USER GUIDE

REPORTING
RESTRICTIVE PRACTICE INFORMATION USING
ONLINE DATA COLLECTION (ODC)

Reference Guide to Key Links in ODC to Record Restrictive Practice Usage.

This is a guide to common operations in ODC for recording Restrictive Practice Usage. More detailed information about recording Restrictive Practice Usage for a particular Restrictive Practice Type can be obtained from the relevant Factsheets on Recording Restrictive Practice Usage in ODC.

Centre of Excellence
for Clinical Innovation
and Behaviour Support

Queensland
Government

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1. About This Package

This package has been designed to assist Service Providers who are reporting using ODC to collect Restrictive Practice information. It summarises the key links a Service Provider will need to access to input their data, and it can be used as a reminder each month.

Help Available

Publications and Resources:
http://www.communities.qld.gov.au/disability/key-projects/positive-behaviour-support/publications-and-resources

Email help: enquiries_DSA_RP@communities.qld.gov.au

Phone help: 1800 902 006*

* Calls from mobile phones are charged at applicable rates.

Notify the Department of Changes to the Service User Details

Email : cstdanmdshelp@disability.qld.gov.au

Monthly Reporting Timeline

The relevant Service Provider must give the information to the Chief Executive—

(a) by the second Friday of the calendar month immediately after the calendar month in which the restrictive practice is used; and

(b) at other times if the Chief Executive, by written notice, requires the relevant service provider to do so.

2. Types Of Access

System Administrator

- Can add, edit or delete ODC system users for Restrictive Practice for their own organisation.
- Allocate roles and Service Outlets and Service Type Outlets to user accounts.
- Can run Restrictive Practice Monthly Reporting Checklist, Restrictive Practice Usage Report and Client Record of Restrictive Practice Usage.
- Can submit requests to the Department for changes to existing Service Users, Service outlet and Service Type Outlet information.

Authorising Agency Officer

- Can add, edit or delete Restrictive Practice information.
- Can authorise Restrictive Practice Monthly Data.
- Can upload Restrictive Practice files and search Import Status.
- Can run Restrictive Practice Monthly Reporting Checklist, Restrictive Practice Usage Report and Client Record of Restrictive Practice Usage.
- Can submit requests to the Department for changes to existing Service Users, Service outlet and Service Type Outlet information.

Data Entry Operator

- Can add, edit or delete Restrictive Practice information.
- Can run Restrictive Practice Monthly Reporting Checklist, Restrictive Practice Usage Report and Client Record of Restrictive Practice Usage.
- Can submit requests to the Department for changes to existing Service Users, Service outlet and Service Type Outlet information.

3. Types Of Restrictive Practice Reporting

ODC allows for two types of Restrictive Practice reporting for a Service User.

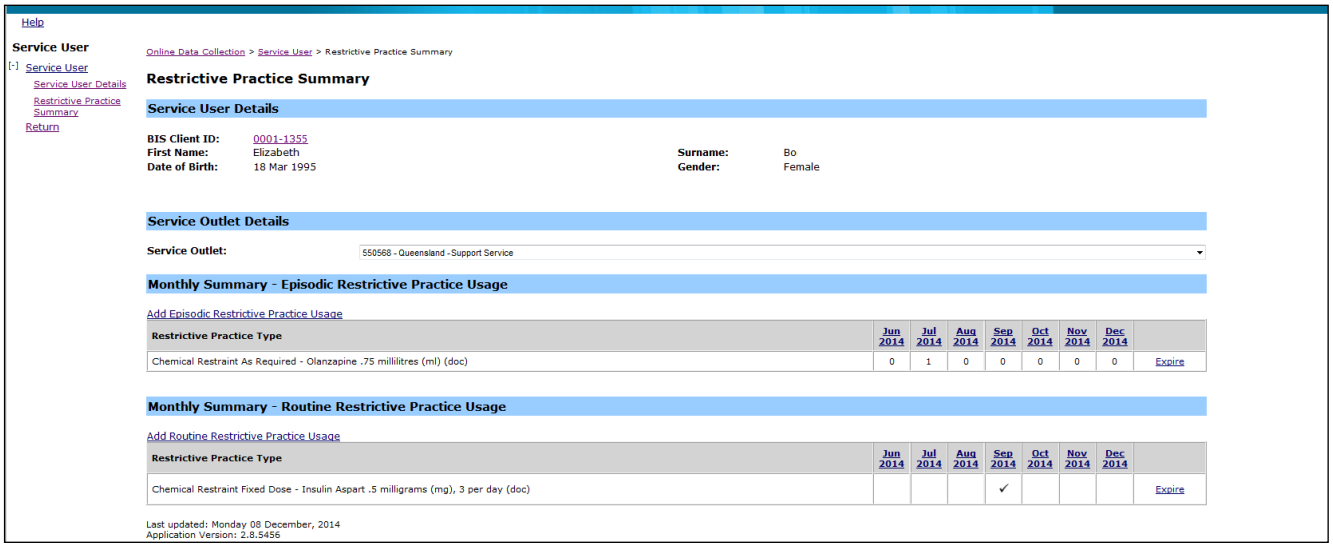
- Episodic Restrictive Practice Usage
- Routine Restrictive Practice Usage.

Episodic Restrictive Practice usage refers to Restrictive Practice that is used in response to behaviour that is causing harm to self or others. Usage is reported for each instance of Restrictive Practice used, i.e. on date x, Restrictive practice y was used.

Routine Restrictive Practice refers to Restrictive Practice that is constantly used or applied each day, for example, medications given each day (chemical restraint) or headgear worn during awake hours (mechanical restraint).

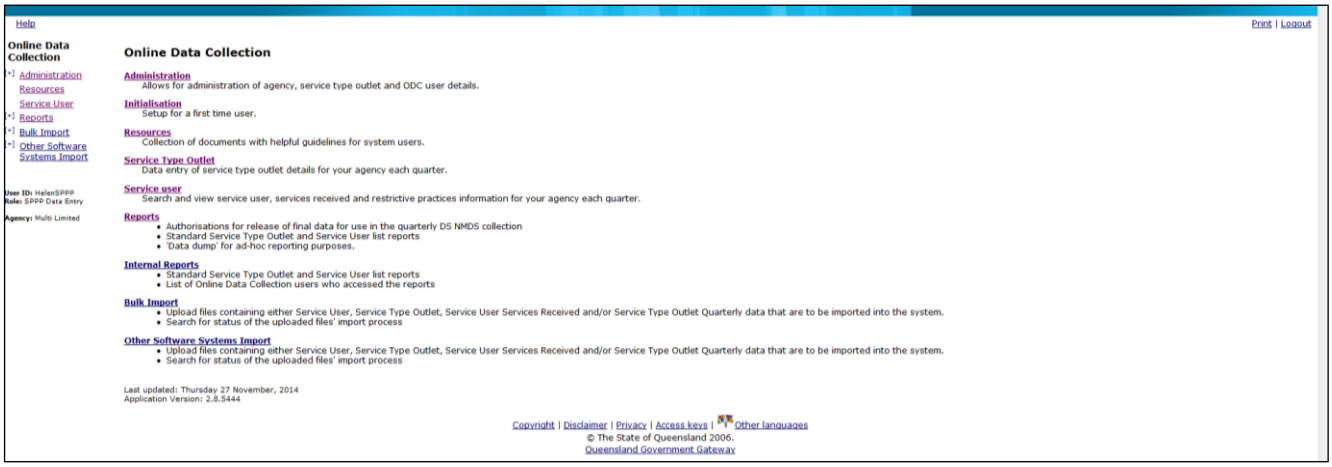
Examples of reporting Routine Restrictive Practice Usage:

- At the commencement of the use through to the end of use for the month
- From start of reporting month to end of reporting month if used each and every day
- For part of the month due to Service User transitioning in and out of care
- Change of circumstances



Example of a Service User's *Restrictive Practice Summary* page detailing Episodic and Routine Usage.

4. Main Menu



On the main menu on the *Online Data Collection* page the three sub-menus utilised for Restrictive Practice information are:

Service User

- Search and view Service User.
- Record and view Restrictive Practice information for a Service User.

Reports

- Authorisation for release of final data for use in the monthly Restrictive Practice collection.
- Links for:
    - Restrictive Practice Monthly Reporting Checklist;
    - Restrictive Practice Usage Report;
    - Client Record of Restrictive Practice Usage.

Bulk Import

- Upload files containing Service User's Restrictive Practice Usage for import into ODC. Organisations with a large number of clients may use the Bulk Import functionality to assist in the data entry of Restrictive Practice Usage information.
- Search the status of an uploaded file.

5. Summary of Steps for Manual Data Entry

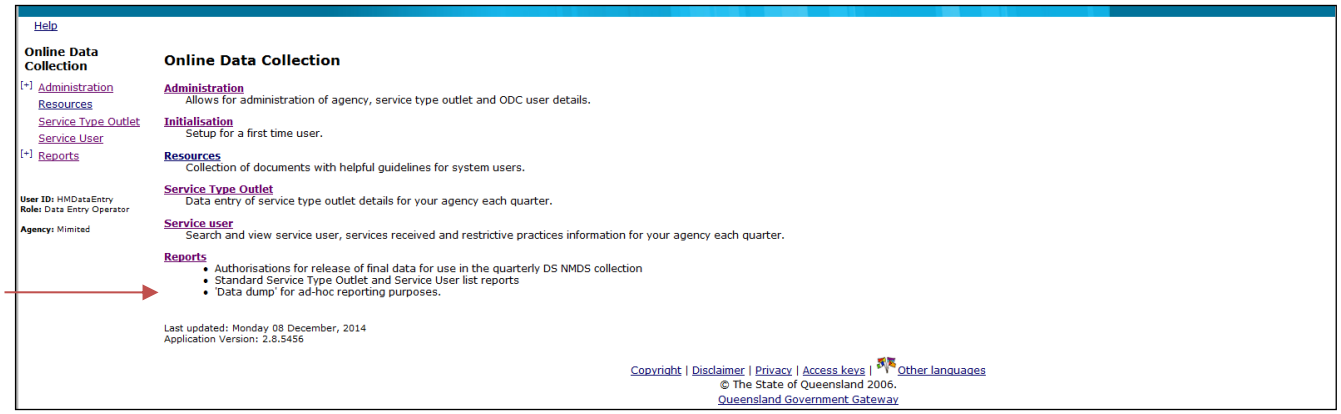
Step	Topic	Reference
1	Find the Service User.	Section 2 Page 9
2	Display Service Users Details.	Section 4 Page 10
3	Selecting the Restrictive Practice Summary hyperlink to display the summary screen.	Page 11
4	If reporting – Episodic Restrictive Practice Type: New Restrictive Practice Usage Existing Restrictive Practice Usage	 Page 13 Page 22
5	If reporting – Routine Restrictive Practice Type: New Restrictive Practice Usage Existing Restrictive Practice Usage	 Page 26 Page 32
6.	Select add Usage and enter details for Usage and Save.	
7.	Repeat step 6 until all Usage is added for the Restrictive Practice Type has been entered for the Service User and Service Outlet for the month.	
8.	Return to Step 4 and repeat Steps 4 to 7 to add Usage for any other Types of Restrictive Practice used in the month.	
9	Return to Step 1 and repeat Steps for next Service User.	
10	Review Restrictive Practice Monthly Checklist to ensure reporting for all Service Outlets is complete.	
11	Authorise Restrictive Practice reporting when all the data entry is completed.	

6. Search a Service User and Display Service User Details

Search Service User

From the *Online Data Collection* page:

1. **Select** Service User



Displays the *Search Service User* page.

2. **Enter** Service User's last name in the Surname field OR enter Service User's first name in the First Name field OR enter Service User's BIS reference number in the BIS Client Id field

3. **Press** 'Search' button. Displays the *Search Service User* page with a search result.

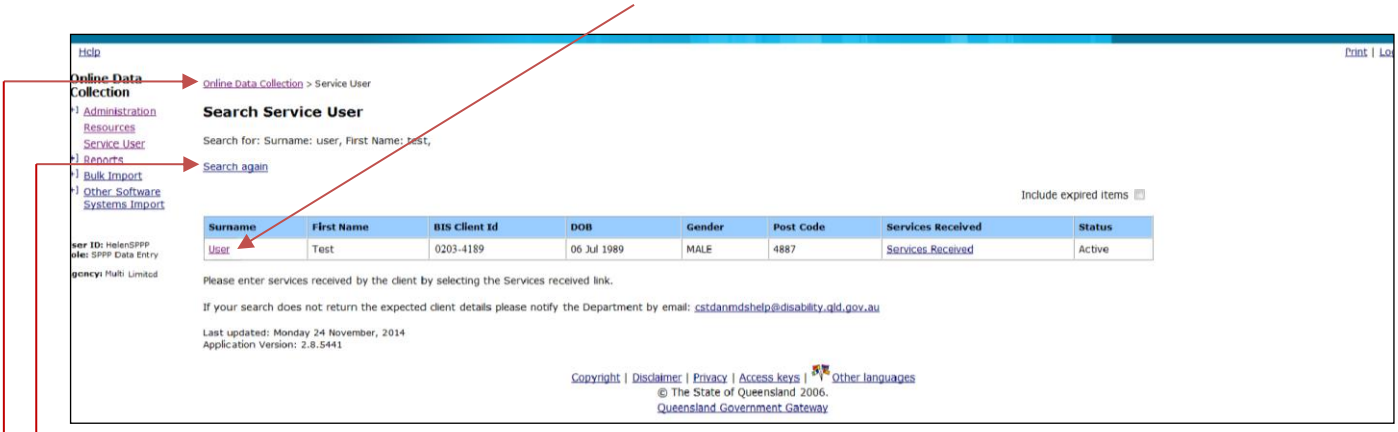
Tip:

- At least one search field must be entered.
- Enter two or three consecutive characters in the Surname field. The result returned will display service users with the characters in that sequence anywhere in the surname. The same can be done in the First Name field.

View Service User

With the Search Service User search result on the screen:

4. **Select** the Service User's surname hyperlink. Displays the *Service User Details* page.

