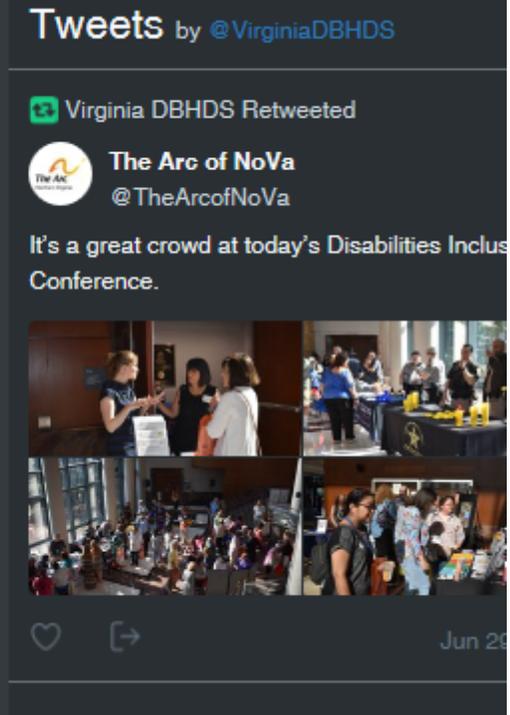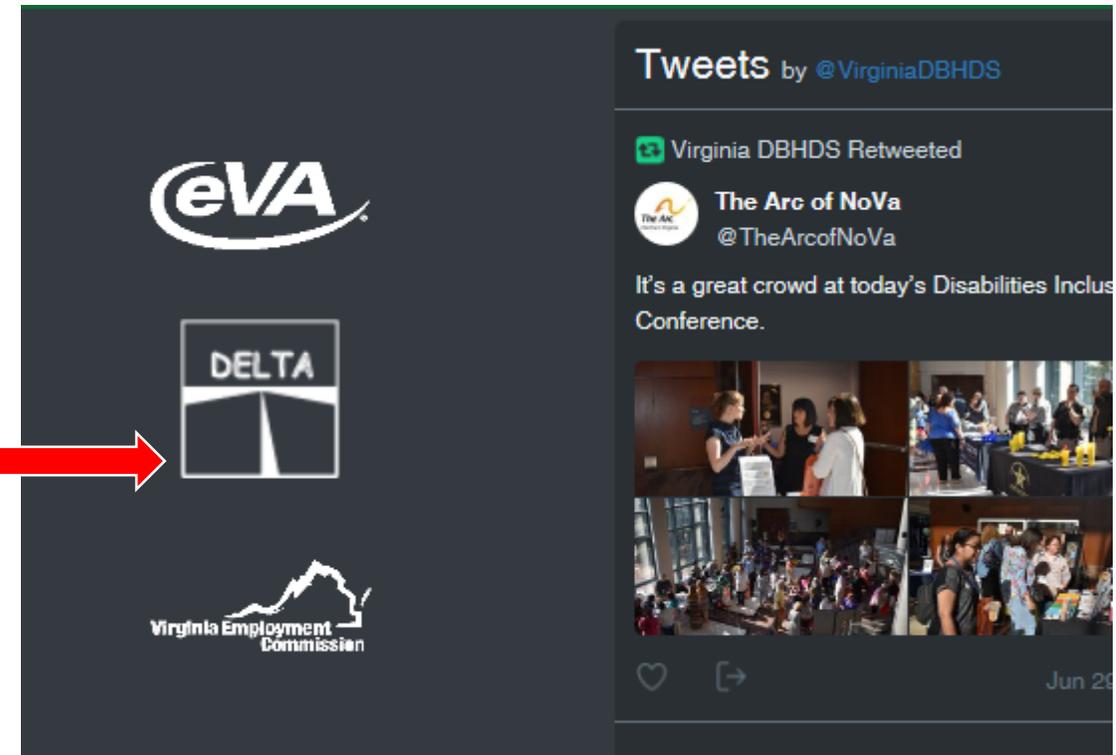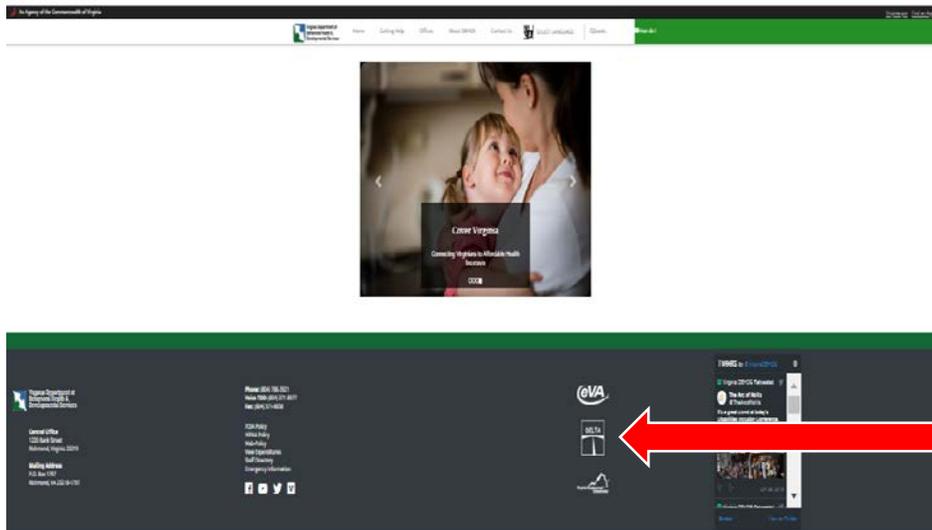
DELTA Account Request Form

