

Case Management Rapid Safety Feedback Qualtrics Single Review Tool User Guide

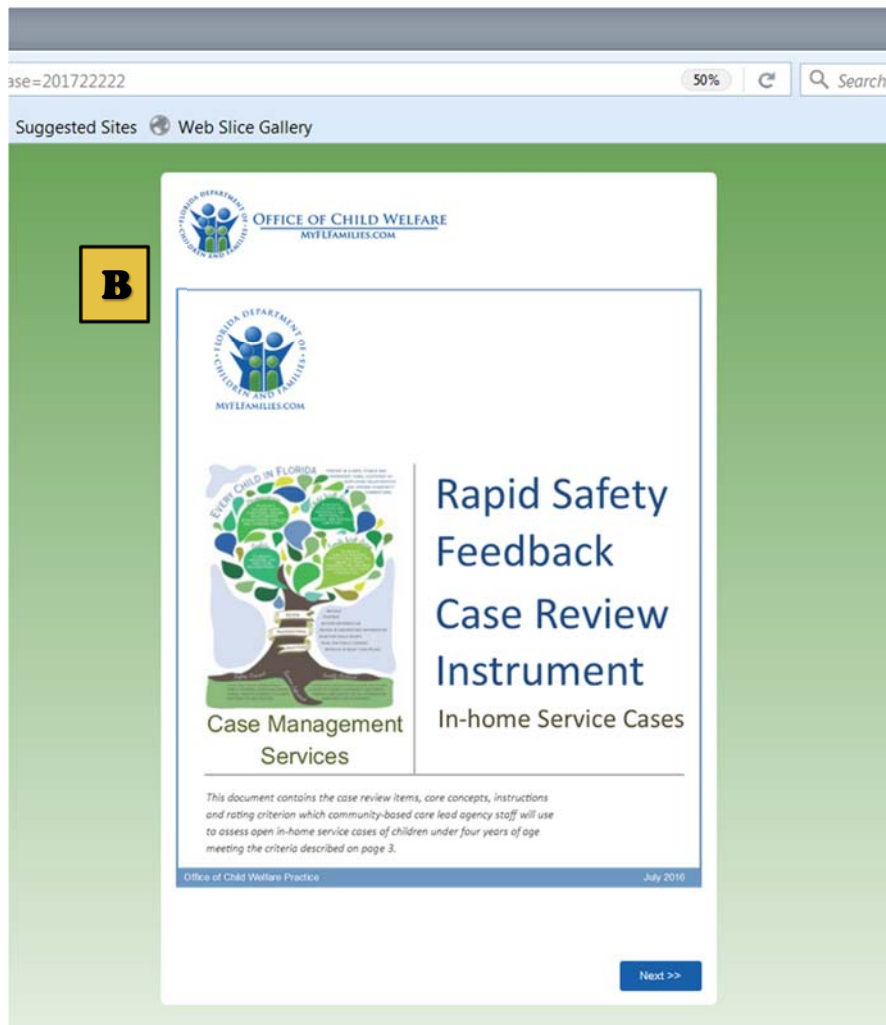
This guide to be followed if one review will be submitted at a time.