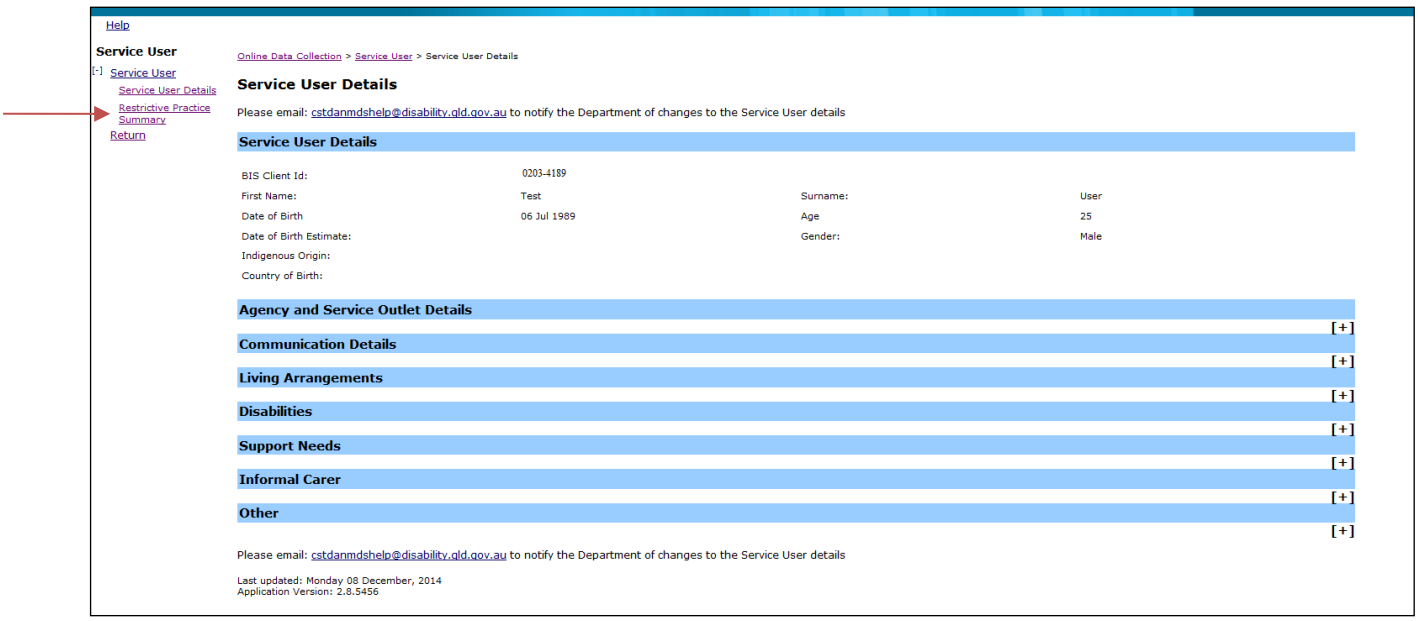


Tip:

- Another search can be actioned by selecting the Search again hyperlink.
- Return to the Main Menu by selecting Online Data Collection hyperlink.

Service User Details

The *Service User Details* page lists a Service User menu (on the left side) with a hyperlink to Restrictive Practice Summary.

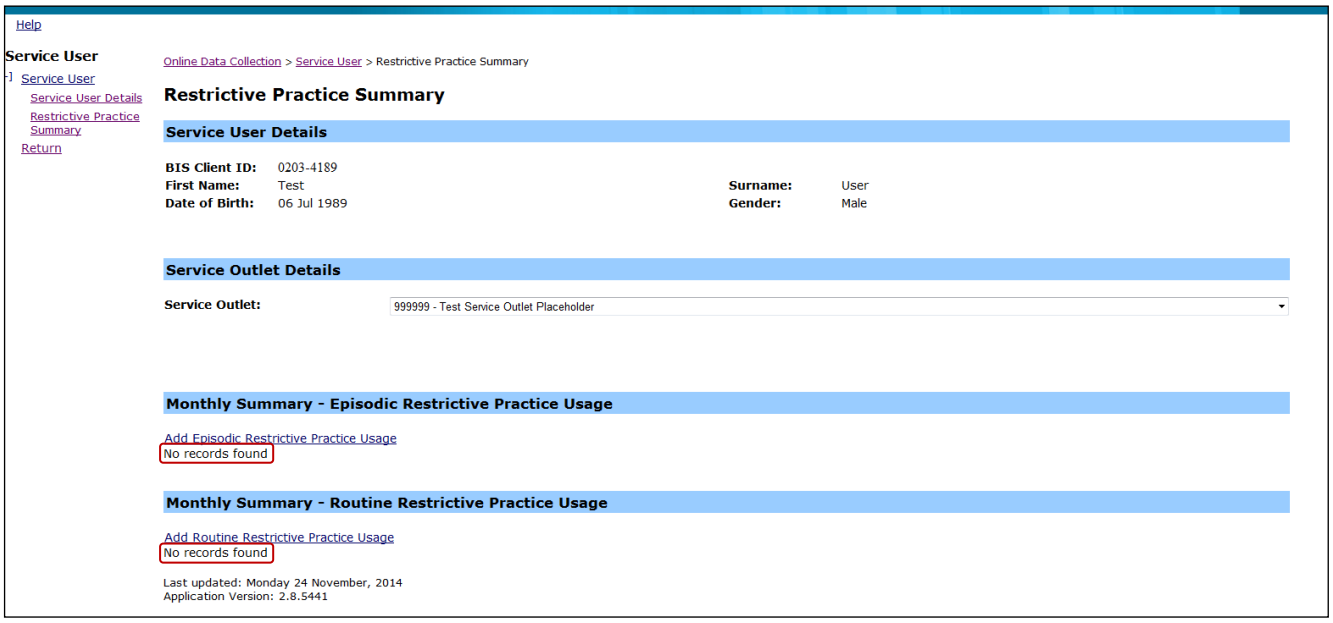


Display Restrictive Practice Summary

Selecting the Restrictive Practice Summary hyperlink on the *Service User Details* page displays the *Restrictive Practice Summary* page. Episodic and Routine Restrictive Practice Usage can be recorded from this page.

If no previous Usage has been recorded, the Monthly Summary for Episodic Restrictive Practice Usage or Routine Restrictive Practice Usage displays **No records found**.

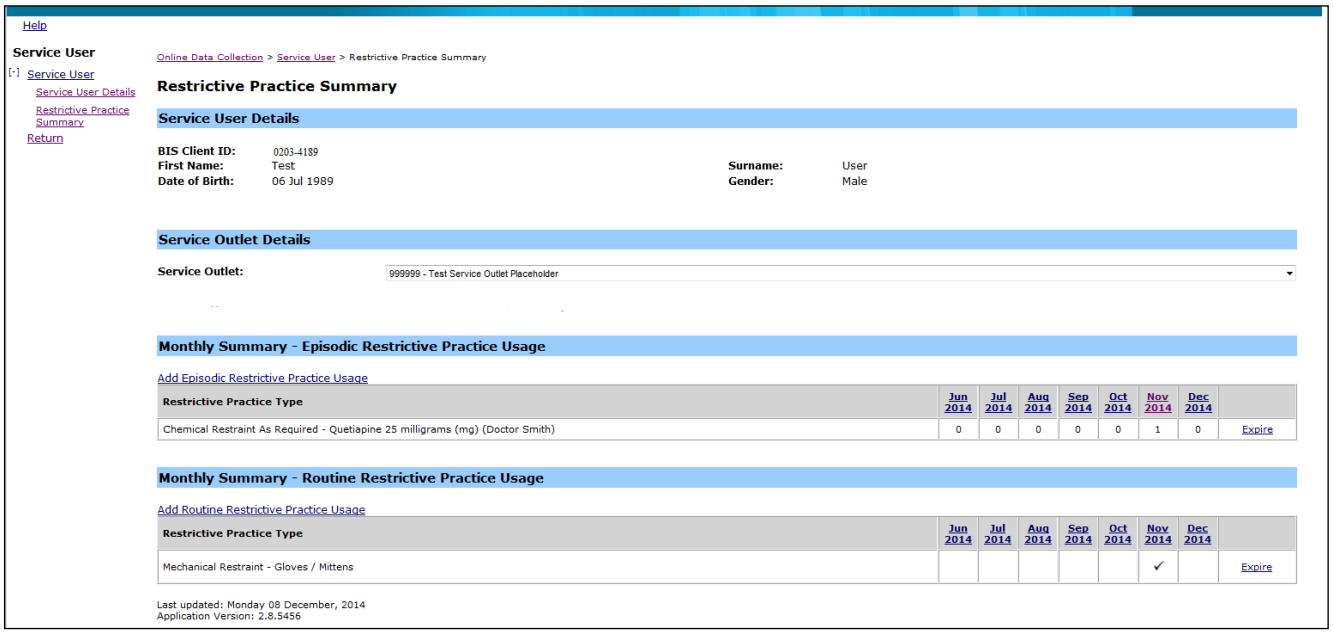
Adding New Restrictive Practice Usage for a Service User



When Recording the first:

- Episodic Restrictive Practice Usage go to Episodic Restrictive Practice – Add a New Restrictive Practice Type on page 13.
- Routine Restrictive Practice Usage go to Routine Restrictive Practice – Add a New Restrictive Practice Type on page 26.

Adding Usage to an Existing Restrictive Practice Type for a Service User



Restrictive Practice Usage previously recorded displays under the “Monthly Summary for Episodic Restrictive Practice Usage” or “Monthly Summary for Routine Restrictive Practice Usage”.

If Usage has previously been recorded the options available are:

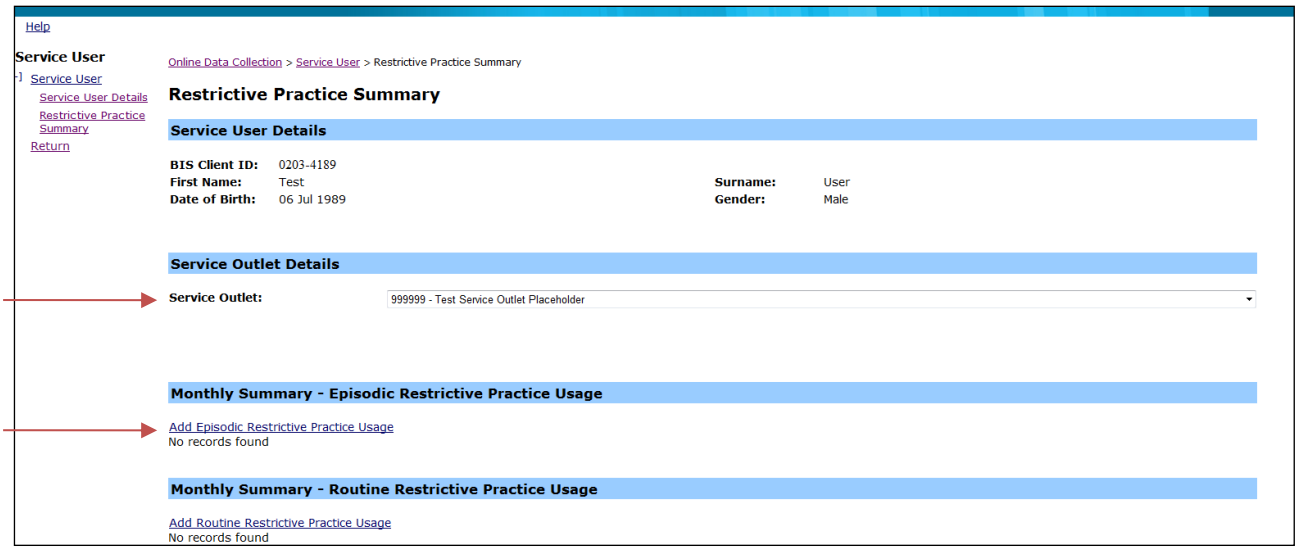
- Add Usage to a new Episodic Restrictive Practice Type go to Episodic Restrictive Practice - Add Usage To An Existing Restrictive Practice Type on page 22.
- Add Usage to an existing Episodic Restrictive Practice Type go to Episodic Restrictive Practice - Add Usage To An Existing Restrictive Practice Type on page 22.
- Add Usage to a new Routine Restrictive Practice Type go to Routine Restrictive Practice – Add a New Restrictive Practice Type on page 26.
- Add Usage to an existing Routine Restrictive Practice Type go to Routine Restrictive Practice - Add Usage To An Existing Restrictive Practice Type on page 32.

7. Episodic Restrictive Practice – Add a New Restrictive Practice Type

With the *Restrictive Practice Summary* page on display for the Service User:

1. **Select** the Service Outlet where the Restrictive Practice occurred.

2. **Select** the Add Episodic Restrictive Practice Usage hyperlink, to display the *Add Episodic Restrictive Practice Usage* page.



Note: If no Episodic Usage has been entered for the Service User, the only option is to add a new Restrictive Practice Type.

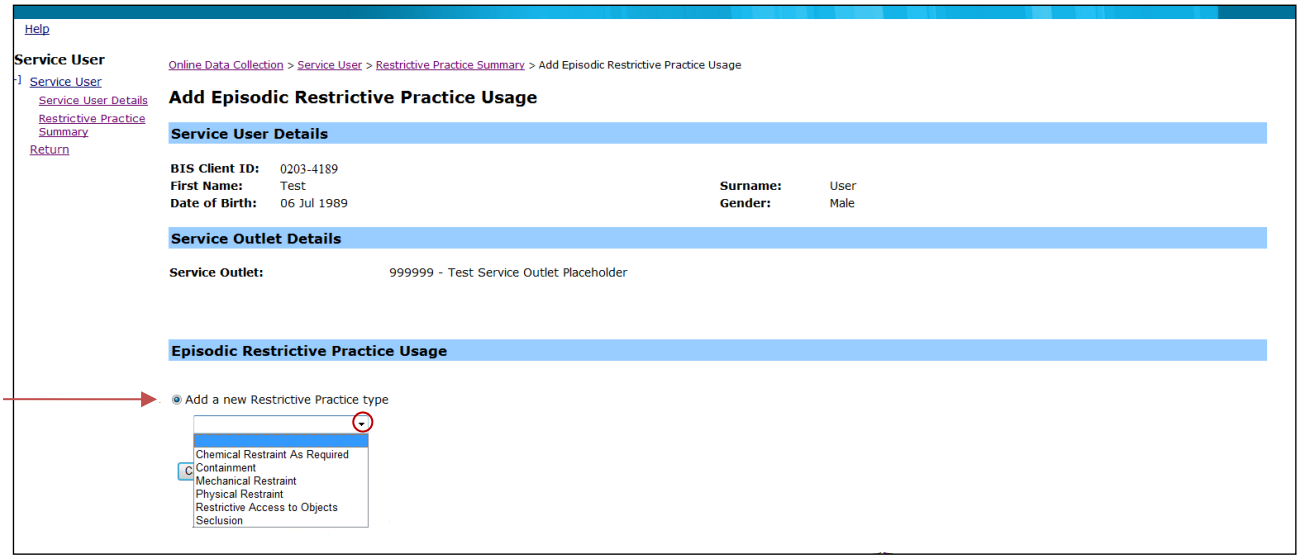
Chemical Restraint As Required

3. **Select** the drop down list for Add a new Restrictive Practice type.

