

DSHS Online Electronic Reporting System

The hotline has been in existence for more than twenty years. Two years ago it underwent a major overhaul due to phone system requirements and coordination with the electronic incident tracking system. Since that time there have been two revisions, however the process continues to be more difficult and time consuming than necessary both for the reporters and for CRU staff.

Based on provider feedback, two LEAN projects, and support from AL TSA management, the online reporting project was approved early this past spring. This adds another option for providers to make mandatory reports to the Department using the internet. Development of the system is complete and it is now in the testing phase. Barring any problems, it is expected to be ready for providers to use no later than the end of the year, however, we are hoping to have it out by the end of November.

There will be more information posted on the RCS Professionals and Providers webpage as time goes by, including some tips on how to use the system. Here are the two different links:

<https://www.dshs.wa.gov/altsa/residential-care-services/information-nursing-home-professionals>

<https://www.dshs.wa.gov/altsa/residential-care-services/information-assisted-living-facility-professionals>

We are also looking for volunteers to participate in the pilot program. .

The volunteers we are looking for would be participating in a pilot program starting November 2nd and going through November 13, then after that, helping us for a short time during implementation for all providers. Anything they would be required to mandatorily report, they would use the online system for. Essentially they will have access to the system three weeks before any other provider.

We can't predict who might have something to report so we are asking a bigger group of providers to assist.

The requirements would be:

1- A computer preferably operating on Windows with IE 9 or above. (no mobile devices, iPads, etc)

2-A valid email address so we could send information and updates to them and they can send feedback.

3-Provide weekly feedback to CRU on a form (most likely a Word document) we will develop for approximately six weeks, even after the system is implemented for all providers.

4-Report any major problems right away so we could fix them.

If interested please contact, Paula Sanz via email SanzPJ@dshs.wa.gov or phone (360) 725-2289.