

COMMONWEALTH of VIRGINIA

NELSON SMITH COMMISSIONER

DEPARTMENT OF

BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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MEMORANDUM

To: All DBHDS Licensed Providers

From: Michele Laird, Incident Management Unit Manager, Office of Licensing

Date: August 31, 2023

Re: Computerized Human Rights Information System (CHRIS) Enhancement – Effective

September 12, 2023

Purpose: The purpose of this correspondence is to provide updated information to licensed providers about an enhancement that will be made in the CHRIS application on September 12, 2023. Currently, the Licensed Service Location displays the Program Name. This data is entered by the provider and is a free text field and varies based on the provider input.

In reviewing Death and Serious Incident Reports and relative data, the Program Name that is currently received in CHRIS is not descriptive enough, which often results in the provider being unable to find the correct service to tie the serious incident. As a result, the wrong services are selected, creating data errors and additional administrative burdens.

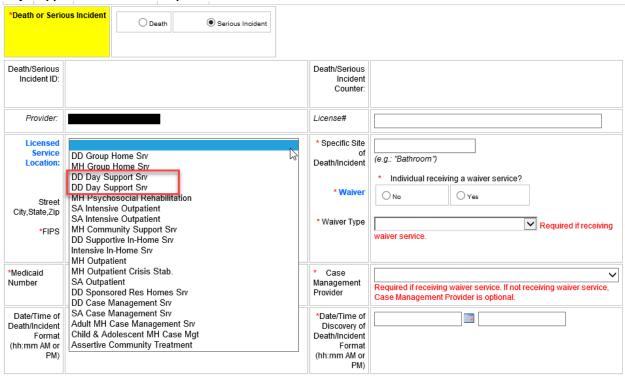
To remedy this issue, the CHRIS Interface Export will be updated to send the system generated Service-Program Code and the Service Description instead of provider entered Program Name. This information accurately describes the service and is also located on the provider's service addendum(s).

The Office of Licensing is confident this enhancement in CHRIS will promote greater data integrity when analyzing data related to Deaths and Serious Incident Reports as well as Abuse and Complaint Reports entered for the Office of Human Rights. Test sessions were conducted to ensure accurate data export from CONNECT displayed in the CHRIS application as intended.

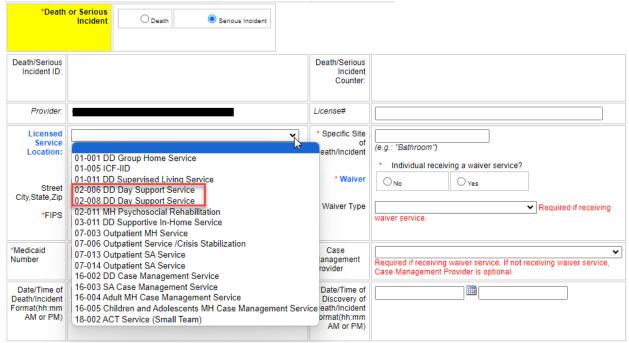
If you have additional questions related to serious incident reporting, please contact the Office of Licensing's Serious Incident Management Unit at incident management@dbhds.virginia.gov.

Licensed Services Location in CHRIS:

This is a current screenshot of provider entered Program Names. This example displays duplicated DD Day Support Services for the provider to choose from.



This example displays the enhancement and how the Service-Program Code and the Service Description will display for these same services: 02-006-DD Day Support Service and 02-008-DD Day Support Service.



There will be no change to the dropdown location addresses that display for the approved licensed locations.