QuickStart Guide

Seclusion and Restraint

Note: Test data/information is displayed in the screenshots listed in this document

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1. General remarks

After each action, notification about the outcome with the appropriate message is displayed in the right upper corner of the screen. Successful actions will be in green and unsuccessful in red color. Message will automatically disappear from the screen after 5 seconds.

Validations are set for text fields that expect data input in certain format e.g. Date fields or number fields. If invalid data is entered in the field, error notification will appear next to the field in question and will be visible for 5 seconds. Field will be marked with a red color drop shadow until the error is corrected.
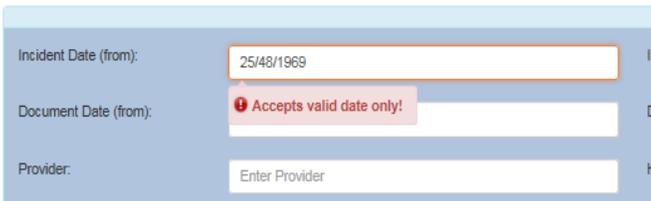
Like the validations, new features and changes on the pages will be announced in the same manner. They will not disappear after 5 seconds and need to be dismissed by clicking on the notification. This is not an error; it is just there to draw user attention to the new changes introduced in the new version.

All Date fields are date pickers and all Time fields are time pickers, which functionality is activated by clicking anywhere on the field.
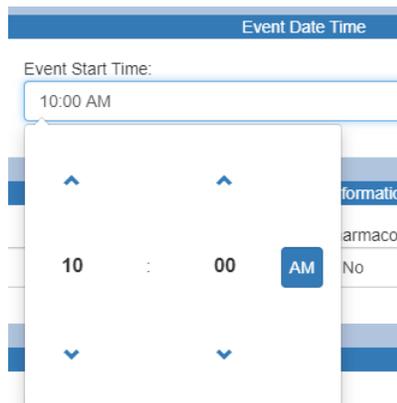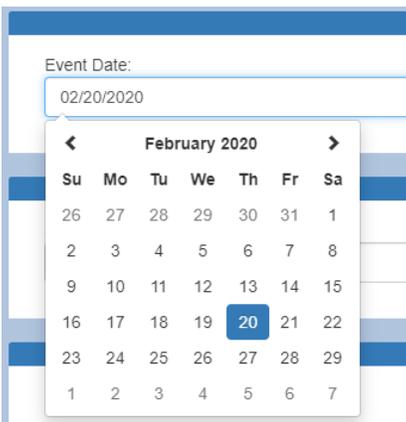
2. Creating new Seclusion and Restraint Case

Creating Seclusion and Restraint (SAR) cases is allowed only to Contractor/TRBHA and Health Plan users who have appropriate **Seclusion and Restraint** role, as well as selected AHCCCS users.

To access SAR main page, after logging in, open **Create …** drop-down form the side menu and follow **SAR** link from the list of options (list of options will vary depending on the users role in the portal).

Begin by searching for a member to affiliate with the SAR case. Enter an **AHCCCS Id** and a **Date of Birth** or **First Name**, **Last Name** and **Date of Birth** on the form, and click on the button **Search**. If the search was successful, member information will be displayed bellow the form. Click on the link **Select** to complete member affiliation with the case.

Next step will be affiliating Provider Service Location with the SAR case. Enter information in the Provider Search form and click on the button **Search**. To affiliate Provider with the SAR case, click on the **Select** link next to the corresponding Provider information in the search results list.

At this point SAR case is successfully created and Case Number is assigned to it.
Main SAR case form page will be opened allowing you to enter all necessary information about the case. Page is separated in five different sections, each one accessible by clicking on the appropriate link on the left sub-menu.

Seclusion and Restraint Report

Case#:	SAR-2022-2	**Provider:**	WALGREENS # 12739
Member:	TESTMEMBER, ONE	**Contractor/TRBHA:**	STEWARD HEALTH CHOICE ARIZONA

Member Information
Provider Information
Event Information
Attachments
Review

📁 Member Information

Member Information

TESTMEMBER, ONE

801 E JEFFERSON ST

PHOENIX AZ 85034

DOB:	**01/01/1980**	Age:	**42**
AHCCCS ID:	**A19580436**	Gender:	**M**
Race:	**CAUCASIAN/WHITE**	Ethnicity:	**MEXICAN, MEXICAN-AMERICAN, CHICANO**

Member Programs

DDD:	No ⌄	DCS-CHP:	No ⌄

Contractor/TRBHA

STEWARD HEALTH CHOICE ARIZ ⌄

GSA

Central ⌄

Eligibility Status

Title 19 ⌄

Category

General Mental Health (GMH) ⌄

Save

3. Member Information Section

This section contains information about member affiliated with the Case.