STEP 1: LINK

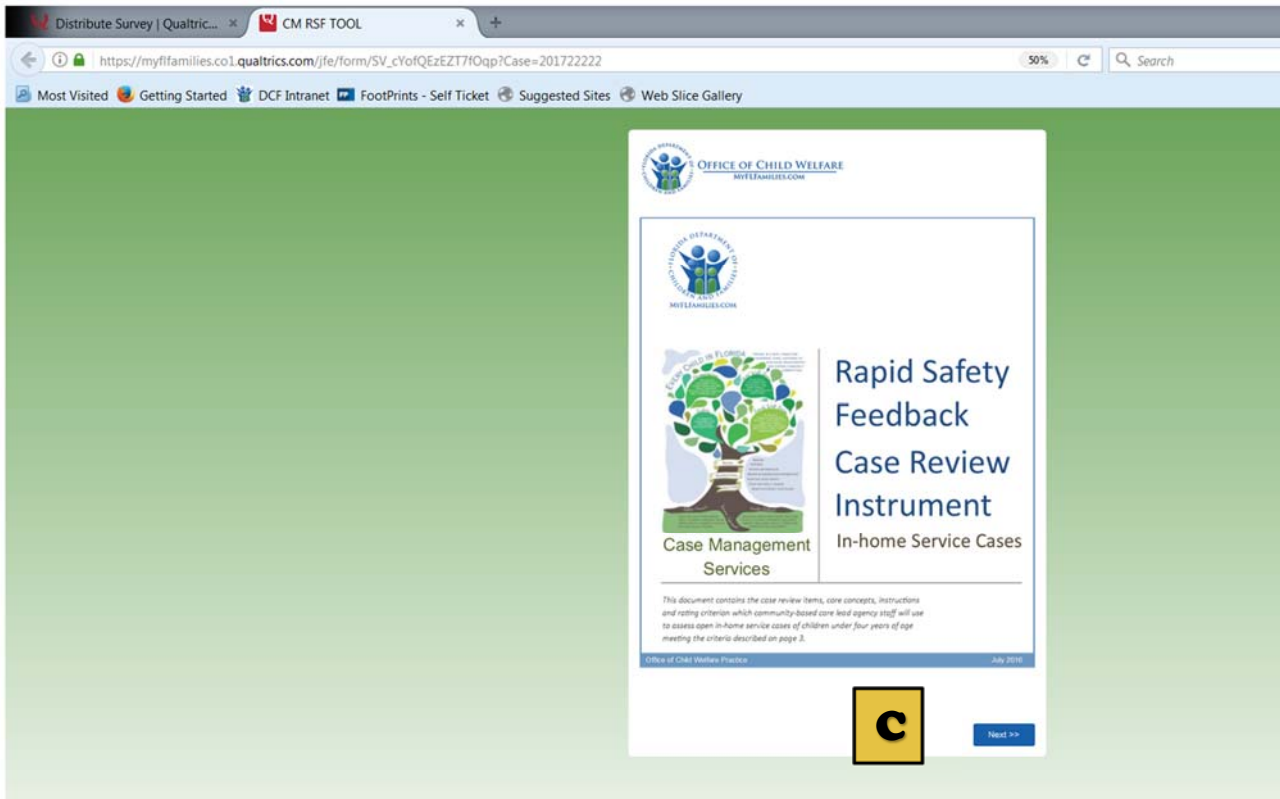
- A. Click the link below to access a blank tool. This same link will be used for each case review to be entered. A blank tool will not appear until the case review in progress has been submitted to the manager – so if you leave your session at any time, you can click on the link and be brought back to where you last left off with the review.

Blank Case Review Tool Link: http://myflfamilies.co1.qualtrics.com/jfe/form/SV_cYofQEzEZT7fOqp

- B. The tool will appear in your browser.

