

PA HRST PROTOCOL

Roles & Responsibilities

Provider

Responsible for reporting the need for any deviations to the risk mitigation plan to the SC and other team members as applicable in order to update the ISP

Expected to ensure appropriate communication of HRST results with PCP, other medical professionals and MCOs as appropriate and notify SC that this has been completed as part of risk mitigation efforts

Responsible for ensuring that the annual HRST is completed 90 days prior to the individual's annual ISP and providing the assessment to team members

Will choose who among their staff have access to the HRST web-based application, such as raters, nurses, and administrators

Residential providers have the opportunity to identify staff who will become the trained HRST rater(s)

Will take necessary steps (as outlined on the HRST Protocol) for an HRST Health Care Level of 3 or higher

All providers must have access to a Clinical Reviewer. Providers have the option to purchase a Clinical Review service from HRS, Inc. if they do not currently employ or contract with a nurse by emailing support@hrstonline.com

Responsible for ensuring that all initial HRSTs are completed by the stated timeframe of June 30, 2021

Responsible for ensuring that the HRST screening is updated within 14 days of changes in the individual's health status, either deterioration or improvement

Providers in collaboration with the individual's PCP, other medical professionals, and MCOs may decide that a Consideration produced by HRST is not appropriate for the individual's risk mitigation.

Will only have access to people served by their provider agency

SC

May request the Provider complete an update to the HRST if changes in the individual's physical or behavioral health status are noted and a recent HRST has not been completed

May request explanation for deviation from the established plan to mitigate risk and shall take appropriate action to notify the individual's team members. Will follow through until resolution of the identified deviation in the plan

Document within service notes, if there is any deviation from the plan to mitigate risks as identified by the Provider and approved by the individual's team

Will ensure that the risks identified by the team as a result of the most recent HRST are captured in the Health and Safety Focus Area Section of the ISP and that a plan to mitigate the risk is identified

Review and discuss the most recent HRST during ISP meetings and on-going individual monitoring's to promote and coordinate the health and safety of individuals receiving residential services

Can utilize the HRST Report Suite to monitor activity and updates in the HRST system

Can create monthly custom reports to monitor the completion of HRSTs

Can utilize the HRST Scoring Summary while completing monitoring visits with the individual

Will have View Only access to those individuals served by their agency

AE

Implement policies and practices with regional HCQUs, Providers and SCOs to ensure the effective application of the HRST process

Integrate the HRST into risk and quality management activities within the AE, including the utilization of HRST data and analysis to inform the AE Provider Risk Assessment Process

Collaborate with ODP Regional Offices, HCQUs, SCOs and providers to mitigate risk

Promote a culture of safety within the service delivery system and assist with team conflict resolution as needed

Can utilize the HRST database to create monthly custom reports to monitor the completion of HRSTs by providers

Can utilize the HRST Report Suite to monitor activity and updates in the HRST system

Will have View Only access to those individuals served by their agency

HCQU

Will contract directly with HRS, Inc to create access for providers to conduct HRST screenings

Staff will serve an administrative and quality assurance role

Serve as an "HRST gatekeeper" for the SCOs and the residential providers in their area

Gatekeeper submits any HRST user accounts that need to be made Inactive, to HRS support

Gatekeeper submits new HRST users that need to be added for the provider agencies in their area as needed, to HRS support

Provide support and technical assistance to providers

Share with AEs and the appropriate ODP Regional Office concerns arising for providers following state requirements related to the HRST as outlined in this protocol

Will have a designated RN(s) to oversee HRST functions in their respective region

Have the designated RN review the quality of screenings completed in their region (using the HRST QA module)

Have the designated RN offer assistance and training to providers and SCs as needed

Will convene quarterly meetings with Administrative Entities within the HCQU region to review HRST data. HCQUs will assist in trend analysis of the data generated by the HRST

Only raters who have completed the online rather trainings are able to access the HRST and make changes to Diagnosis, Medications or Ratings