All fields, except Contractor/TRBHA field, are in the read-only status, and only available to AHCCCS internal users. To make a change on this section, select desired values from the drop-down lists, and click on the button **Save**.

WARNING! Changing Contractor/TRBHA field to a Health Plan different from the Health Plan user is member of, will render that Case inaccessible to that user!

4. Provider Information Section

This section contains information about Provider affiliated with the Case.

This section is strictly informational, and there are no fields to change.

5. Event Information Section

This section contains information about Seclusion and Restraint event.

To make a change on this section, enter or select desired values in the fields, and click on the button **Save**.

6. Attachments Section

This section allows user to work with the attachments for the Case.

In this section, users will add complete Seclusion and Restraint report received from the Provider, and any other needed documents.

Maximum file size allowed for the upload is 12 MB. If the file size exceeds this value, error notification will be displayed. There are no limits for file type that can be uploaded, but system will refuse to upload files that are considered unsecure, such as HTML files or script files. Files in the PDF format are most desirable and preferable for upload.

Using **Browse** button, user is able to choose file for upload from users local file system. Attachment Description is the required field. Upload action is confirmed by clicking on the **Upload Attachment** button.

Clicking on the ✖ next to the attachment, after user confirmation that action is desired, system will remove that attachment from the list.

Clicking on the attachment description in the list of Report Attachments, system will download selected attachment and offer user to open or save the downloaded file.

7. Review Section

This section is used to link Seclusion and Restraint Case with an Incident (IAD/IRF), if necessary.
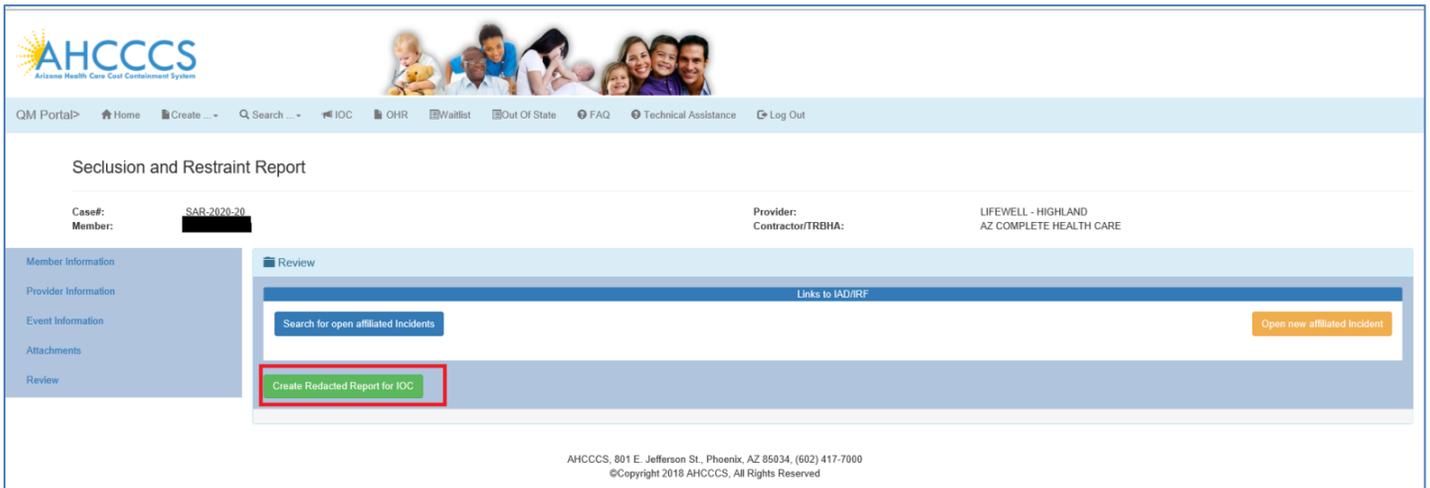
Clicking the button **Search for open affiliated Incidents**, user will initiate search for Incidents already in the system. This button opens new modal window that contains a list of all already created incidents in the system, based on the member's AHCCCS Id. Health Plan users are also limited to the cases that are opened for or by their health plan.

Click on the Case number link in the list will open printed version of the Case, so users can decide if the incident is related with the current Seclusion and Restraint case. Clicking on the **Link Case** will link that incident with the current SAR case.