DELTA Assistance

More details are available on the DELTA web site under DELTA User's Manual (https://delta.dbhds.virginia.gov/DELTA/_Help/DELTA%20User%20Manual%20%20V1-1.pdf)

Contact Information:
Information Technology Services
- Phone Number: (804) 371-4695
- Fax Number: (804) 786-2029
- Email Address: deltaprod@dbhds.virginia.gov

Logging into Delta

The DELTA portal works best on the **Internet Explorer** browser. When logging into the DELTA portal for the first time you will be instructed to change your temporary password. **Passwords will be required to change every 90 days and cannot be repeated for the first 24 uses.**

Navigating to CHRIS System

Once you have logged into Delta successfully, you will be directed to the *Chose a Location* screen.

- Click on the drop down arrow
- Select your Provider's name
- Click "**Set Location**" to go to the next screen

Logging into CHRIS

Once you have selected your Location, you will see the link to the CHRIS application.

CHRIS is designed to timeout after 15 minutes of session inactivity. If your session times out and you have not saved your entry or changes, your entry or changes will be lost.

Entering Incidents into CHRIS

CHRIS has the functionality to search for a case by individual name or by the specific abuse allegation number, complaint number, or death/incident number assigned to the case by CHRIS (depending on your individual permissions, you may not have access to all data).

Entering Incidents into CHRIS

When entering an incident and creating a new profile for an individual, please perform a **Name** search first to ensure a profile does not already exist for the individual. To search by individual name:

- Click the **by Name** button
- Enter the individual's **First Name** and **Last Name**
- Click **Search**
- All individuals with a name "similar to" the one you've entered will be displayed on the screen.
- Click the highlighted ID number link to choose the individual you need.

CHRIS VERSION 5.1

Select a Record by Clicking

By Name-You must enter the individual's first and last names
(This search will display all records that 'sound like' the name you entered.)
By Abuse Case - you must enter the abuse allegation case number
By Complaint Case - you must enter the complaint case number

Agency CD:016 , User Role: 24

⦿ by Name	○ by Abuse Case	○ by Complaint Case	○ by Death/Incident Case

Case Number	

Name (First, Last)	Jane	Doe

Search		Choose from the individuals below or click here to add new individual.

ID	First	MI	Last	SSN	Gen.	DOB	City	Zip
01620197811179	John	D	Doe	124124124	M	1/1/1950	Alexandria	22314
0162019619142257	Jane	S	Doe	555241234	F	1/1/1980	Alexandria	22314

Entering Incidents into CHRIS

If the incident involved abuse or neglect, please enter the information first on the Human Rights side under the tab labeled "Abuse Information." Then come back and enter the incident under the tab labeled Death/Incident. The Human Rights number (if applicable) will be needed in the death/incident report.

| Select Individual | Abuse Information | Complaint Information | Death/Incident |

CHRIS VERSION 5.1

* denotes a required field

^ additionally required fields for CSBs and Private Providers

*Name (First, MI, Last)	Jane	S	Doe
SSN (no dashes)	555241234		
	Current Address where individual is living		
^ Street	123 Anywhere Ave		
^ City, ^State, ^Zip	Alexandria	VA	22313
Phone	(703) 555-1212	Phone (###) ###-####	
	Provider Primary Address		
Street	720 N. Saint Asaph Street		
City, State, Zip	Alexandria	VA	22314

DEMOGRAPHICS

If this incident was reported to Human Rights, please enter number here

If abuse, enter CHRIS abuse #		If complaint, enter CHRIS complaint #	
Was an internal investigation initiated?		○ No	○ Yes

Entering Incidents into CHRIS

The highlighted ID number link will take you to the individual's Demographic Page.