4. The list displays the Restrictive Practice types:

   - Chemical Restraint As Required
   - Containment
   - Mechanical Restraint
   - Physical Restraint
   - Restricted Access to Objects
   - Seclusion

5. **Select** the Restrictive Practice type.

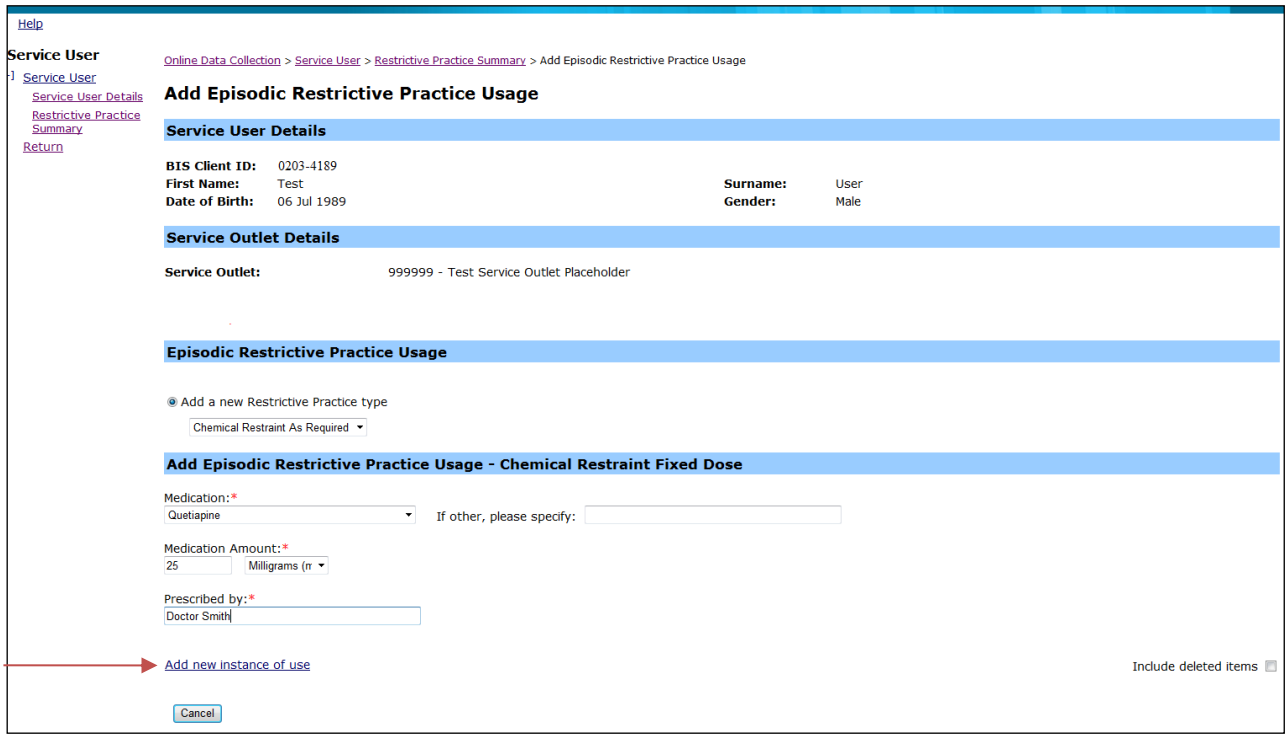


Note: In this example Chemical Restraint As Required is selected, the details will change for each different Restrictive Practice Type. Refer to pages 17 to 21 for details.

6. **Enter** the following information:

   - Medication
   - Medication Amount
   - Prescribed by

7. **Select** Add new instance of use hyperlink.



8. **Enter** the following information:

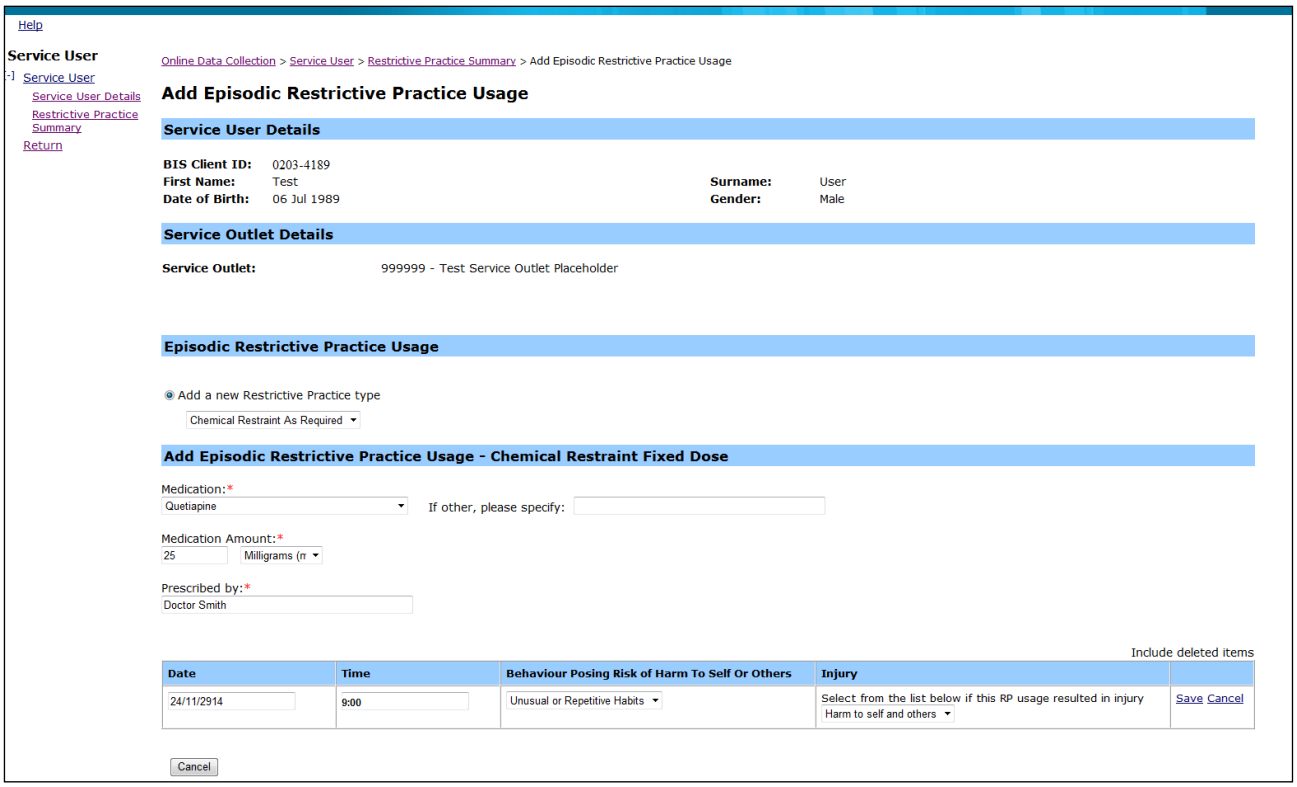
   - Date
   - Time

9. **Select from the drop list the following information:**

   - Behaviour Posing Risk to Harm To Self Or Others
   - Injury

10. **Select** Save**.**

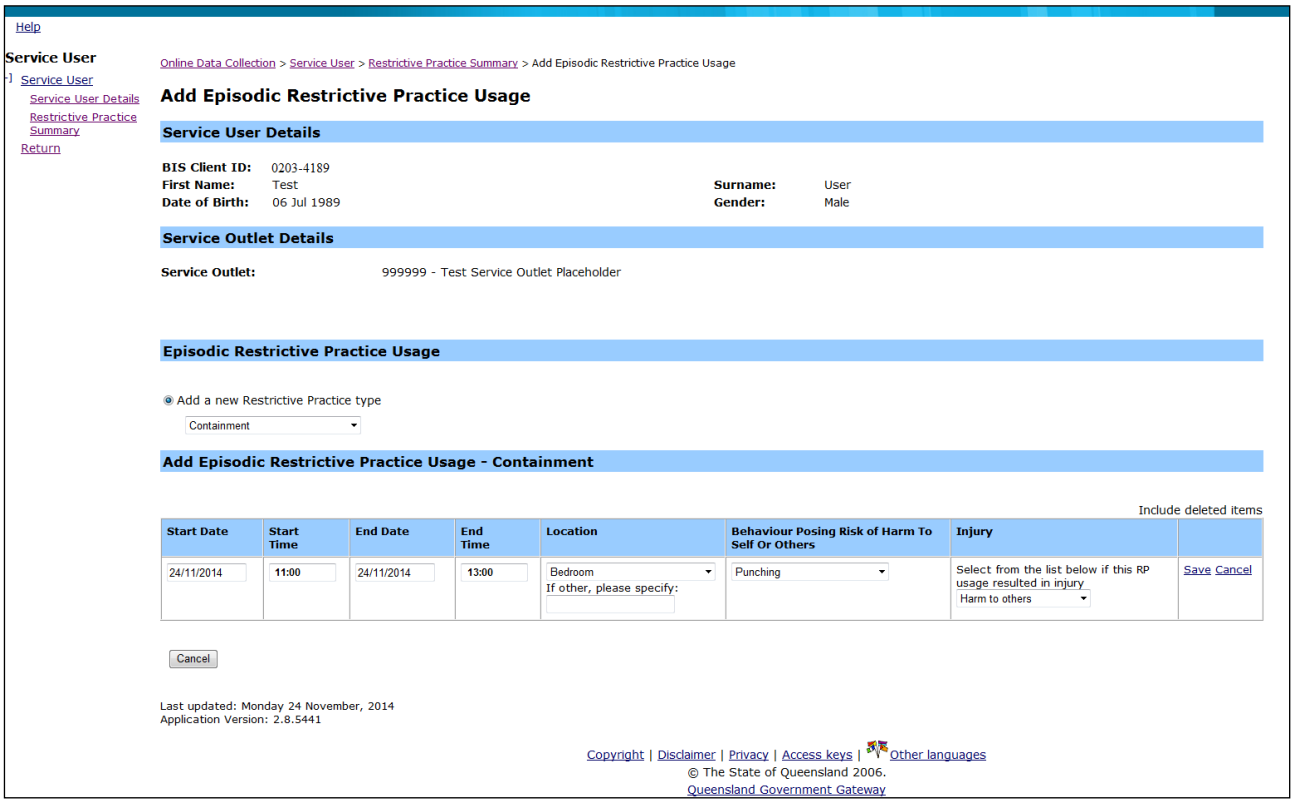
Upon saving, the user may continue to add instances of use to the Restrictive Practice Type by selecting the Add new instance of use hyperlink. Alternatively, select the 'Cancel' button to return to the *Restrictive Practice Summary* page for the Service User.



Tip:

- Dates are entered in the following format dd/mm/yy
- Start Time is entered in the following format hhmm
- End Time is entered in the following format hhmm
- Total use in typical 24-hour period is entered in the following format hh.mm (For example 14.00 for 14 Hours. The value cannot be greater than 24.00.)

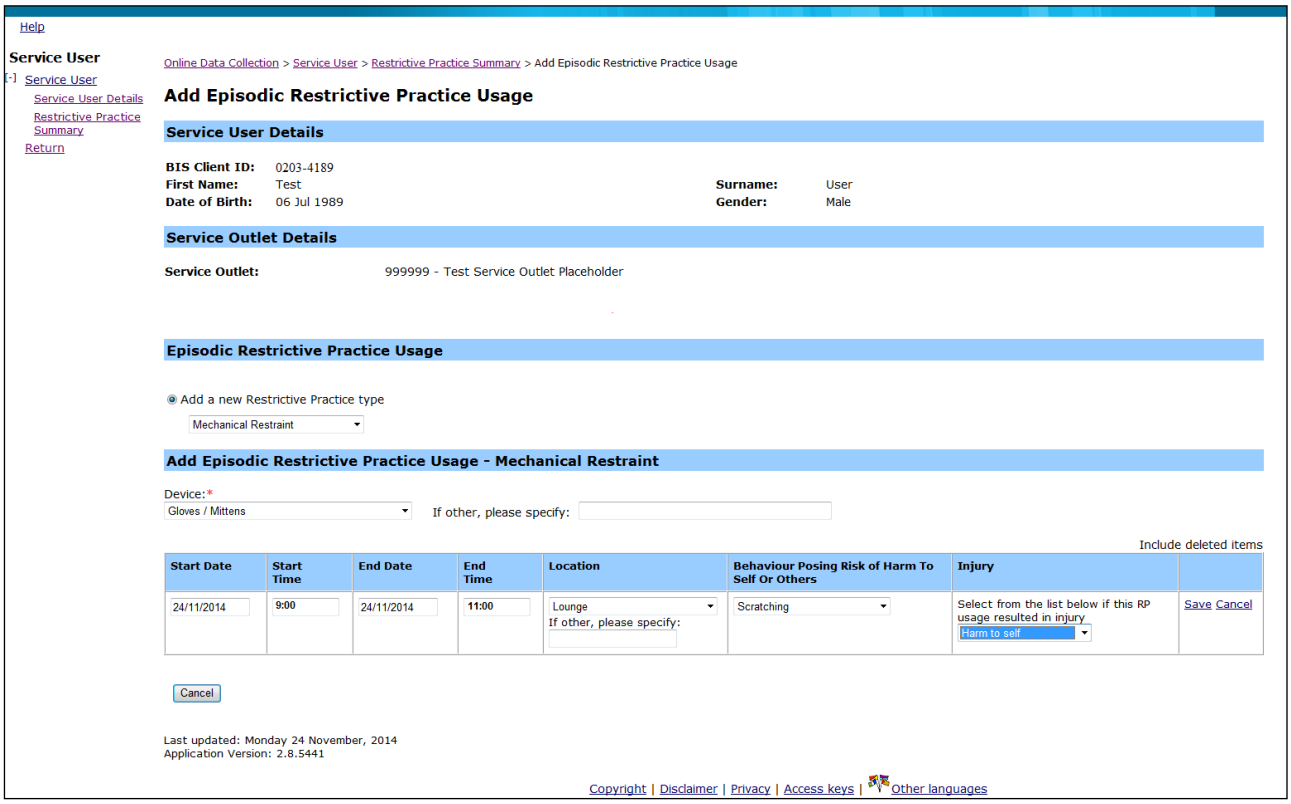
Containment



The information captured for Episodic Restrictive Practice Usage for Containment includes:

