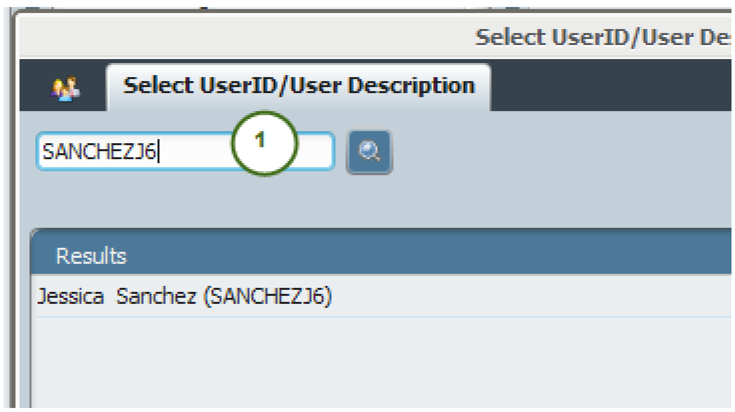
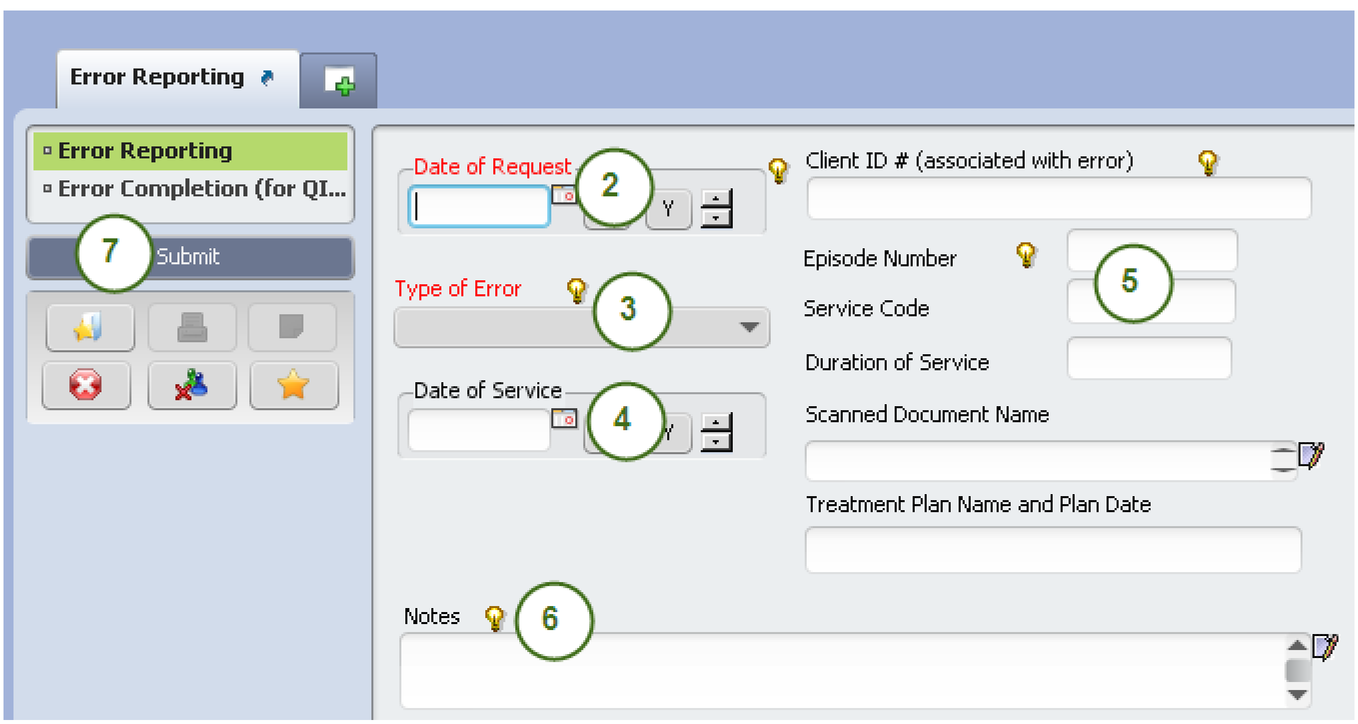
CHAPTER 11 – ERROR REPORTING

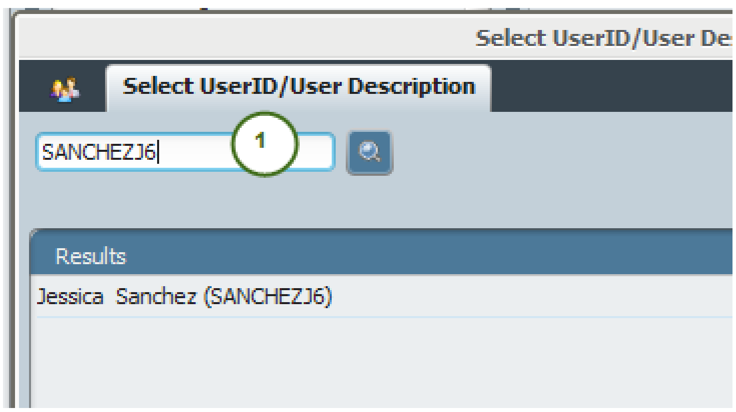
LOCATION	CWS → Clinician Menu → Error Reporting
PURPOSE	This form is used to report errors to Quality Assurance for corrections and to make suggestions. We use this form to organize requests.
RULES	• USERID must be in all caps
STEPS	1. Enter your USERID in all caps 2. Enter the date of error 3. Select from the drop down box the type of error. You may click on the light bulb to view a description of the type of categories available. Depending on the category you select it will make some fields required 4. Enter the date of service (this is for the Delete Note/Service category) 5. Enter all of the information pertaining to the error 6. Type any additional notes that will help speed up the process for the staff correcting the error 7. Click submit