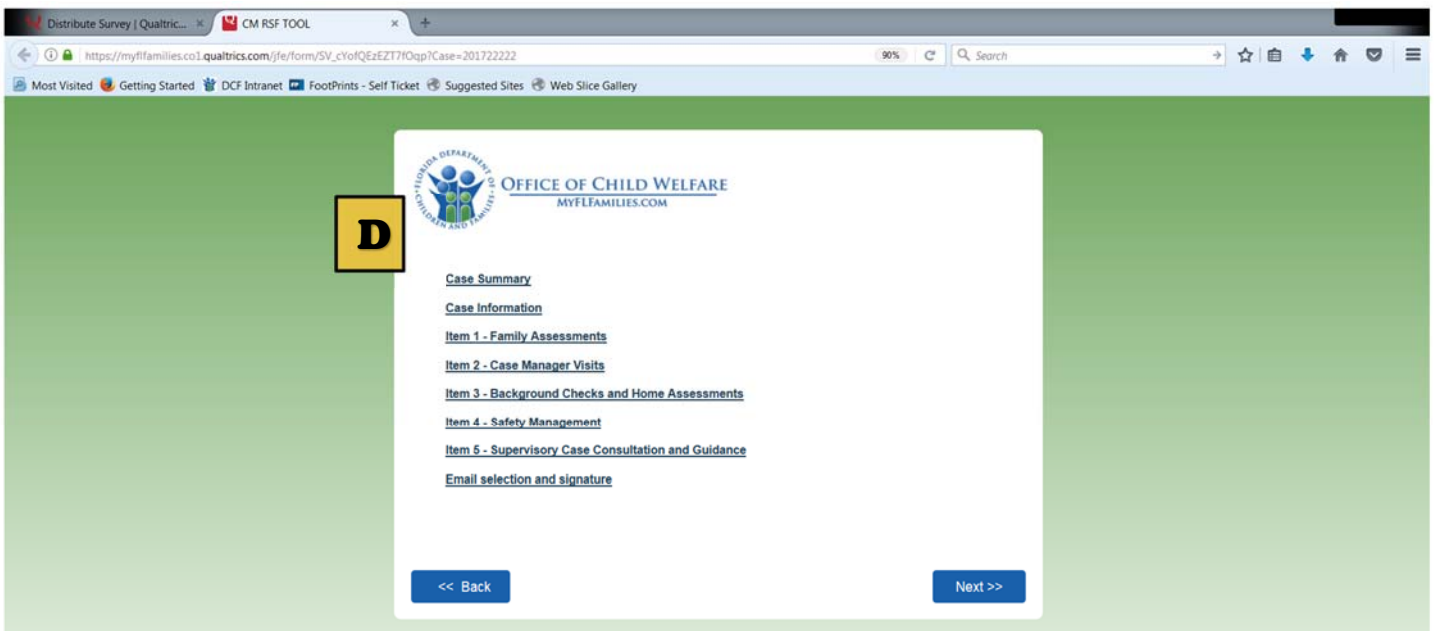


C. Click the “Next” button to proceed with the case review.

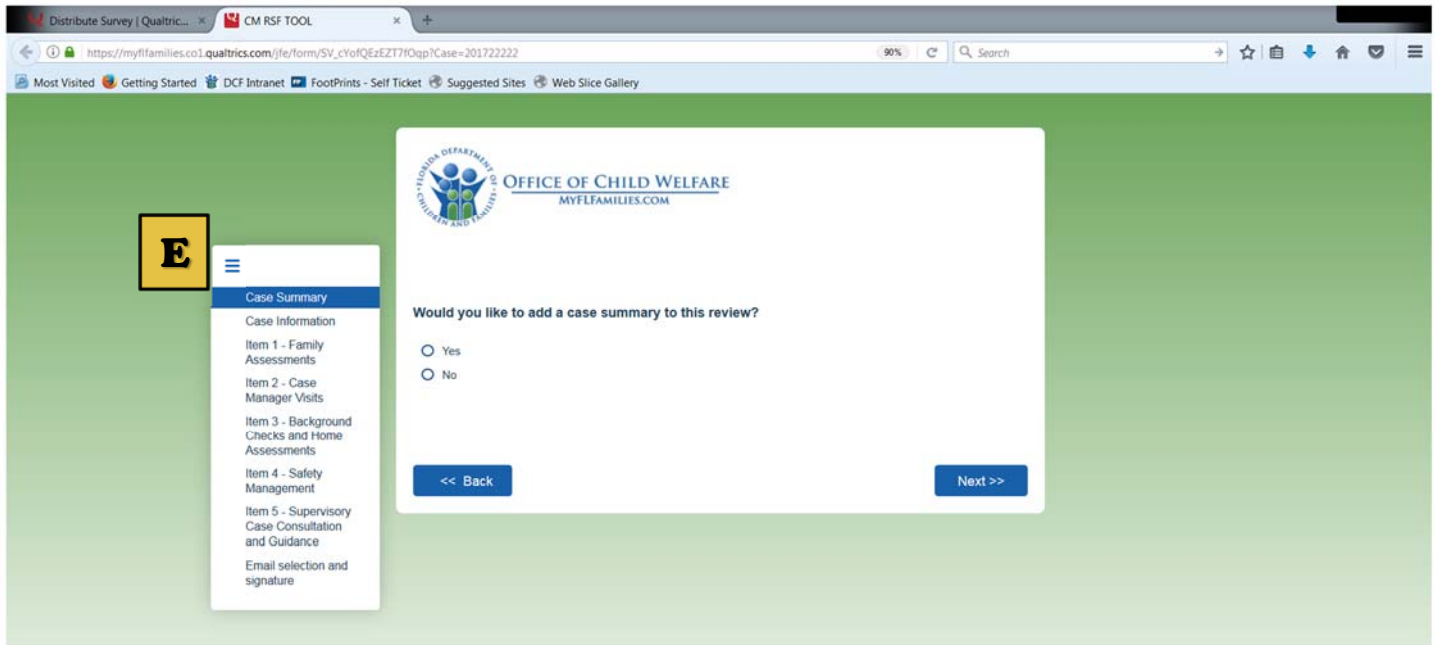


STEP 2: COMPLETING THE SURVEY REVIEW TOOL

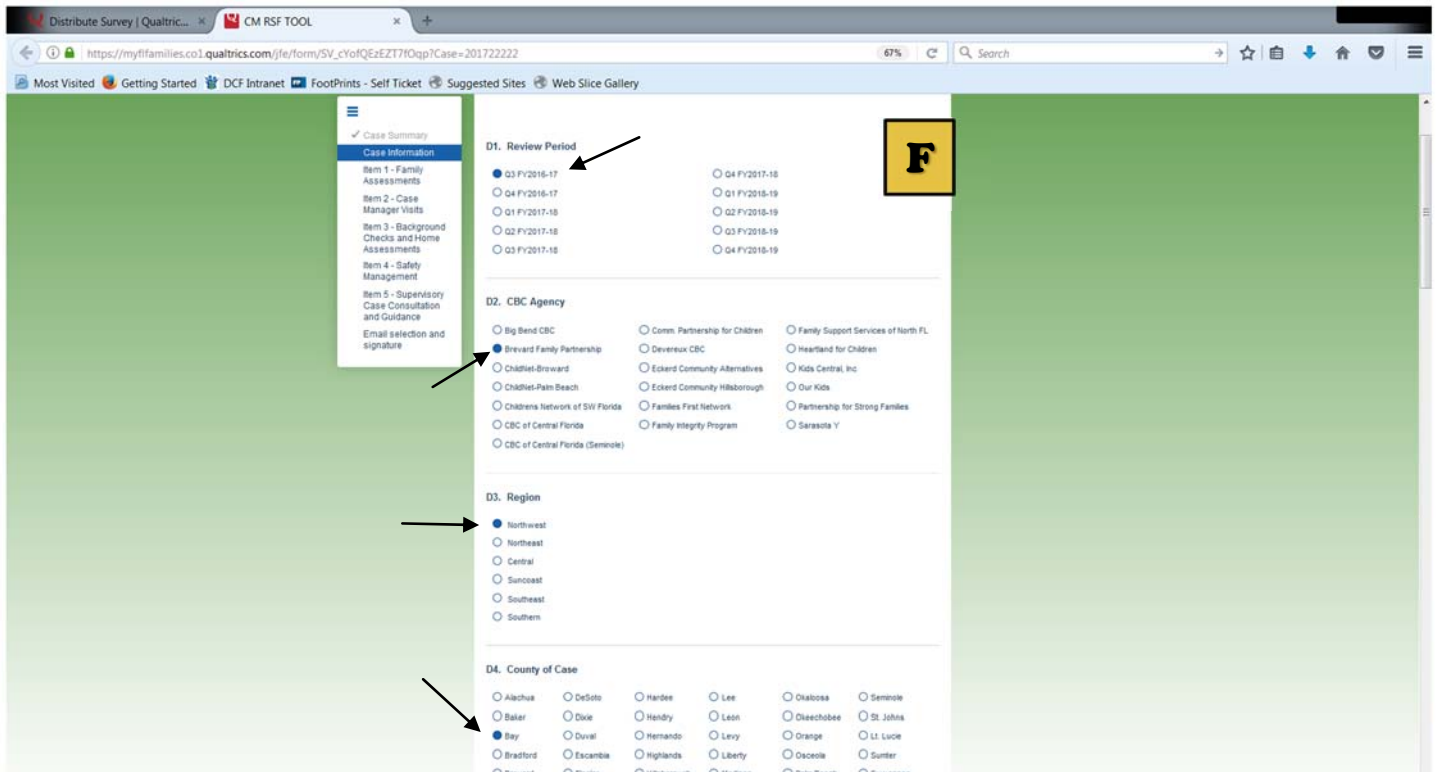
D. The Table of Contents appears. If you have a review in progress, you can click on any link in the contents to be directed to that page. Otherwise, click on the Next button to move forward with the review.