If an existing incident does not exist, a new incident can be created by clicking on the button **Open new affiliated incident**. That button allows users to create new incidents in the QM Portal (IRF). All entered information from the SAR Case will be ported to the new Incident and all attachments will be available. New Incident will be automatically linked with the SAR Case.

In the list of the linked Incidents, clicking on the Incident case number will redirect user to the IAD/IRF report, if user has proper authorizations to access those reports.

Button **Create Redacted Report for IOC** is available only if no Incident is linked with the SAR case. Click on that button will allow user to redact and upload necessary documentation for appropriate IOC.

If the SAR case is linked to the Incident, this button will not be available, as process for uploading and submitting SAR documentation to IOC is expected to be handled from the affiliated Incident.

8. Seclusion and Restraint Search Page

To start searching for existing SAR Cases click on the `Search` link in the QM Portal application menu on the left hand side, and select SAR from the list of sub-menu items. This will open a new page.

Page contains Search Criteria section with a form to enter criteria and to narrow down possible results. Leaving any field blank will exclude that field from the search criteria.
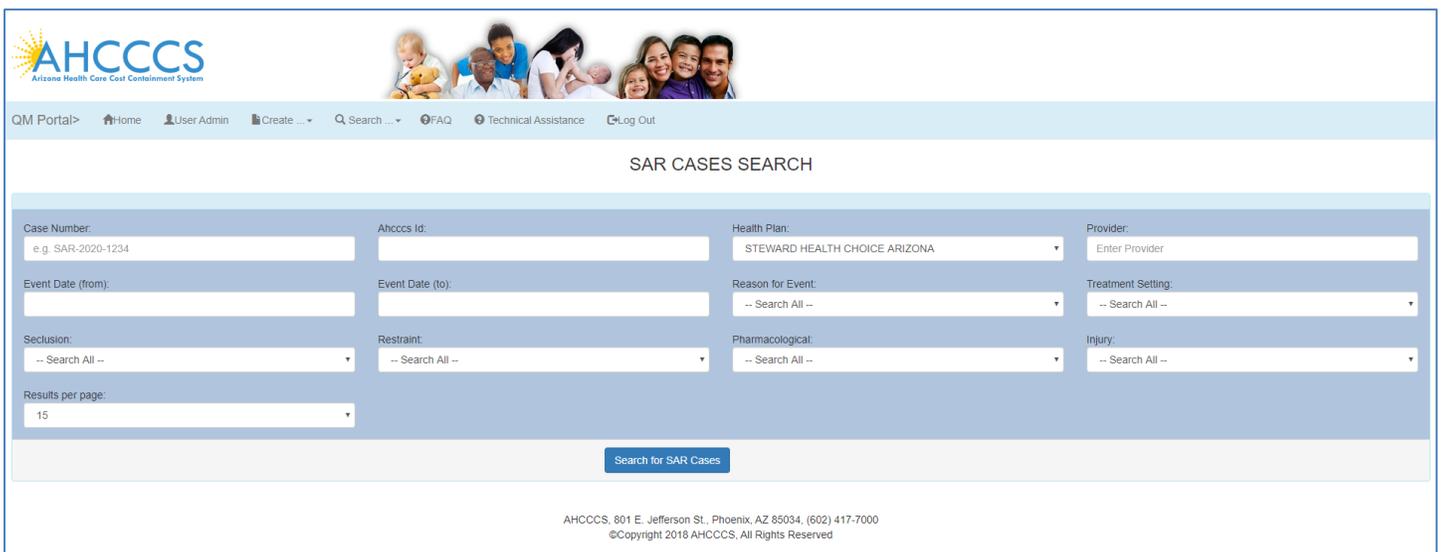
- • **Case Number** if entered will search for particular Case.
- • **AHCCCS Id** if entered will search for Cases affiliated with that particular member.

- **Health Plan** is showing current Health Plan.
- **Provider** limit search results by whole or part of the Provider name.
- **Event Date (from)** limit search results to only those Cases which event date is greater or equal to entered date.
- **Event Date (to)** limit search results to only those Cases which event date is less or equal to entered date.
- **Reason for Event** is a list of reasons for event.
- **Treatment Setting** is a list of treatment settings.
- **Seclusion** filters search results to show only events involving Seclusion.
- **Restraint** is a list of restraint types used.
- **Pharmacological** filters search results to show only events if where medications used.
- **Injury** filters search results to show only events resulting in an injury.
- **Allegations Category** is a list of all incident types.
- **Results per page** is a list which limits number of Cases returned from the search, displayed per page.