Entering Incidents into CHRIS

After you conduct the **Name Search,** and if no name appears below the Search row, then you will complete the following steps:

- Click the **here** in the sentence "Choose from the individuals below or click here to add new individual", to create a new profile for the individual.

Entering Incidents into CHRIS

- Complete the Demographic fields as required and click **Save**.
- Once you have clicked **Save** a message saying "the record is saved" and the **Continue** button will appear.
- Click on **Continue** to enter the incident.

Entering Incidents into CHRIS

- The **Continue** button will add the heading tabs to the Demographic screen.
- The tab "**Death/Injury**" has been changed to **"Death/Incident"**

Changes to Interface/Data Capture

The Death/Incident tab now reflects two new tracks:
- **Death** Track
- **Serious Incident** Track.

Click on the "**ADD A NEW INCIDENT**" link to enter a new incident. Depending upon which track you select, will determine the fields that will appear. Any box or field with a red asterisk "*" is a required field. The incident will not save until you have entered information into **all** required fields.

Individual	Death/Incident

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.

* denotes a required field
Lion King

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

There are no previous incidents to display.

*Death or Serious Incident	○ Death	○ Serious Incident

Serious Incident Track Interface Changes

Death/Serious Incident ID

Changed from Location to Licensed Service Location. Only license open locations will appear

Date/Time Field Optional

Replace Service Type with License # which will auto generate when the provider selects a Licensed Service Location. **Note**: The licensed # will not appear until after the incident has been saved.

The new Waiver Services
- CCC Plus Waiver
- Community Living Waiver (CL)
- Family and Individual Support Waiver (FIS)
- Building Independence Waiver (BI)
- Other Waiver

Serious Incident Track- Definitions

CHRIS now has two different types of definitions. Any text that is highlighted blue has hover over technology and contains definitions or instructions. An example is below:
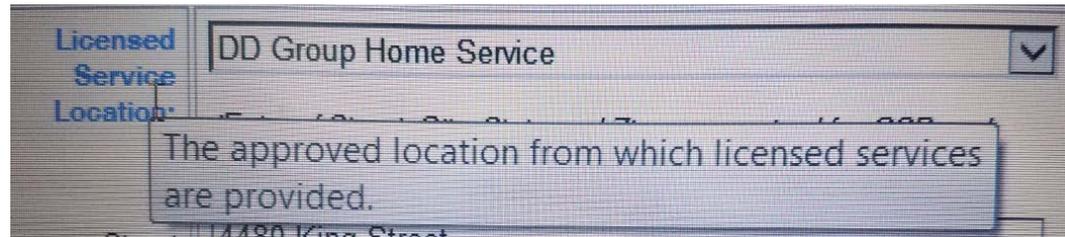
There are also concatenated definitions. These are words that have the definitions to the right of the word.
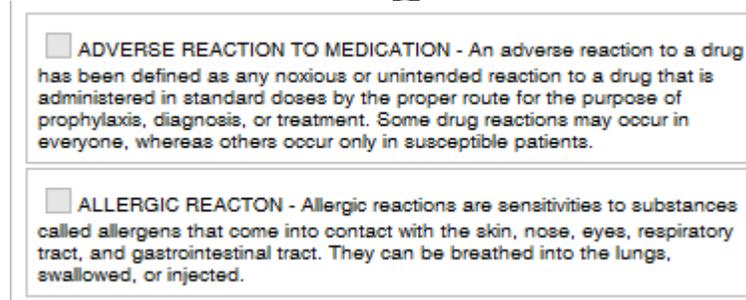
Serious Incident Changes

Now Serious Incidents are reported by Levels

New Serious Incident Section

What best describes the incident you are reporting? (check all that apply)
Please select each of the events that occurred. For example, a broken arm that resulted in an emergency room visit would be reported as a serious injury and an unplanned emergency room visit.