- Start Date
- Start Time
- End Date
- End Time
- Location
- Behaviour Posing Risk of Harm To Self Or Others
- Injury

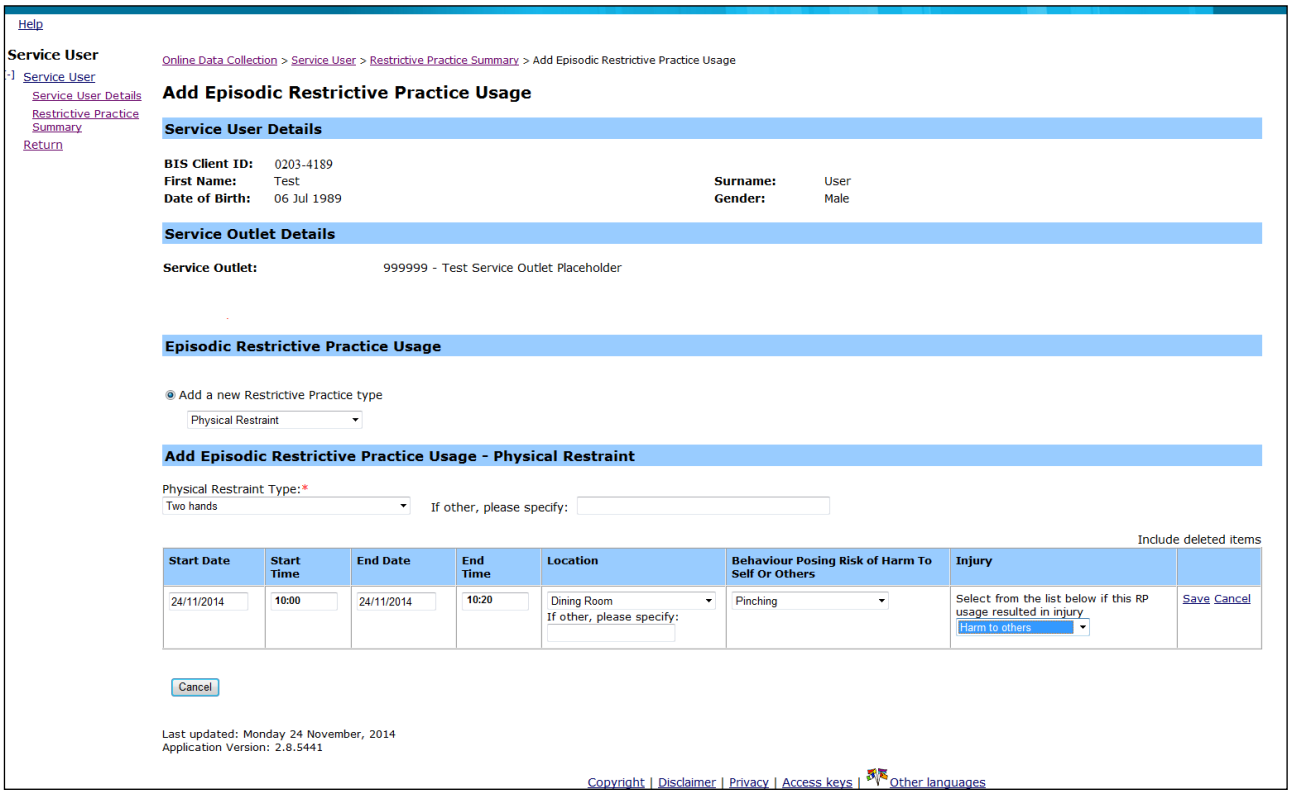
Mechanical Restraint



The information captured for Episodic Restrictive Practice Usage for Mechancial Restraint includes:

- Device
- Start Date
- Start Time
- End Date
- End Time
- Location
- Behaviour Posing Risk of harm To Self Or Others
- Injury

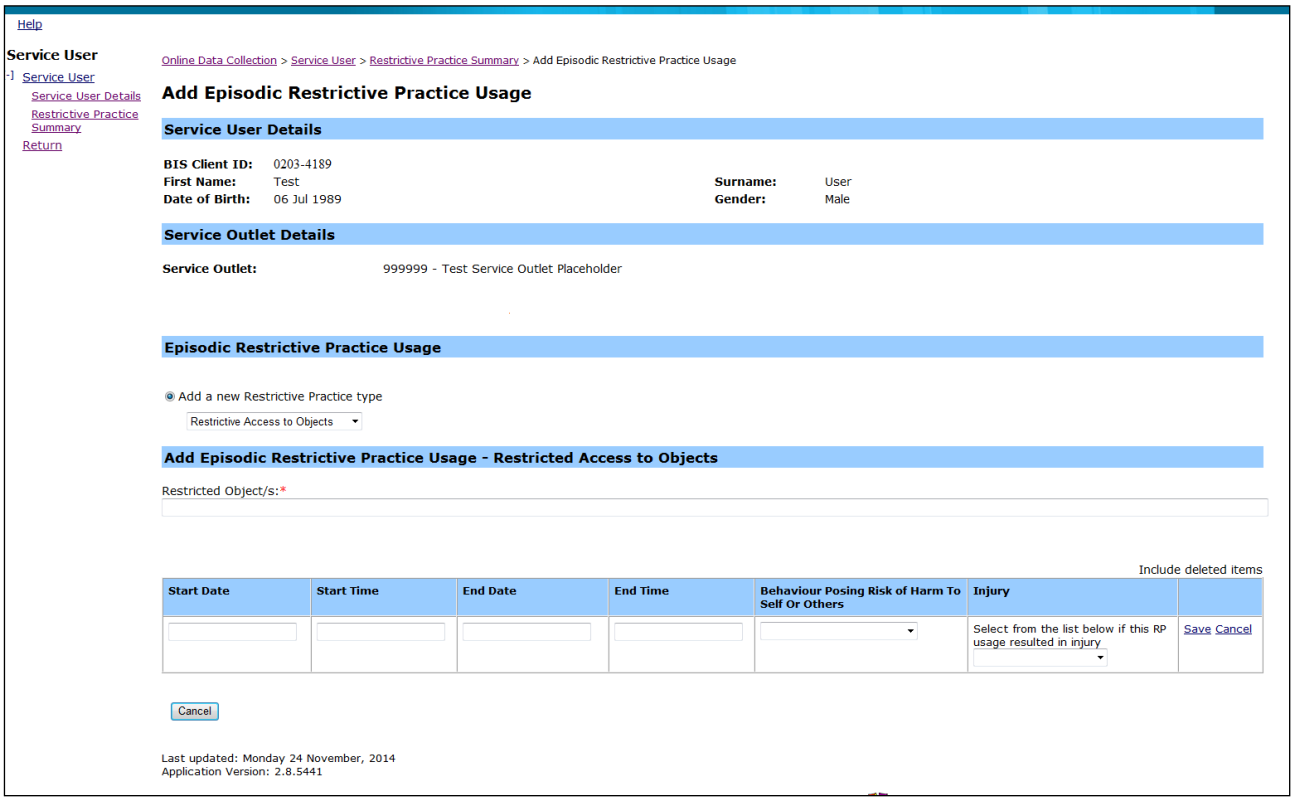
Physical Restraint



The information captured for Episodic Restrictive Practice Usage for Physical Restraint includes:

- Physical Restraint Type
- Start Date
- Start Time
- End Date
- End Time
- Location
- Behaviour Posing Risk of harm To Self Or Others
- Injury

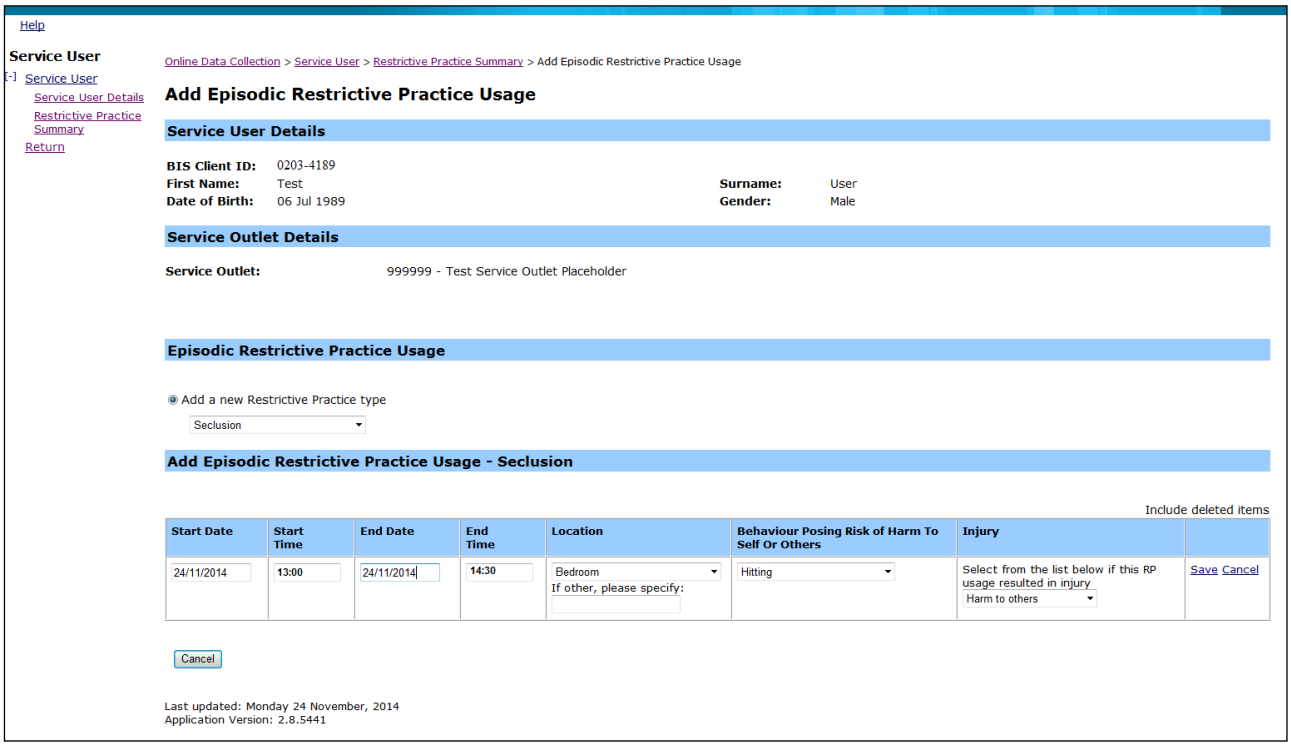
Restricted Access to Objects



The information captured for Episodic Restrictive Practice Usage for Restricted Access to Objects includes:

- Restricted Object/s
- Start Date
- Start Time
- End Date
- End Time
- Behaviour Posing Risk of Harm To Self Or Others
- Injury

Seclusion



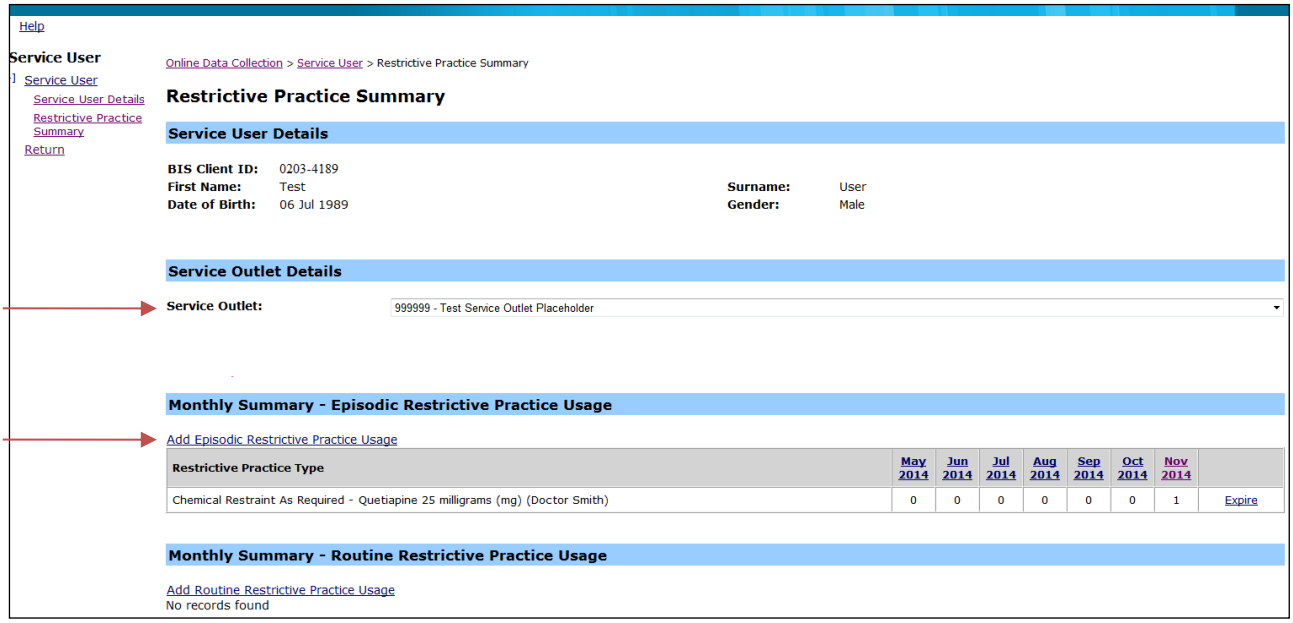
The information captured for Episodic Restrictive Practice Usage for Seclusion includes:

- Start Date
- Start Time
- End Date
- End Time
- Location
- Behaviour Posing Risk of harm To Self Or Others
- Injury

8. Episodic Restrictive Practice - Add Usage To An Existing Restrictive Practice Type

With the *Restrictive Practice Summary* page on display for the Service User:

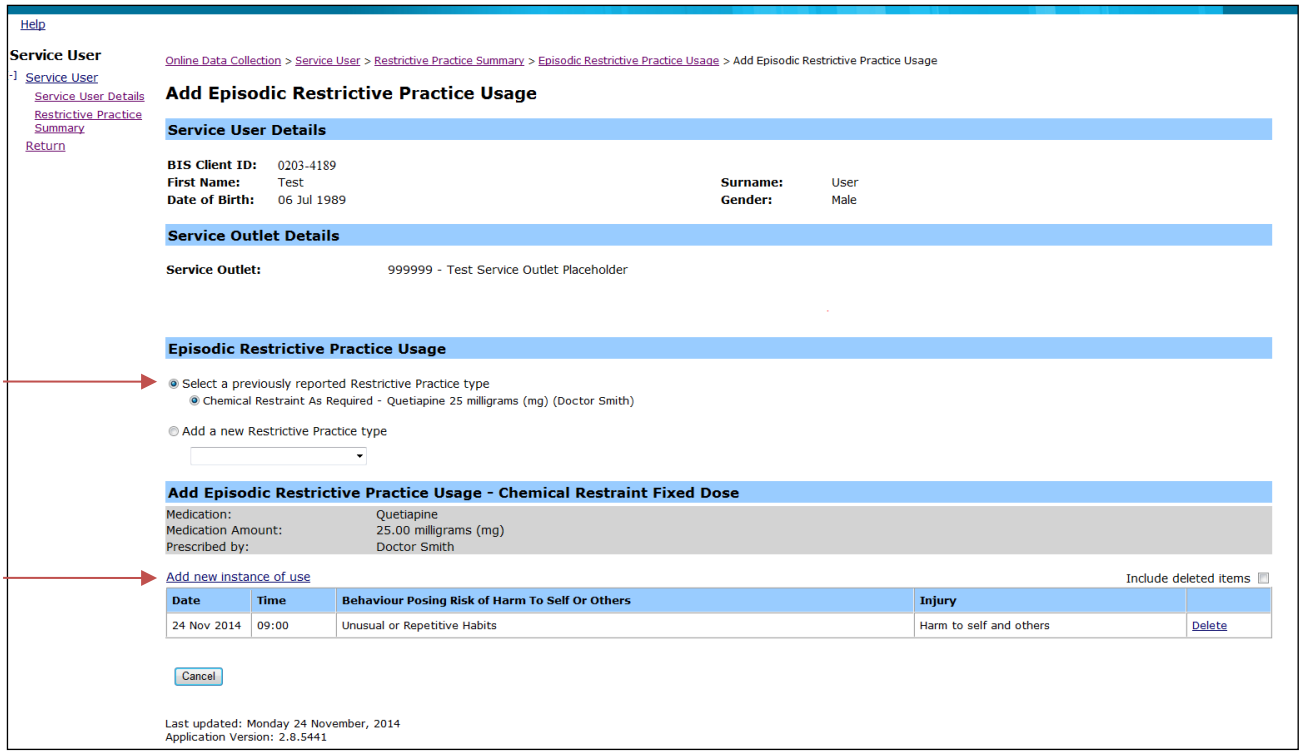
1. **Select** the Service Outlet where the Restricted Practice occurred.
2. **Select** the Add Episodic Restrictive Practice Usage hyperlink.



3. **Choose** Select a previously reported Restrictive Practice type and select the relevant Restrictive Practice Type from the list**.**

4. **Select** Add new instance of use hyperlink.

Note: In this example the previously reported Chemical Restraint As Required is selected, the details will change for each different Restrictive Practice Type. Refer to pages 17 to 21 for details.

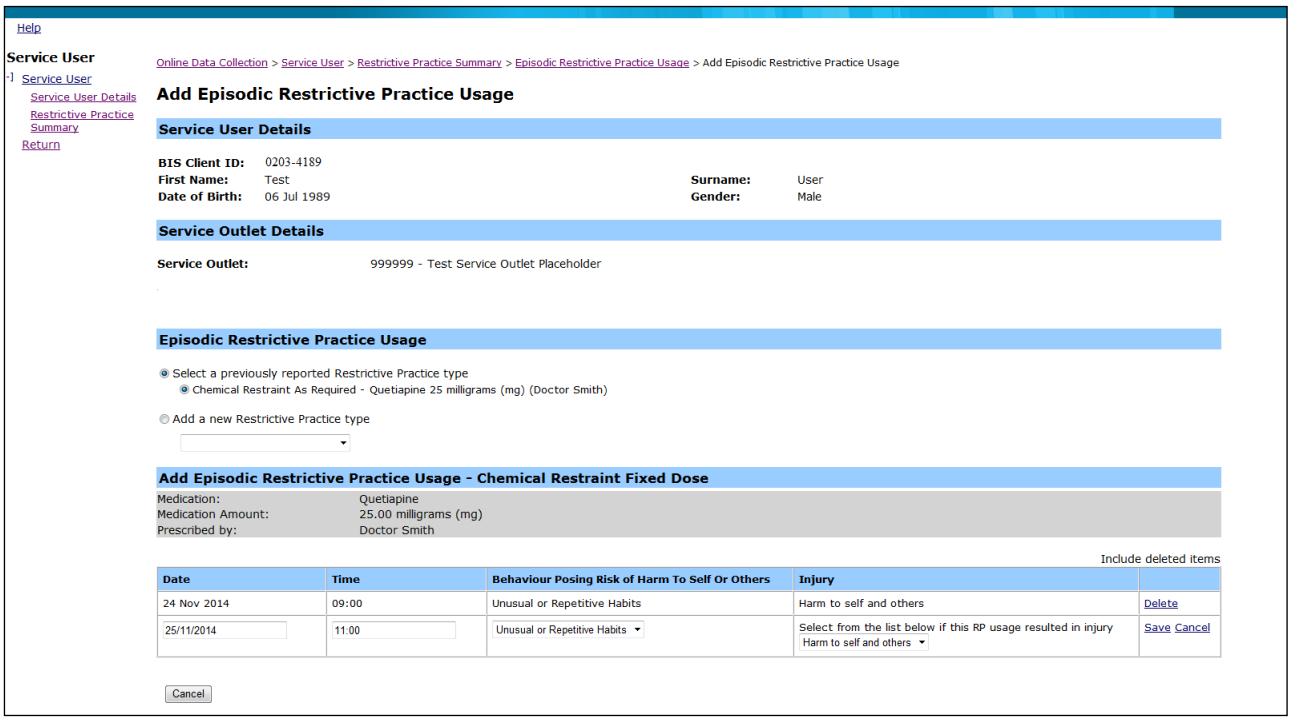


5. **Enter** the details of the Episodic Restrictive Practice Usage.

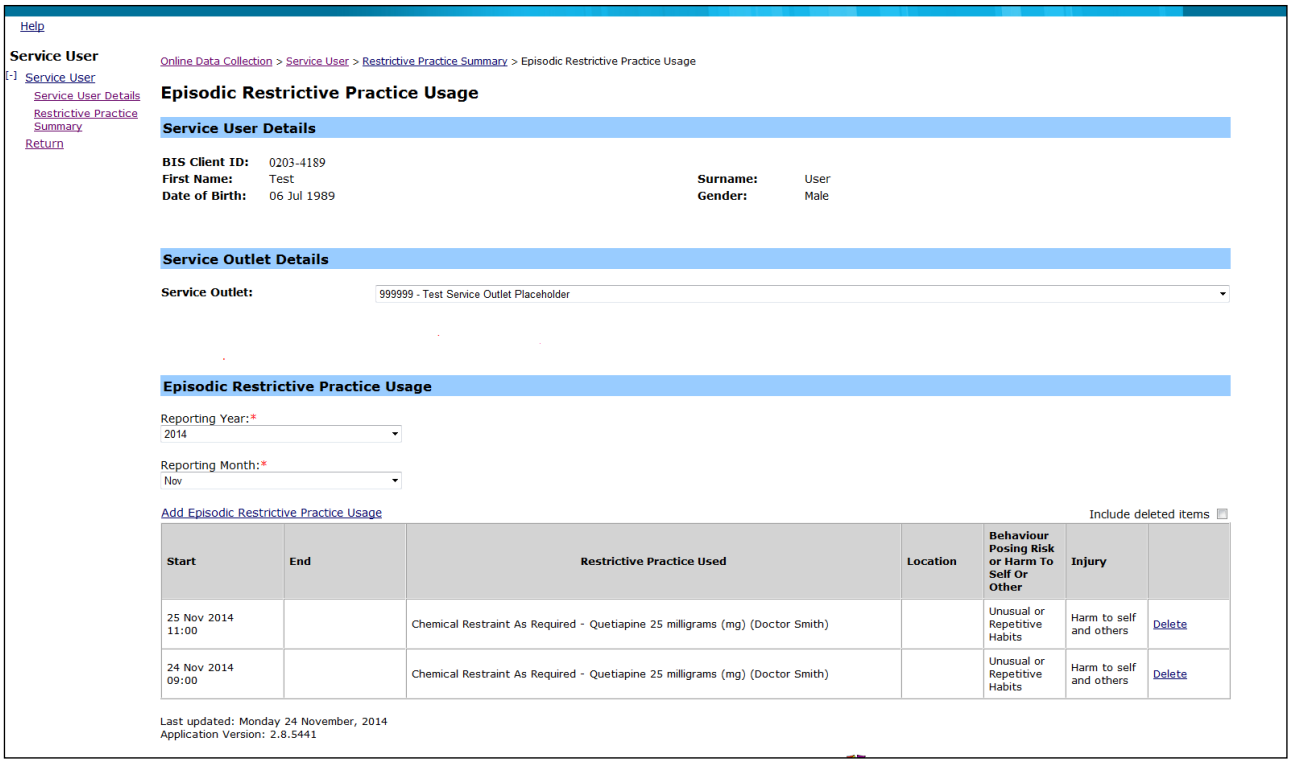
   - Start Date
   - Start Time
   - Behaviour Posing Risk of harm To Self Or Others
   - Injury

6. Select **Save.**

Upon saving the new Restrictive Practice Type and summary of Usage display on the Service User's *Add Episodic Restrictive Practice Usage* page. Alternatively, select the Cancel hyperlink to return to the Restrictive Practice Summary page for the Service User.



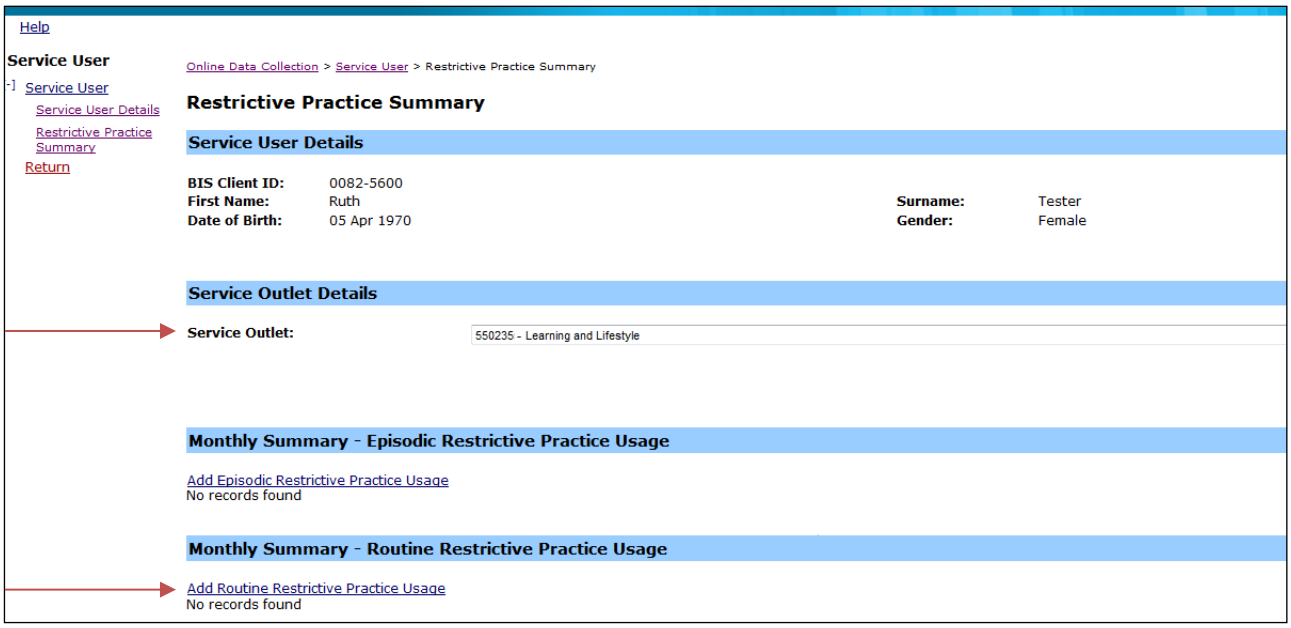
Displays the *Episodic Restrictive Practice Usage* page with the recorded Usage, see the following example.



9. Routine Restrictive Practice – Add a New Restrictive Practice Type

With the *Restrictive Practice Summary* page on display for the Service User:

1. **Select** the Service Outlet where the Restricted Practice occurred.
2. **Select** the Add Routine Restrictive Practice Usage hyperlink to display the *Add Routine Restrictive Practice Usage* page.



Note: If no Routine Usage has been entered for the Service User, the only option is to add a new Restrictive Practice Type.

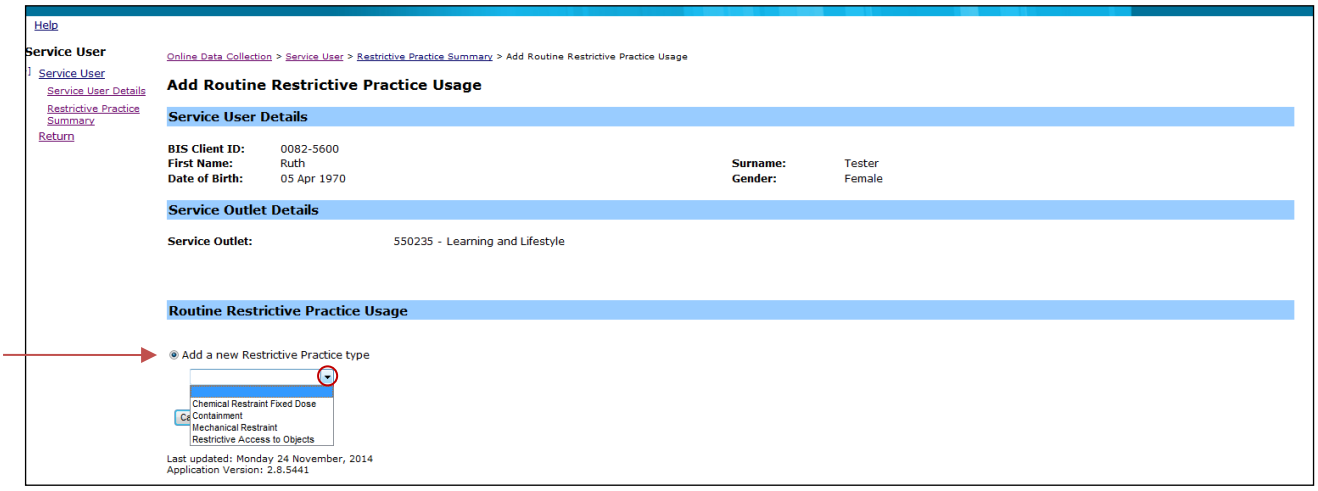
Chemical Restraint Fixed Dose

3. **Select** the drop down list for Add a new Restrictive Practice type.