Search action is activated by clicking on the button **Search for SAR Cases**.

A search result contains total number of **Cases Found** by search. Navigating through the pages of the search results is done by using **Pager** located on the top right side of the section.

Click on the **SAR** button in the search results will open corresponding Case and allow user to work on it.

Export button is used to download search results data into table like format file (e.g. Excel).

9. SAR Report Page

SAR Report page is used to build and run reports based on the seclusion and restraint information records. Users of all organizations can use this tool, but report results are limited to only information accessible to that organization. To access SAR Report page, click on the "SAR Report" button on the top right of the SAR Search page.
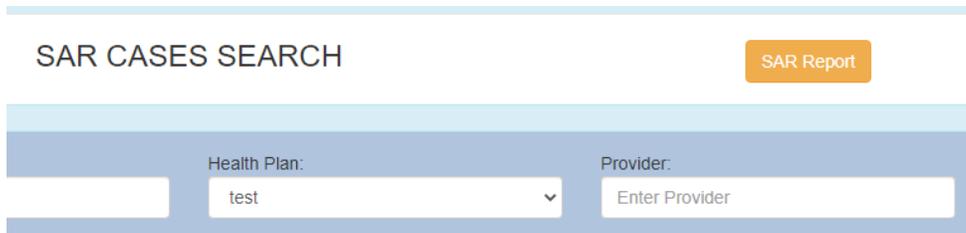
SAR Report page is separated into two sections. "SETTINGS" section on the top, for managing report setting and filters (criteria), and "OUTPUT" sections on the bottom, where results of the report run will be displayed.

"SETTINGS" section consists of the checkbox list of the columns to be displayed on the report, and report criteria builder to filter and limit returned results. Adding multiple criteria to the report setting is accomplished by clicking on the Add image button. Criteria list will have two clickable icons on the far-right side. Use 🖊 to change criteria properties, and ✖ to completely remove criteria.

To clear all selection and criteria for the report, use "Clear selection and criteria" button on the lower-right side of the settings section.

Settings for the report can be named and saved for the future use, by using top portion of the "SETTINGS" section, where Preset Reports controls are located. Chose option "-- Save New --", from the dropdown list to initiate process of saving new preset report, or "Save" button, to update currently chosen preset report.

To run the report, click on the green "Run Report" button. Results will be displayed in the "OUTPUT" section of the page.

Seclusion and Restraint Report

SETTINGS

OUTPUT

SAR CASE ID	MEMBER CITY	MEMBER ZIPCODE	MEMBER GENDER	MEMBER AGE	CASE CREATED DATE	EVENT DATE	INJURY	IAD/IRF AFFILIATED
SAR-2020-26	GLENDALE	85302	M	40	12/11/2020		No	No
SAR-2020-25	PHOENIX	85083	F	17	10/07/2020	10/06/2020	Yes	No
SAR-2020-23	TEMPE	85282	F	23	03/27/2020		No	No
SAR-2020-22	PHOENIX	85053	M	36	03/25/2020	08/05/2020	No	No
SAR-2020-17	YUMA	85365	M	14	03/11/2020		No	No
SAR-2020-18	KINGMAN	86409	M	27	03/11/2020		No	No
SAR-2020-15	APACHE JUNCTION	85120	F	39	03/10/2020	03/02/2020	Yes	Yes
SAR-2020-14	PHOENIX	85007	M	50	03/09/2020	02/20/2020	Yes	Yes
SAR-2020-12	TUCSON	85711	F	3	03/02/2020		No	No
SAR-2020-9	AVONDALE	85323	M	41	02/26/2020	02/26/2020	Yes	Yes
SAR-2020-7	PHOENIX	85034	F	34	02/25/2020	02/20/2020	No	No
SAR-2020-8	AVONDALE	85323	M	4	02/25/2020	02/15/2020	Yes	Yes
SAR-2020-5	MESA	85204	F	37	02/19/2020	02/10/2020	Yes	Yes
SAR-2020-4	EL MIRAGE	85335	M	20	02/18/2020		No	Yes
SAR-2020-1	PHOENIX	85031	M	0	02/13/2020	01/10/2020	Yes	Yes
SAR-2020-2	CHANDLER	85226	M	32	02/13/2020	02/01/2020	No	No

Export to Table

Report results can be exported to an external table application (e.g., Excel) and saved on the user's local device by clicking on the "Export to Table" button.