Level 3
- ❑ A sexual assault of an individual
- ❑ A serious injury of an individual that results in, or likely will result in, permanent physical or psychological impairment
- ❑ A suicide attempt by an individual that resulted in a hospital admission

Level 2
- ❑ An unplanned medical hospital admission
- ❑ An unplanned psychiatric admission
- ❑ An unplanned emergency room or urgent care facility visit, when not used in lieu of primary care
- ❑ Serious injury requiring medical attention (other than level 3)
- ❑ A diagnosis of a decubitus ulcer
- ❑ A diagnosis of a bowel obstruction
- ❑ A diagnosis of aspiration pneumonia
- ❑ An individual who is missing
- ❑ Ingestion of any hazardous material
- ❑ Choking incident
- ❑ Any other event or circumstance that occurs or originates during the provision of a service or on the premises of the provider that results in a significant harm or threat to the health and safety of an individual that does not meet the definition of a Level III serious incident.
- ❑ Any action by the individual that caused or could cause significant harm or threat to the health or safety of others.

Serious Incident Changes

- The Injury, Illness or Conditions box will always be visible.
  - If the user selects **YES**, checkboxes will be enabled.
  - If user selects **NO**, checkboxes will still be visible but will not be enabled to check.

Serious Incident Changes

- If none of the options listed under the Injury, Illness or Conditions box fit the incident needs, there is "**other injury**" or "**other illness/condition**" you can select.

Serious Incident Changes

The "**Injury Incident Description**" is now a required field.   There is also a new required section titled "**Describe the consequences and risk of harm.**"

Serious Incident Changes

- The section titled "Did the case involve?" did not have any changes.

- Right below a new section "If this incident was reported to Human Rights, please enter number here" was added.

- In addition, the "If NEGLECT, enter CHRIS complaint #" language has been changed to say "If complaint, enter CHRIS complaint#"

Serious Incident (sections with no change)

The following sections of CHRIS did not contain any changes.

External notifications made *(Check all that apply)*		Other (please specify):
	☐ DSS	
	☐ Local Law Enforcement Agency	
	☐ State Police	
	☐ Department of Health Professionals	
	☐ Department of Health	
	☐ Other	

Serious Incident (sections with no change)

The following sections of CHRIS did not contain any changes.

Serious Incident (sections with no change)

The following sections of CHRIS did not contain any changes.

Serious Incident Changes

The last new required section added is right before you save the incident. There are three options for you to pick from.
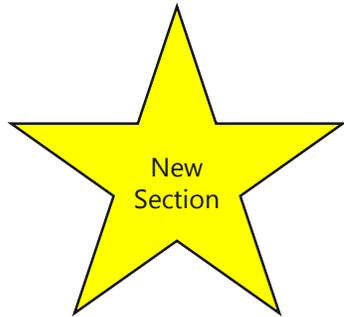
New Section

* 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.

Please Indicate which Fields have been updated.

Please make every effort to provide the updates within 24-48 hrs.

Serious Incident

To ensure the incident has been saved, a **Record Counter** number will appear. The number is eight (8) digits long and starts with the year of the incident date. If you do not see the Record Counter number check to see if the browser is still spinning. **Please wait for the "Spinning Wait Cursor" to stop spinning. Please, do not hit enter multiple times, because this will duplicate the incident. Once the record counter number appears please press continue**.

Death Track

The first two tables in the death track are the same as those in the serious incident tables providing general information for the individual and incident.

Death Track

The third table in the death track is a new required field.

* For cases of DD death, providers are responsible for submitting the required documentation listed on the MortalityReview Record Submission Checklist, within 10 business days following a death. By checking here, I acknowledge responsibility for providing these documents per the Process instituted by DBHDS for all cases of DD Death. I further acknowledge that any documentation containing the Protected Health Information of the deceased individual will be submitted in a secure fashion to ensure compliance with federal and state privacy laws.

○ By checking here, I acknowledge responsibility for providing these documents.

○ This was not a DD death and therefore the regulation does not apply.

New Section

Death Track Changes

There were a few changes in the fourth table in the death track:

- "Type of Death" has been changed to "**Suspected Type of Death**"
- "Known Facts Regarding Death" has been changed to "**Known Facts Regarding Death/Circumstances.**"

Death Track Changes

- The section titled "Did this case involve?" currently has "Assault by Client." This has been changed to **"Assault Peer to Peer Aggression."**

- "Unexplained" has been removed from this area.