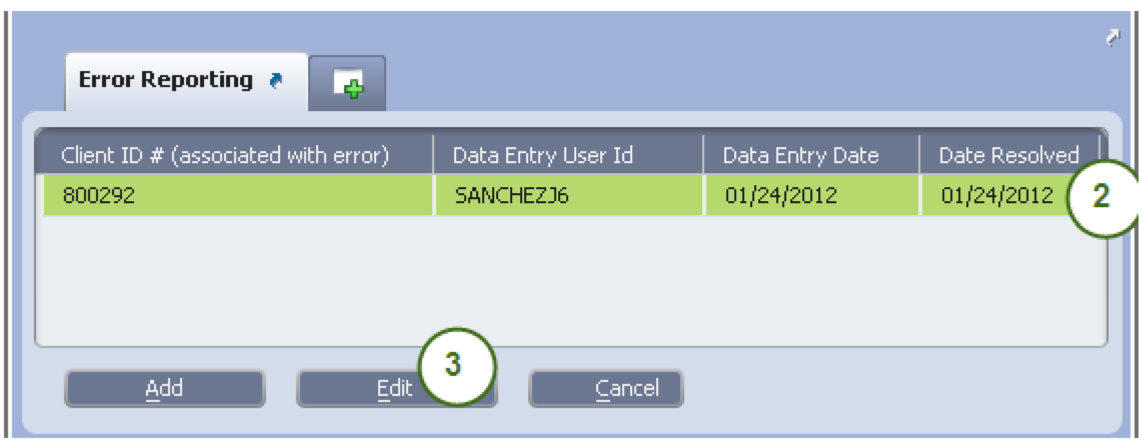




HOW TO CHECK THE STATUS OF YOUR ERROR REPORT

LOCATION	CWS → Clinician Menu → Error Reporting
PURPOSE	View the status of entered error reports
RULES	• Do not type in the "Error Completion" tab • Do not save when you are viewing notes about the completion of the error
STEPS	1. Enter your STAFFID in all caps 2. Look for a date resolved in the pre display screen 3. Click Edit, If you would like to view the details the person correcting the error wrote • Click on the Error Completion section • Click on the X to exit after you have read the notes





ERROR REPORTING CATEGORIES

- **Delete Note** - Use this category when you need a note deleted such as a duplicate note, note written for the wrong client, and note written on the wrong date. Reminder: Take necessary action such as entering the note under the correct client, enter the note under the correct date of service, reenter the correct note type, or enter note under the correct service date. Please be sure to include the following information:
    - Client number
    - Date of service (date of incorrect date)
    - Duration
    - Time and date note was written

- **Group Notes Error** - Use this category to report any group errors for example if you forgot to include a client, remove a client, or duplicate group billing
- **Treatment Plan needs to be deleted** - Use this category to request a treatment plan deletion. Please be sure to include in the error report the **exact name** of the treatment plan and the start date of the treatment plan. Once a treatment plan is deleted we are unable to get it back therefore it is crucial for you to provide accurate information.
- **Scanning Error** - Use this category to have a scanned document deleted. If you see that a document is in the wrong clients chart, print the document and have a PSR scan it into the right chart then make the error report request to have this document deleted from the incorrect chart. Please be sure to provide the **exact** document name to avoid deleting the incorrect document. Note: Document names can not be changed therefore the document will need to be rescanned with the correct name and you will need to make a request to have the document with the incorrect name deleted.
- **Change treatment plan back to draft** - Use this category to request a finalized treatment plan be changed back to draft status. Keep in mind that even if the treatment plan is switched back to draft you will not be able to make any edits to the plan start date.
- **Crystal report error** - Use this category to report any crystal report error such as information on the report is incorrect or if a report is not running
- **To do list error** - Use this category to have old items deleted, or items which do not pertain to your caseload.
- **Appointment scheduler error** - Use this category to report any problems with appointment scheduler such as not having access to your location or not being able to schedule appointments
- **Undo episode closure** - Use this category to request an episode be reopened. This may be needed if you need to submit a draft note, if the episode was accidently closed, or if you need to submit a note which you forgot to enter prior to discharge
- **Other client related error** - Use this category to report any issues related to the clients medical record. Some examples are client has two client numbers, client psychosocial needs to be deleted or switched to draft, and client medical necessity needs to be deleted or switched to draft.
- **Other avatar error** - Use this to report errors related to avatar that are not related to a specific client.
- **Avatar change** - Use this category to report changes such as a staff member showing up under the incorrect team, work location change, no longer employed staff
- **QI Questions** - Use this category for any QI Questions
- **Client Merge** - Use this category when you have found one client with two client numbers