4. The list displays the Restrictive Practice types:

   - Chemical Restraint Fixed Dose
   - Containment
   - Mechanical Restraint
   - Restricted Access to Objects

5. **Select** the Restrictive Practice type.



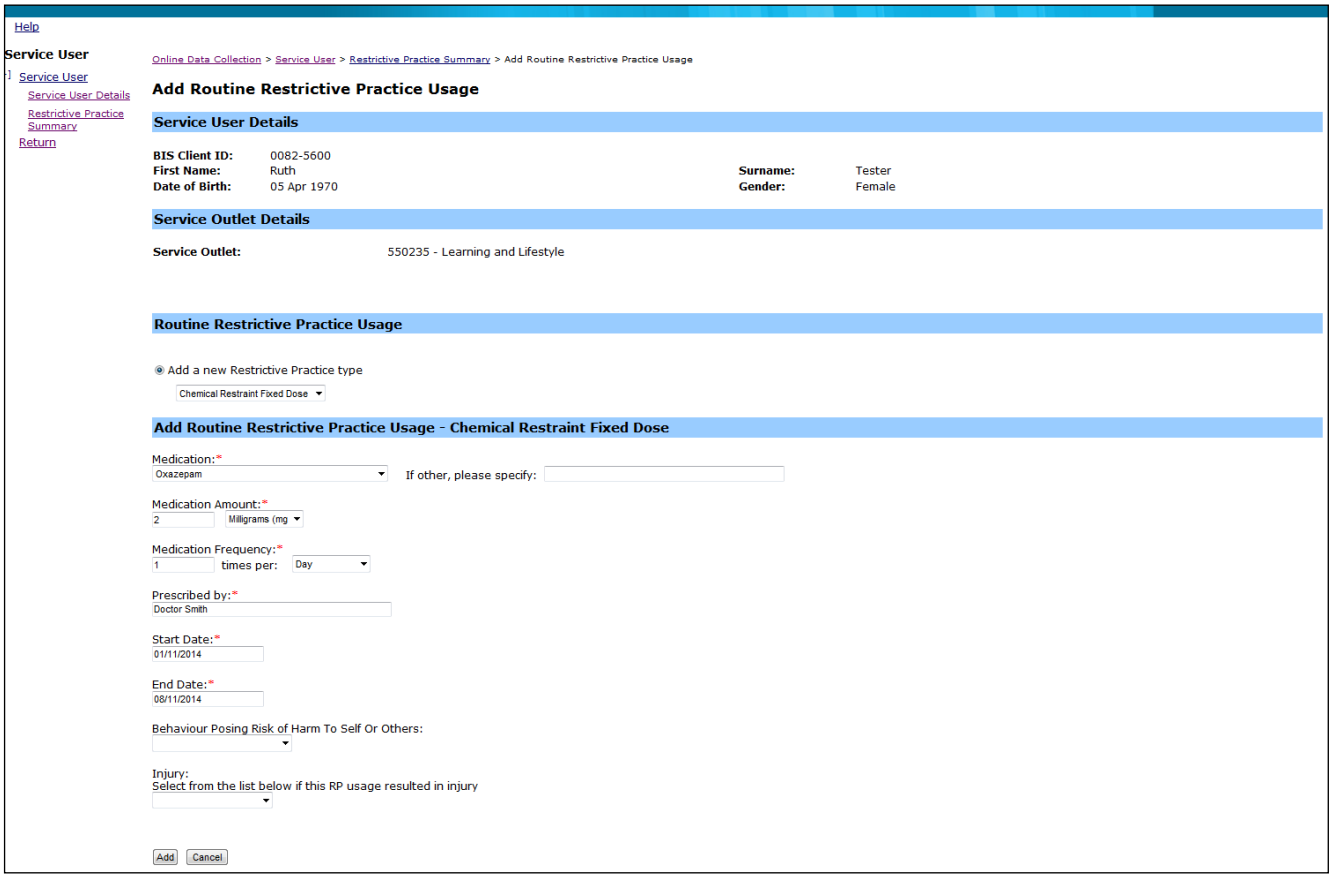
Note: In this example Chemical Restraint Fixed Dose is selected, the details will change for each different Restrictive Practice Type. Refer to pages 29 to 31 for details.

6. **Enter** the following information**:**

- Medication
- Medication Amount
- Medication Frequency
- Prescribed by
- Start Date
- End Date
- Behaviour Posing Risk Or Harm To Self Or Others
- Injury

7. **Select** 'Add' button**.**

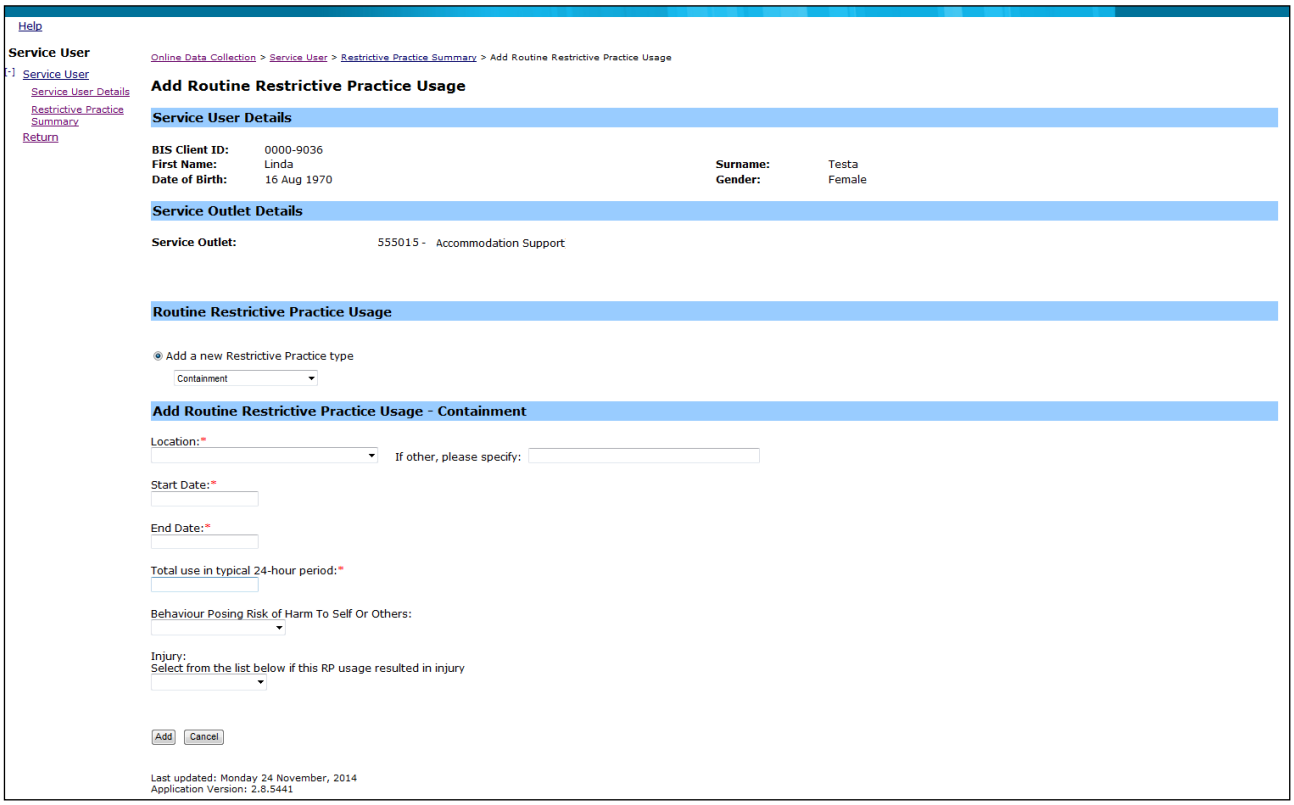
Upon adding the new Restrictive Practice Type, the user may continue to add instances of use to the Restrictive Practice Type by selecting the Add Routine Restrictive Practice Usage hyperlink. Alternatively, select the 'Cancel' button to return to the *Restrictive Practice Summary* page for the Service User.



Tip:

- Dates are entered in the following format dd/mm/yyyy
- Start Time is entered in the following format hh:mm
- End Time is entered in the following format hh:mm
- Total use in typical 24-hour period is entered in the following format hh.mm (For example 14.50 for 14 Hours and 30 minutes. The value cannot be greater than 24.00.)

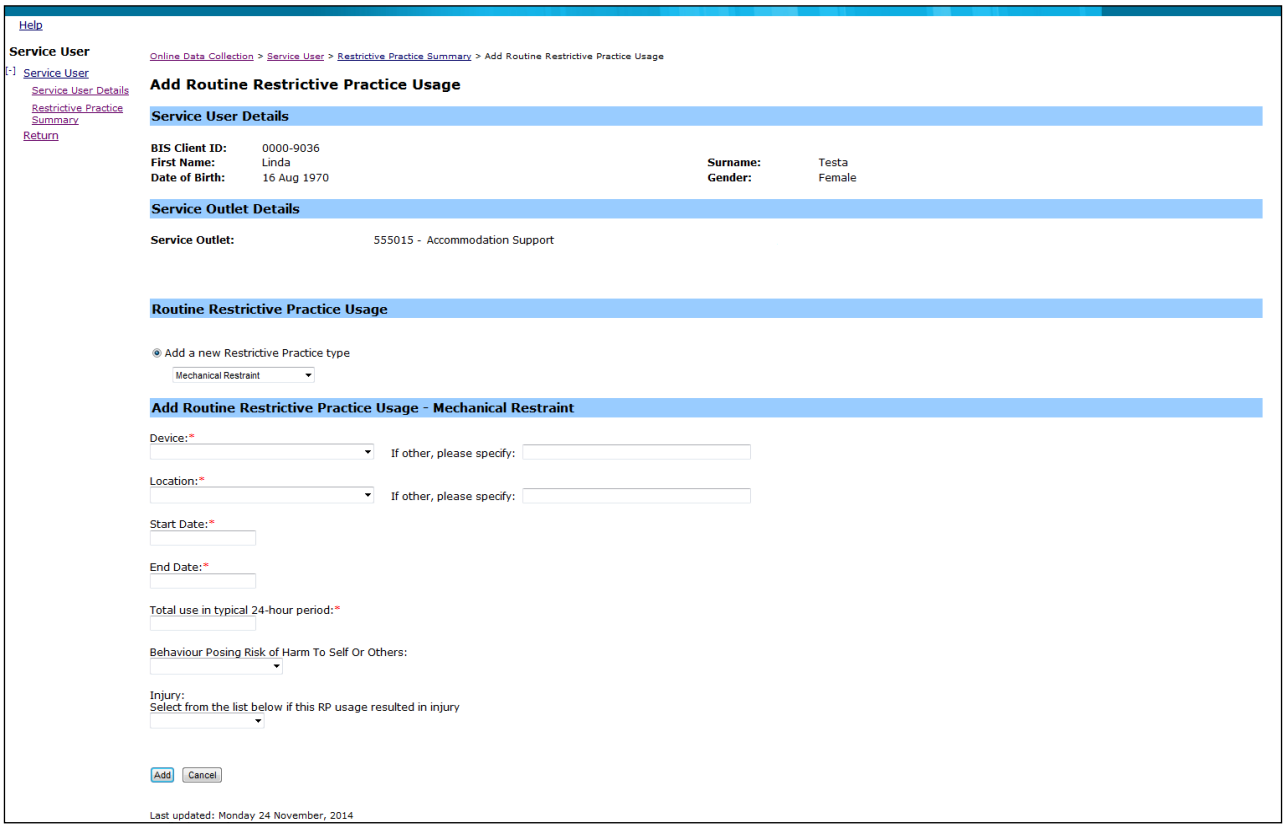
Containment



The information captured for Routine Restrictive Practice Usage for Containment includes:

- Location
- Start Date
- End Date
- Total use in typical 24-hour period
- Behaviour Posing Risk of Harm To Self Or Others
- Injury