Did this case involve? (Check all that apply)

	Involve Other(please specify)
☐ Seclusion	
☐ Restraint	
☐ Abuse Allegation	
☐ Neglect Allegation	
☐ Assault-Peer to Peer aggression	
☐ Self Injurious Behavior	
☐ Other	

If this incident was reported to Human Rights, please enter number here

If abuse, enter CHRIS abuse #		If complaint, enter CHRIS complaint #	

Was an internal investigation initiated?	○ No	○ Yes

Death (sections with no change)

The section titled "External notifications made" had no changes.

External notifications made (Check all that apply)		Other (please specify):
	☐ DSS	
	☐ Local Law Enforcement Agency	
	☐ State Police	
	☐ Department of Health Professionals	
	☐ Department of Health	
	☐ Other	

Death (sections with no change)

The section titled "Provider's Corrective Action" had no changes.

Death Changes

The last new required section added is right before you save the death. There are three options for you to pick from.
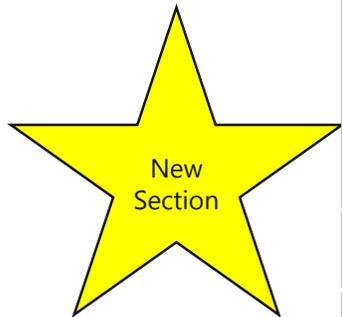
New Section

* 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.

Please Indicate which Fields have been updated.

Please make every effort to submit any updates within 24-48 hrs.

Death Track

To ensure the incident has been saved, a **Record Counter** number will appear. The number is eight (8) digits long and starts with the year of the incident date. If you do not see the Record Counter number check to see if the browser is still spinning. Please, do not hit enter multiple times, because this will duplicate the death. Once the record counter number appears please press continue.

Documenting an Incident

- If the provider identifies multiple, *related* serious incidents for the same individual within a 24 hour period, all incidents may be included in the same CHRIS Serious Incident report (Reported as 1 incident), by updating the record, and selecting all that apply.
  - ➢ However, if a death occurs, within the 24 hour period, that is related to the initial incident, the provider will have to submit a separate death report into CHRIS, and notate that the cases are related under the "***Known facts regarding death/circumstances***" *section* of the 2nd report.
  - ➢ Example: Individual is admitted to the hospital for a bowel obstruction. 12 hours later the patient dies due to the severity of the bowel obstruction. 2 incident reports must be submitted:
    1. One Serious Incident report for the bowel obstruction and hospital admission.
    2. One Death Serious Incident report.

Documenting an Incident

- All incidents that happen more than 24 hours apart, must be reported as separate incidents.
  - Example: At 10 a.m. on Monday an individual fell and cut their arm. Individual was taken to ER and had to get six stitches. On Tuesday at 4 p.m. the area on the individual's arm with the stitches started oozing puss and blood. As a result, the individual was taken back to the ER . TWO incident reports must be submitted:
    1. One Serious Incident report for the trip to the ER for the cut on their arm
    2. Second Serious Incident report for the trip to ER for the infection on the individual's arm.

    Note: Had the individual gone to the hospital for the second time on Tuesday morning at 8 a.m. this would have all be included in one incident report.

Updating a Serious Incident Report

- To update an incident report you must first locate the incident report.

- You can do this by either searching for the record (Option A) or by accessing the individual's profile (Option B).

Updating a Serious Incident Report

- Next edit **any** sections to reflect any additional details you have regarding the incident report.

- *****Important***** Updates should be done to both checkbox fields (for data collection) and narrative fields for the licensing/investigations team.

Updating a Serious Incident Report

- Prior to saving your incident report, select the option **"An update to the serious incident report has been provided."**

- This step is critical and will send an email notification out to the licensing/investigations team to review the updates. **In the narrative box, indicate which fields have been updated.**

* Required. Plese select one from the following:

○ Serious incident report is complete and no further updates will be provided.

○ Updates to serious incident report will be provided.

○ An update to the serious incident report has been provided.

Please Indicate which Fields have been updated.

Email notification sent to OL: Chesterfield Community Services Board - Alexandria Serious Incident test Case #:20190161 An update to the death/serious incident report has been provided.

Important

- Toggling between Death and Serious Incident will change the subsequent fields and cause data to be lost. Select Death or Serious Incident prior to filling in subsequent fields.