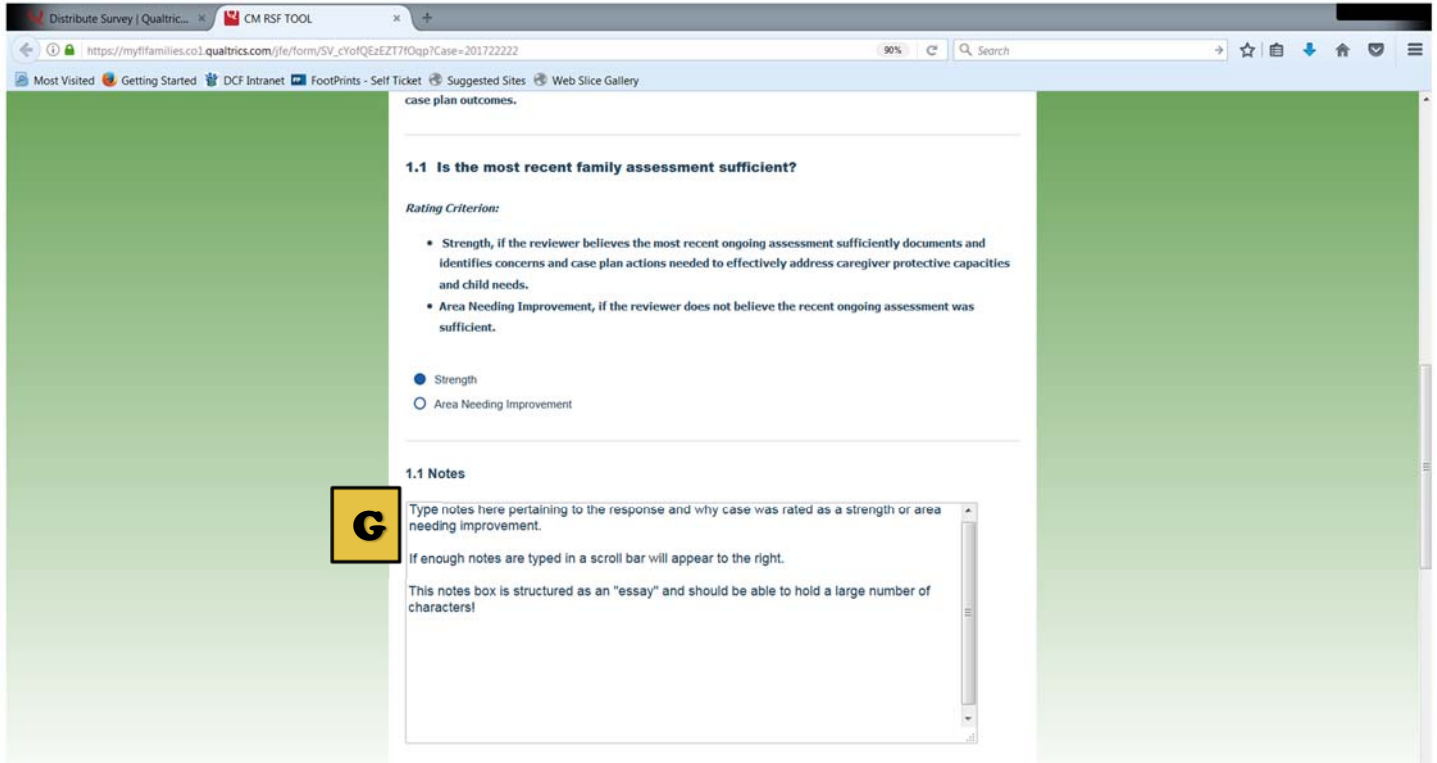
E. When you begin the review, you will find that the Table of Contents will always appear to the left of the screen. This feature will allow you to go jump from section to section of the survey review tool by clicking on any of the item links.