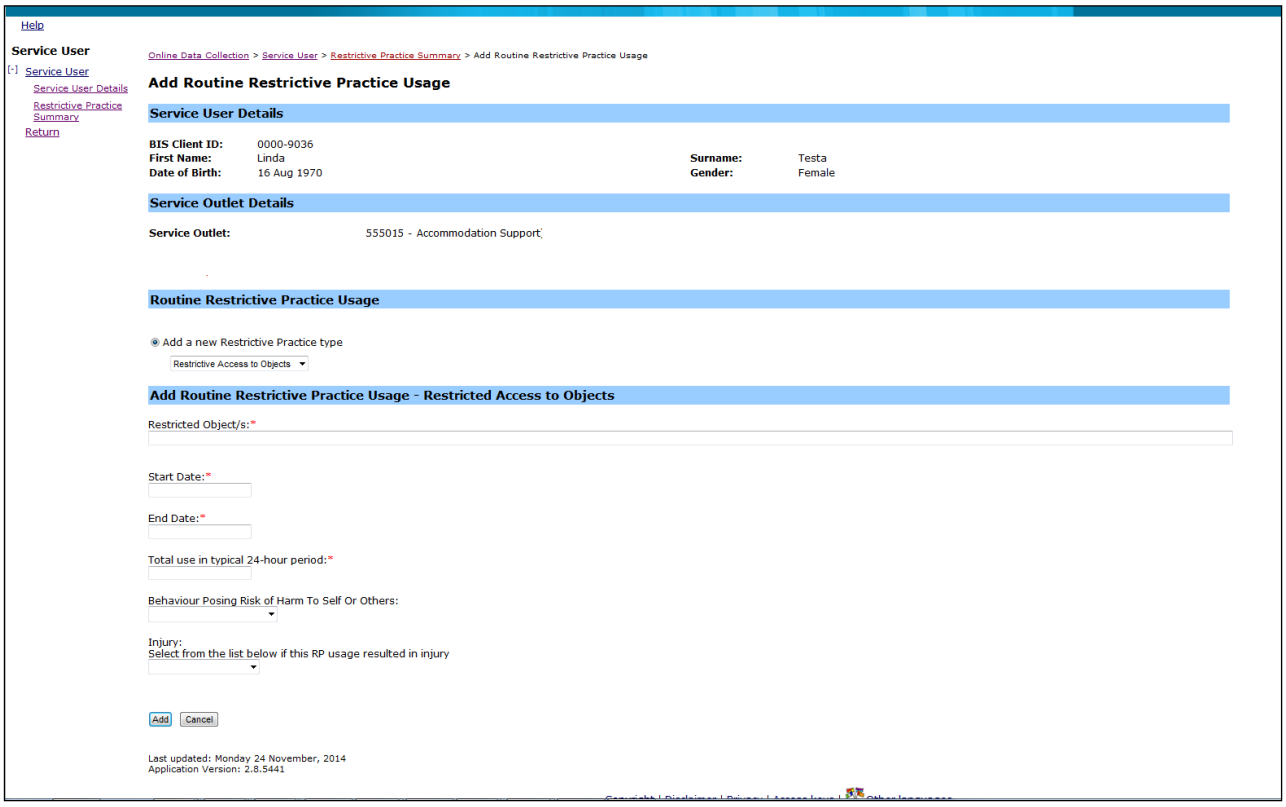
Mechanical Restraint



The information captured for Routine Restrictive Practice Usage for Mechancial Restraint includes:

- Device
- Location
- Start Date
- End Date
- Total use in typical 24-hour period
- Behaviour Posing Risk of harm To Self Or Others
- Injury

Restricted Access to Objects



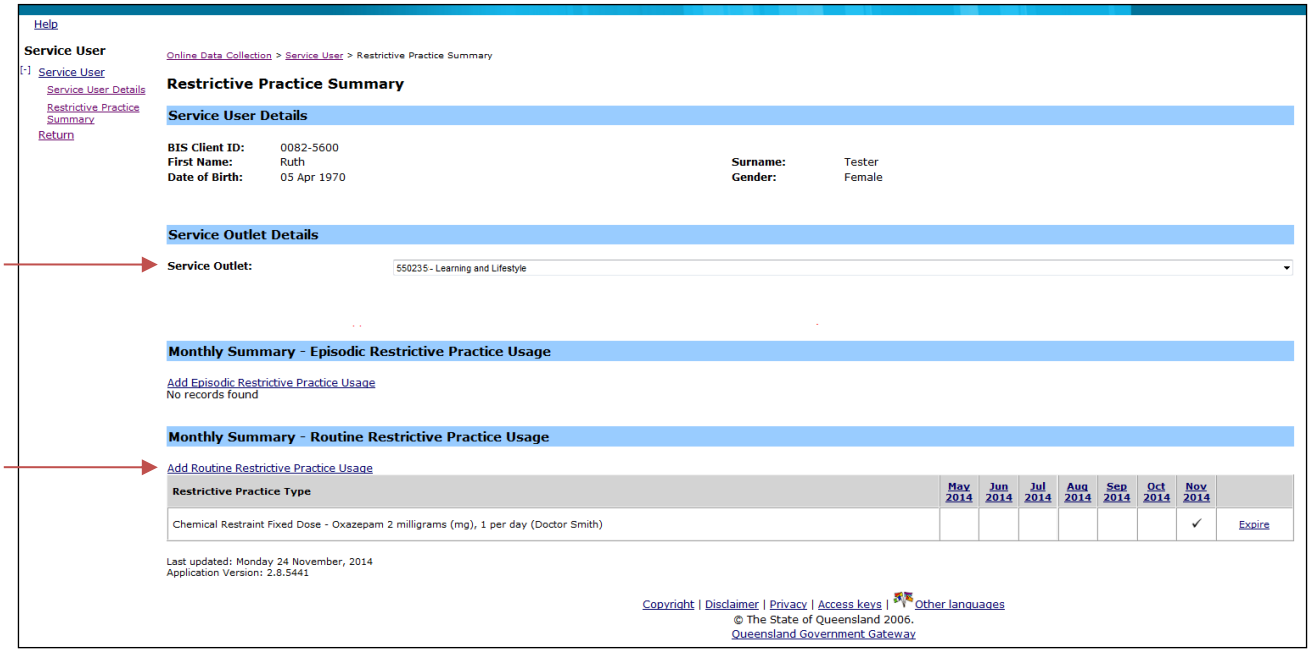
The information captured for Routine Restrictive Practice Usage for Restricted Access to Objects includes:

- Restricted Object/s
- Start Date
- End Date
- Total use in typical 24-hour period
- Behaviour Posing Risk of harm To Self Or Others
- Injury

10. Routine Restrictive Practice - Add Usage To An Existing Restrictive Practice Type

With the *Restrictive Practice Summary* page on display for the Service User:

1. **Select** the Service Outlet where the Restricted Practice occurred.
2. **Select** the Add Routine Restrictive Practice Usage hyperlink.



3. **Choose** Select a previously reported Restrictive Practice type.

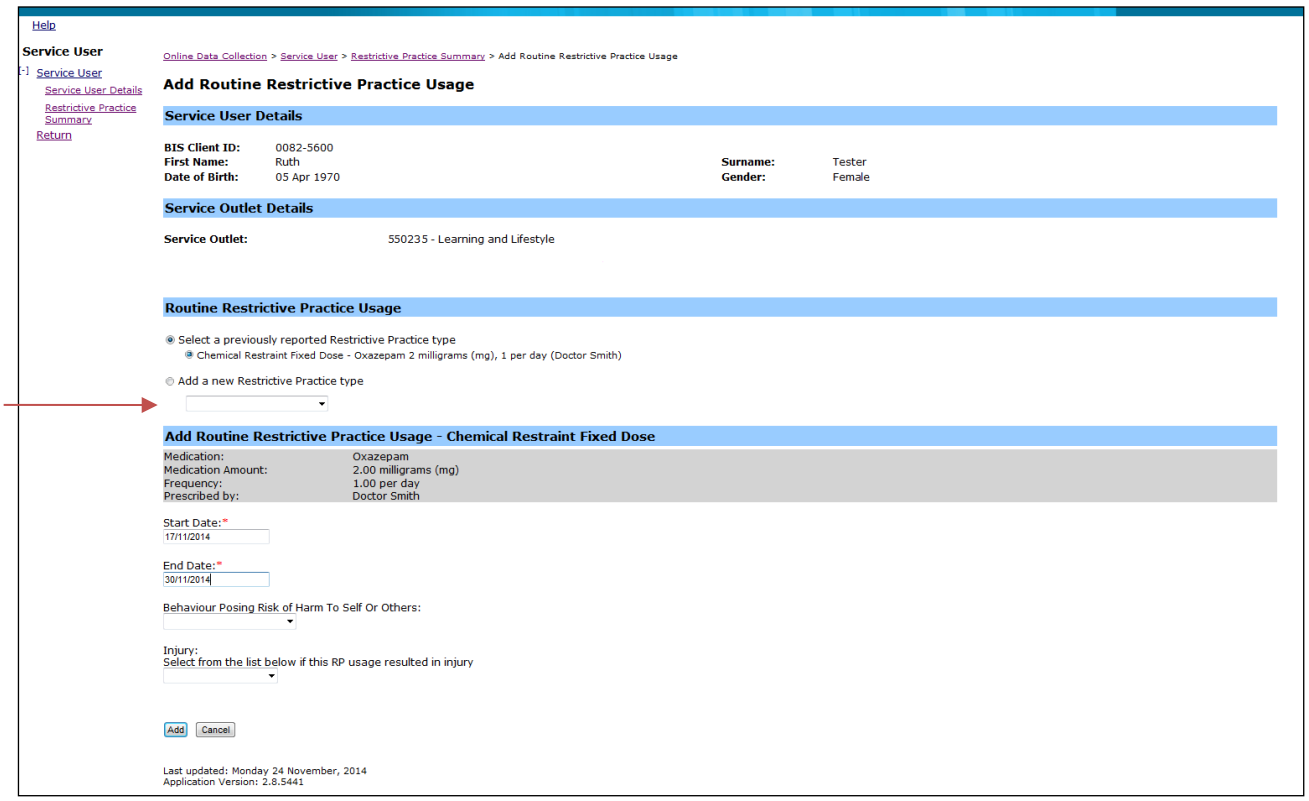
Note: In this example the previously reported Chemical Restraint Fixed Dose is selected the details will change for each different Restrictive Practice Type. Refer to pages 29 to 31 for details.

4. **Enter** the details of the Routine Restrictive Practice Usage. In this example the previously reported Chemical Restraint Fix Dose is selected and the following details completed.

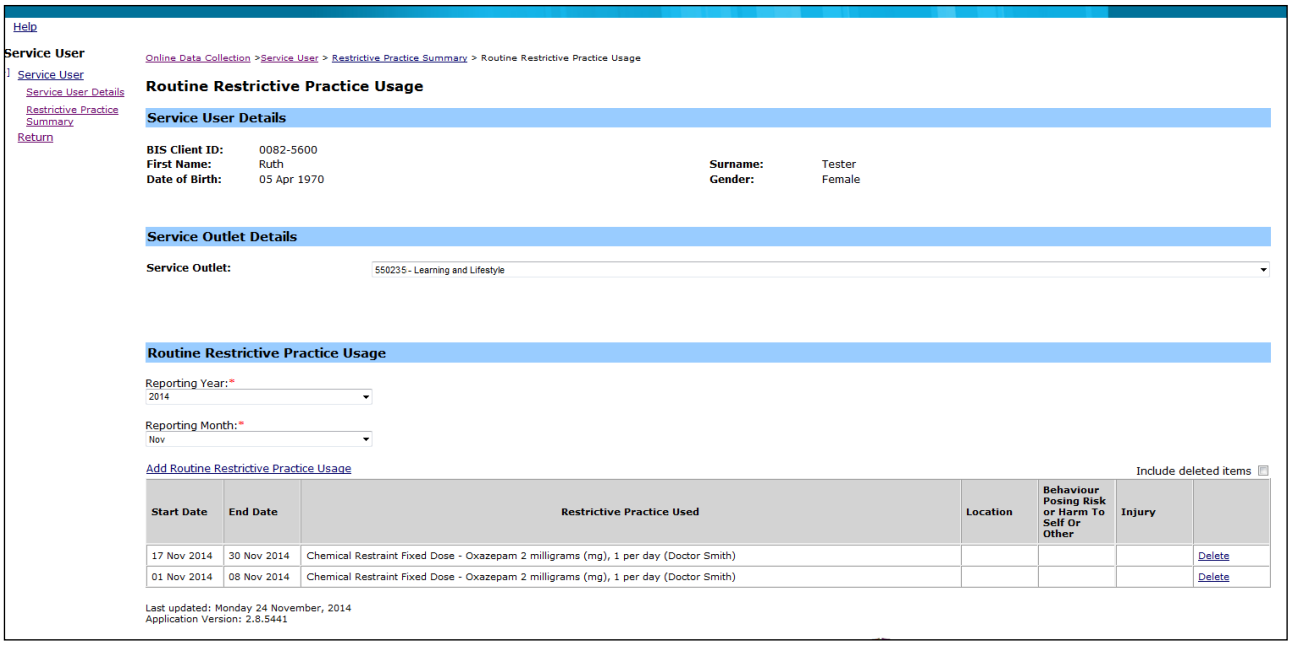
   - Start Date
   - End Date
   - Behaviour Posing Risk of Harm To Self Or Others
   - Injury

5. **Select** 'Add' button.

Upon adding the new Restrictive Practice Type, the user may continue to add instances of use to the Restrictive Practice Type by selecting the Add Routine Restrictive Practice Usage hyperlink. Alternatively, select the 'Cancel' button to return to the *Restrictive Practice Summary* page for the Service User.



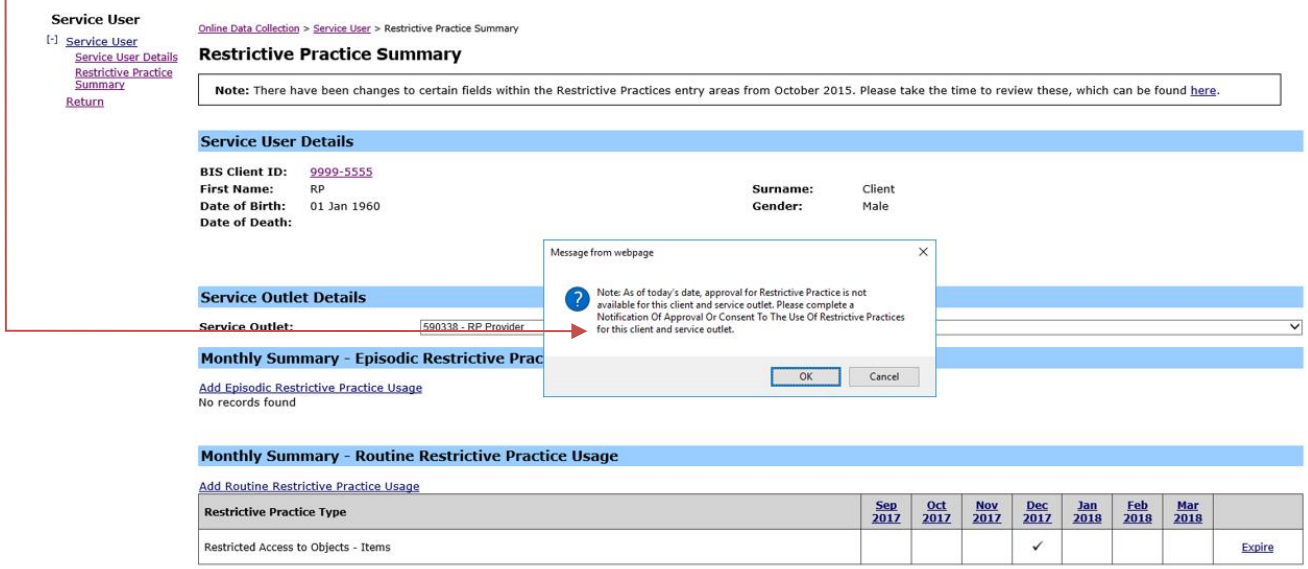
Displays the *Routine Restrictive Practice Usage* page with the recorded Restrictive Practice used, see the following example.