Individual | Death/Incident

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.

* denotes a required field
Lion King

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

There are no previous incidents to display.

*Death or Serious Incident	○ Death	○ Serious Incident

Children's Residential Providers Reporting

- As previously stated, the DOJ Compliance Emergency Licensing Regulations **do not** apply to Children Residential services.

- However per the DBHDS Children's Residential Regulations, children's residential providers are required to report any serious illness, injury or death of a resident within 24 hours.

Children's Residential Provider's Death

- For Deaths, children's residential providers will select the "Death" button.
- Next, for non-DD children's residential providers, select "This is not a DD death and therefore the regulations does not apply."
- Then complete any other field that applies.

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

There are no previous incidents to display.

*Death or Serious Incident	○ Death	○ Serious Incident

* For cases of DD death, providers are responsible for submitting the required documentation listed on the MortalityReview Record Submission Checklist, within 10 business days following a death. By checking here, I acknowledge responsibility for providing these documents per the Process instituted by DBHDS for all cases of DD Death. I further acknowledge that any documentation containing the Protected Health Information of the deceased individual will be submitted in a secure fashion to ensure compliance with federal and state privacy laws.

○ By checking here, I acknowledge responsibility for providing these documents.

○ This was not a DD death and therefore the regulation does not apply.

Children's Residential Serious Injury

- For Serious Injuries, CORE providers should select the "Serious Incident" button. With the new changes Level 3 or Level 2 are required fields. Under Level 2 please **always** select "Serious injury requiring medical attention (other than Level 3)". (You are also able to check any other fields that apply from the list, but please be sure to select "Serious injury requiring medical attention").
- Next select any injury, illness, or conditions that apply.
- Complete the reminder of the form as required.

What best describes the incident you are reporting? (check all that apply)
Please select each of the events that occurred. For example, a broken arm that resulted in an emergency room visit would be reported as a serious injury and an unplanned emergency room visit.

Level 3
- ❑ A sexual assault of an individual
- ❑ A serious injury of an individual that results in, or likely will result in, permanent physical or psychological impairment
- ❑ A suicide attempt by an individual that resulted in a hospital admission

Level 2
- ❑ An unplanned medical hospital admission
- ❑ An unplanned psychiatric admission
- ❑ An unplanned emergency room or urgent care facility visit, when not used in lieu of primary care
- ❑ Serious injury requiring medical attention (other than level 3)
- ❑ A diagnosis of a decubitus ulcer
- ❑ A diagnosis of a bowel obstruction
- ❑ A diagnosis of aspiration pneumonia
- ❑ An individual who is missing
- ❑ Ingestion of any hazardous material
- ❑ Choking incident
- ❑ Any other event or circumstance that occurs or originates during the provision of a service or on the premises of the provider that results in a significant harm or threat to the health and safety of an individual that does not meet the definition of a Level III serious incident.
- ❑ Any action by the individual that caused or could cause significant harm or threat to the health or safety of others.

CHRIS Reports

The following reports are available in the CHRIS system

SI-01: Status of Serious Incident by Date of Incident

SI-02: Status of Serious Incident by Date DBHDS Notified

DS-01: Status of Death Case by Date of Death

DS-02: Status of Death

CM-01D: Case Management Serious Incident or Death

CHRIS Reports

- Once the report screen pops up, select a report from the dropdown menu (Step 2).
- Select the timeframe (Step 3) and "Waiver Type" (Step 4).
- Select preview report (Step 5) and wait for the report to load. The report will load in a separate browser

CHRIS Scenario - 1

Individual had been vomiting and unexplained increase in aggressive behaviors, resulting in ER visit that led to a brief psychiatric admission, where during medical clearance it was discovered that individual had a stomach virus, was dehydrated and had a UTI which caused the aggressive behaviors.

CHRIS Scenario - 2

Individual who had an unplanned ER visit due to vomiting was diagnosed with bowel obstruction due to dehydration and previous history of diagnosis of chronic constipation. Individual was admitted to the hospital and died one week later due to complication of bowel surgery.

CHRIS Children's Residential -3

Resident was playing basketball in the gym. Resident fell and injured their arm. Resident was taken to the ER where it was diagnosed that they had a fractured elbow.

Logging Out of CHRIS

To log out of CHRIS scroll to the top of screen and select log out.

Questions

On behalf of the DBHDS Office of Licensing we thank you for participating in the training.