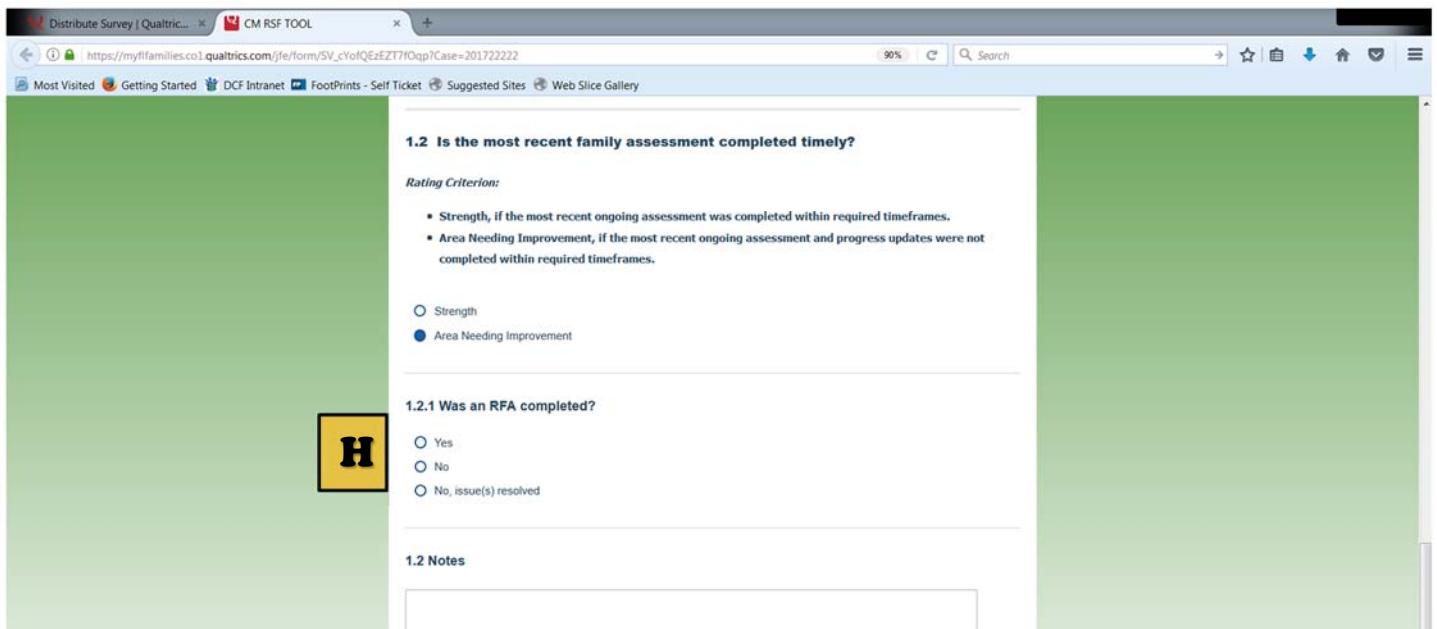
F. Continue through the survey review tool by selecting a response for each question. The response you select will show a filled radio button. Users can change responses at any time throughout the case review. Responses will not be saved unless you advanced to the next page.



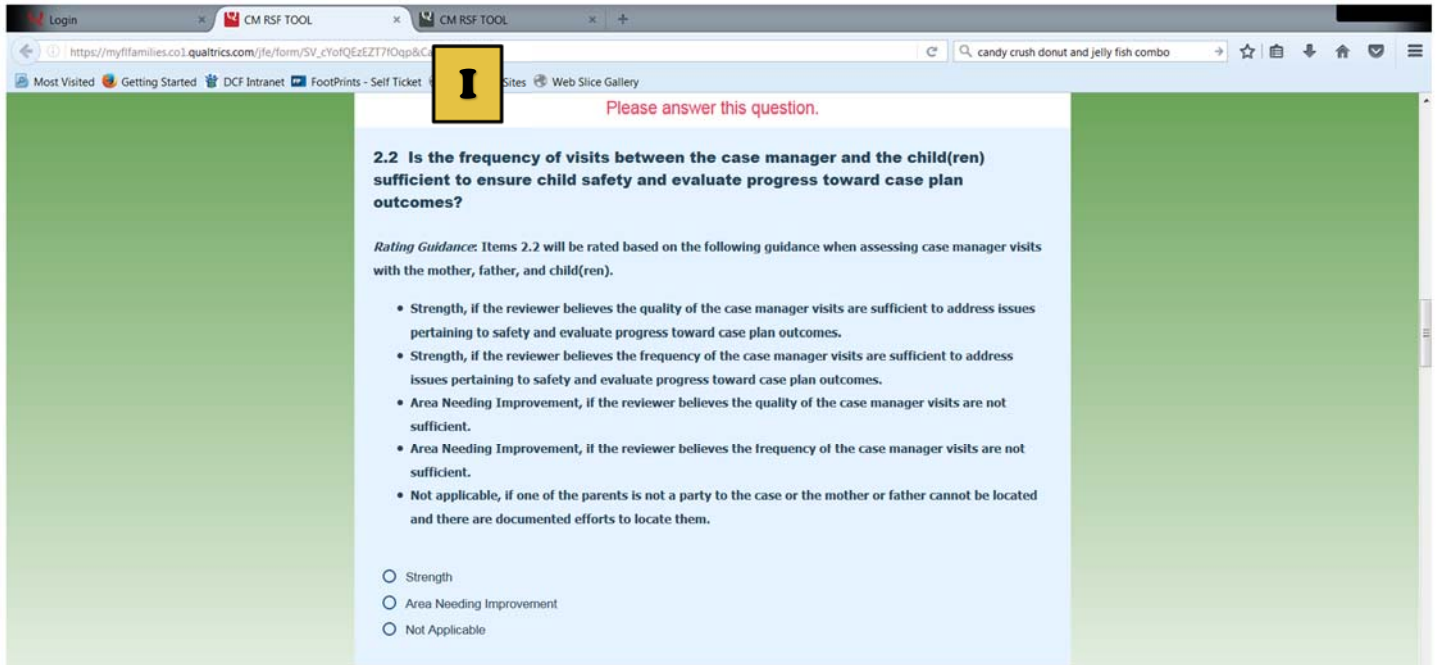
G. Each item will have a notes box where comments/notes can be typed.