11. Housekeeping Tips

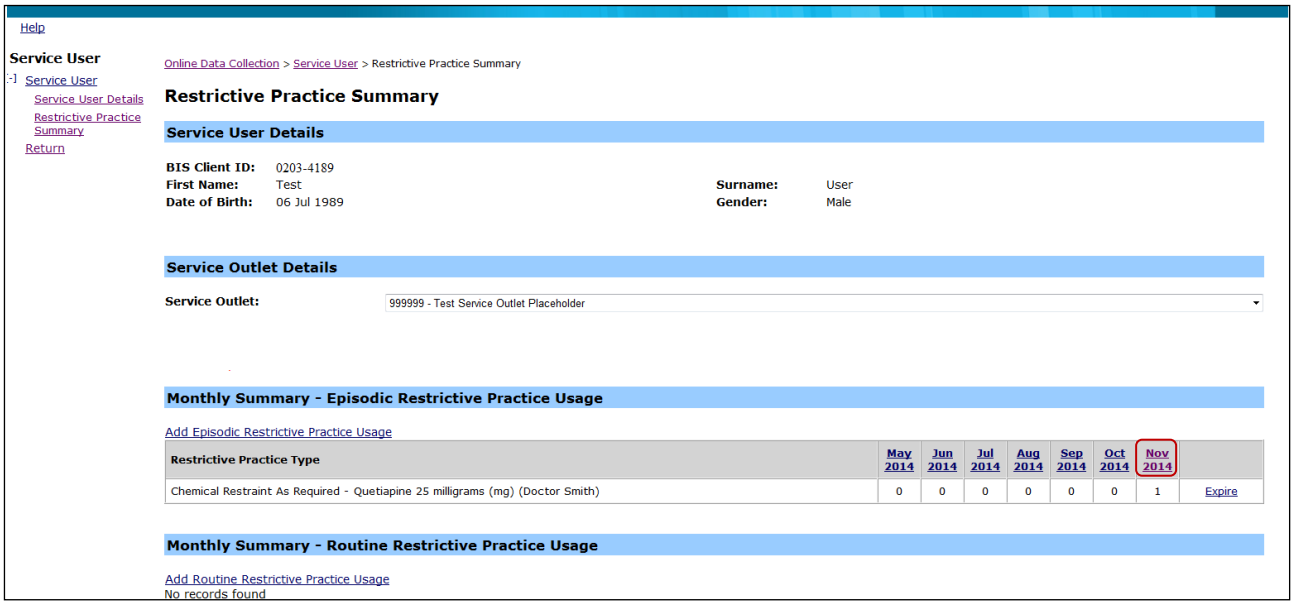
Service User Does Not Have Restrictive Practice Approval

Where the Service User does not have a Restrictive Practice approval for the selected Service Outlet at the current date, a warning will display. Restrictive Practice Usage can still be recorded for the Service User.



Monthly Summary

Once a Restrictive Practice usage has been recorded for a Service User, upon saving the entry the *Restrictive Practice Summary* page displays a summary table of Restrictive Practice Usage for the current month and the prior six months. On the following example selecting the month/year hyperlink the Usage was recorded for will display the detail of the Restrictive Practice Usage for the selected month.

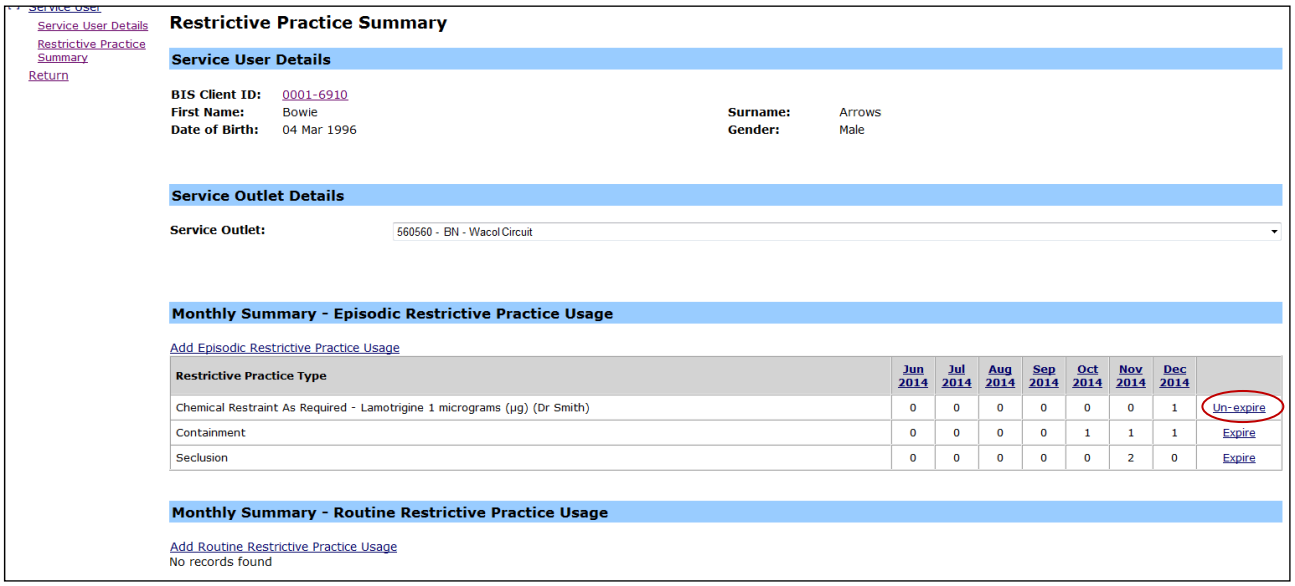


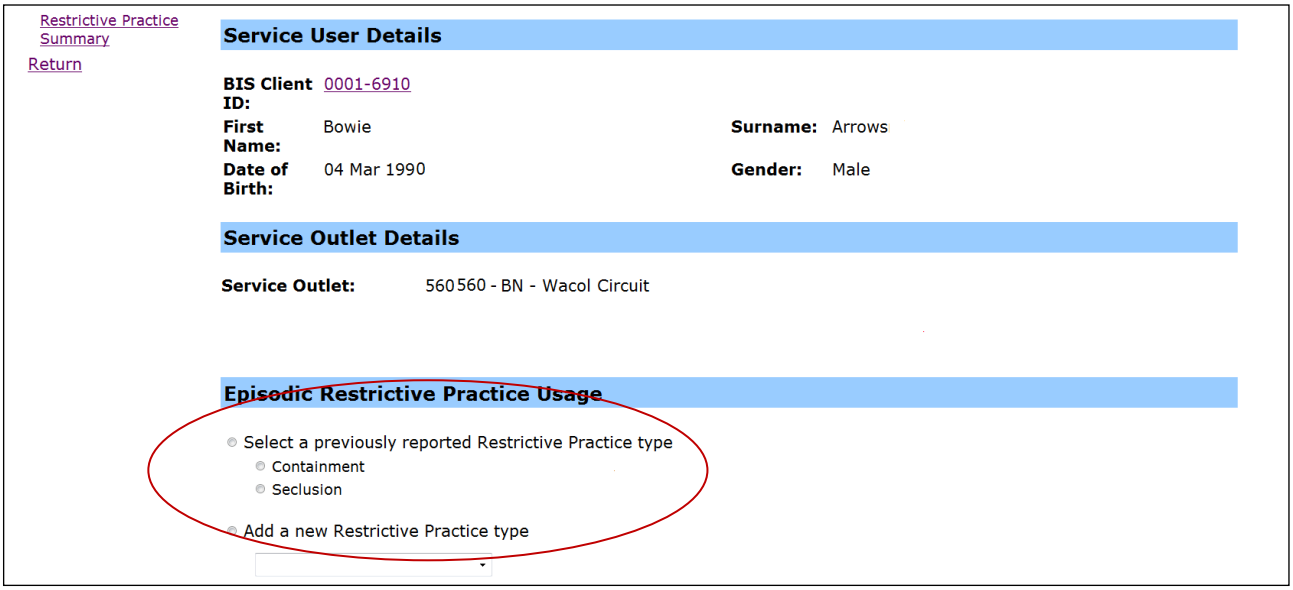
Expire and Un-Expire a Restrictive Practice Type

On the *Restrictive Practice Summary* page, the summary table of Restrictive Practice Usage for the current month and the prior six months displays each Type recorded for the Service User. The Expire hyperlink enables the Restrictive Practice Type to be expired and no further Usage can be recorded for that Type. Once a Type has been Expired the summary displays an Un-expire hyperlink where the Type can be enabled again by selecting the Un-expire hyperlink.

The Restrictive Practice Type Chemical Restraint as Required displays in the following example as being expired with an Un-expire hyperlink. When adding Episodic Restrictive Practice Usage Chemical Restraint As Required is not listed as a previously reported Restrictive Practice Type.

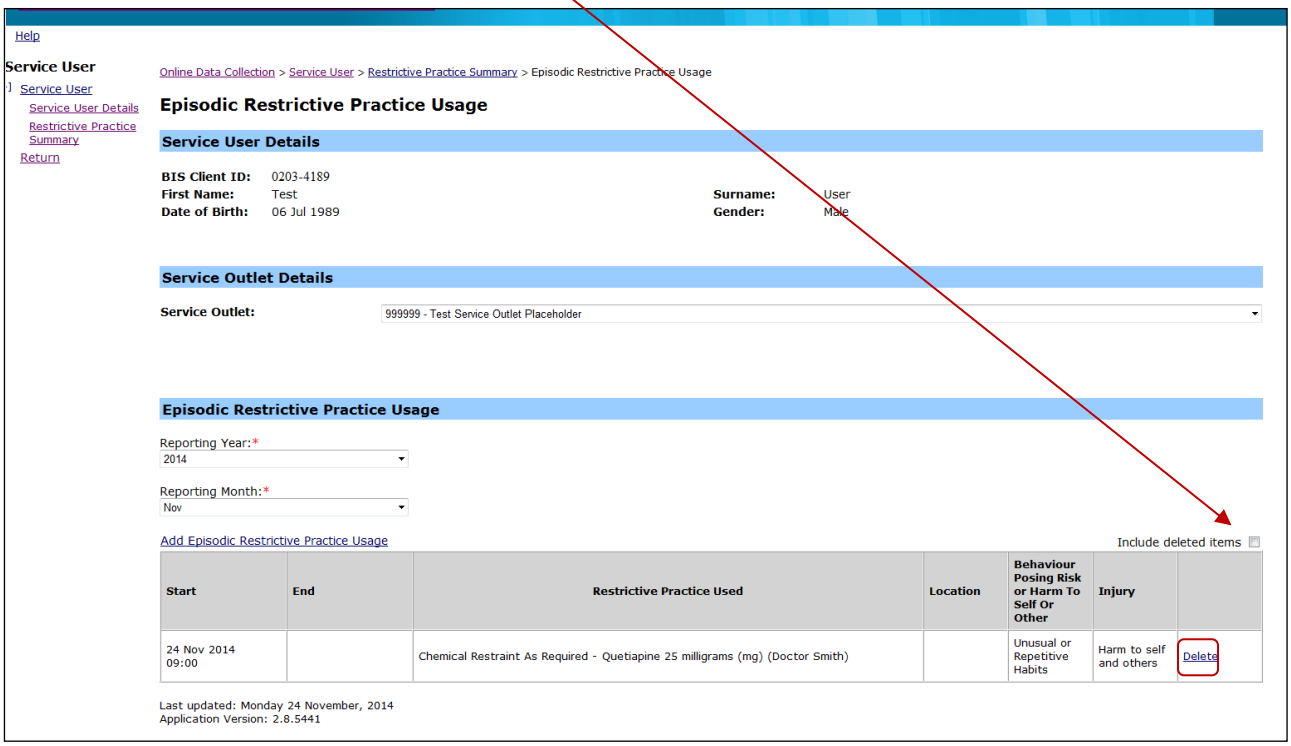
Expiring Restrictive Practice Types that are not currently being used can be useful to keep the list of previously reported Restricted Practice Types relevant and to minimise the risk of incorrect data entry.





Delete Restrictive Practice Usage

A Delete hyperlink displays on each Restrictive Practice Usage record. Selecting the Delete hyperlink will display a dialog box confirming the deletion. Selecting OK will delete the Usage record. Select the checkbox 'Include deleted items' to display Usage records with a Deleted status.



Deleted Usage records are not included in the reporting for the Service User or in the tallies displayed on the *Restrictive Practice Summary* page.

12. Future Release – Scheduled for February 2015

The following functionality will be available in a future release of ODC:

Restrictive Practice Monthly Checklist

The monthly reporting checklist will provide an overview of the reporting status for each Service Outlet. The summary will indicate:

- Service Outlets with nothing more to do – i.e. no reporting is expected, or alternatively reporting has been finalised for each Service User associated with the Service Outlet.
- Service Outlets that have Service Users that have not yet been authorised. The system will prompt the user to authorise the Restrictive Practice Usage information.
- Service Outlets that have Service Users that were expected to report, but have not yet reported. The system will prompt the user to enter the Restrictive Practice Usage information.

Authorisation

Once the data entry of the Restrictive Practice Usage information has occurred for a Service User and Service Outlet, this information is to be "authorised". The authorisation step indicates that Restrictive Practice Usage submission is complete for Service Outlet, Service User and reporting month.

Client Record of Restrictive Practice Usage Report

For reporting Restrictive Practice Usage to QCAT. This report will allow a Service Provider to generate and export a list of Restrictive Practice Usage information for:

- For one, many or all Service Outlets
- For one, many or all Clients
- For one, many or all Restrictive Practice Types
- For a specified date range

Restrictive Practice Usage Report

Service Providers will be able to generate and extract data on Restrictive Practice Usage to utilise for their own reporting requirements.

Bulk Import

Organisations with a large number of clients may use the Bulk Import functionality to assist in the data entry of Restrictive Practice Usage information. This bulk import will be used to record the Restrictive Practice usage details for one or more Service Users and Service Outlets in ODC.