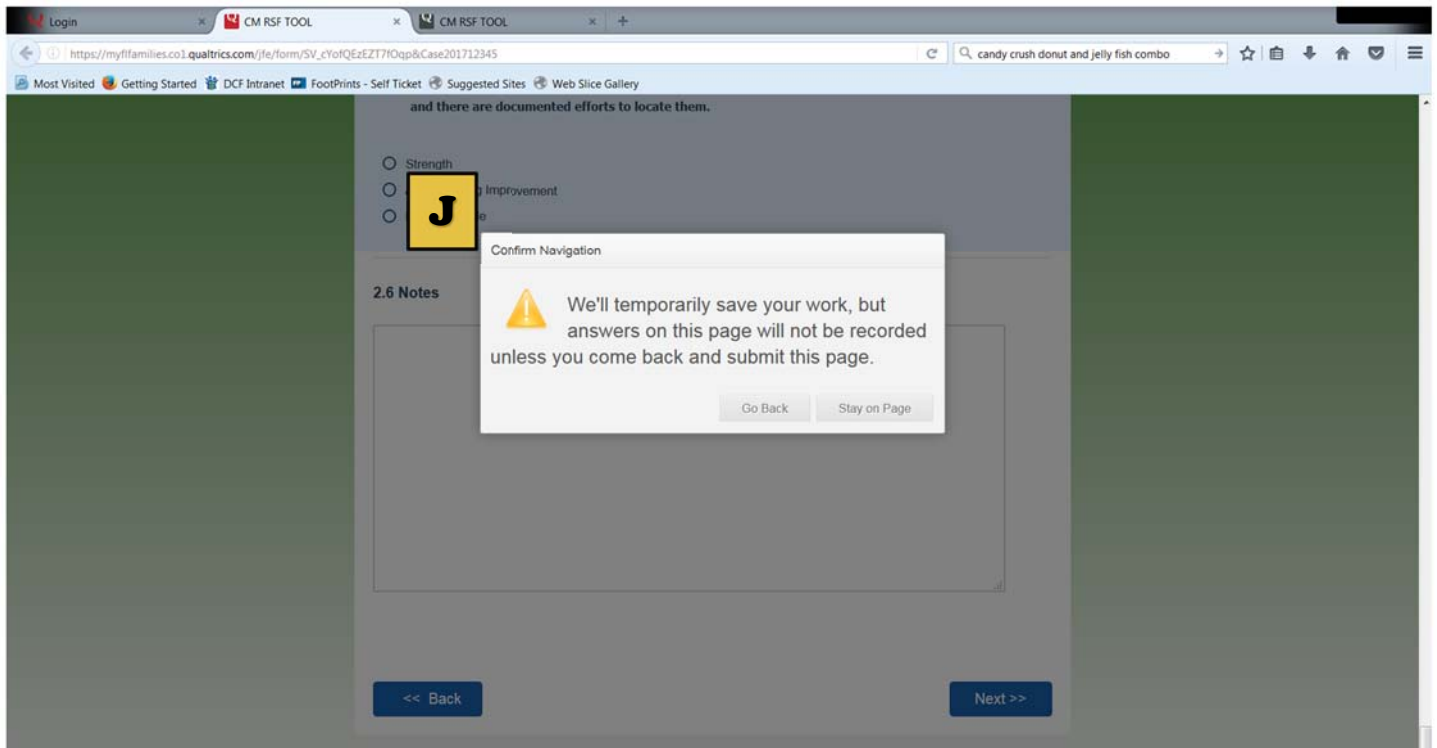
H. Any item with a response of "Area Needing Improvement" is selected, a question pertaining to an RFA being completed will appear.



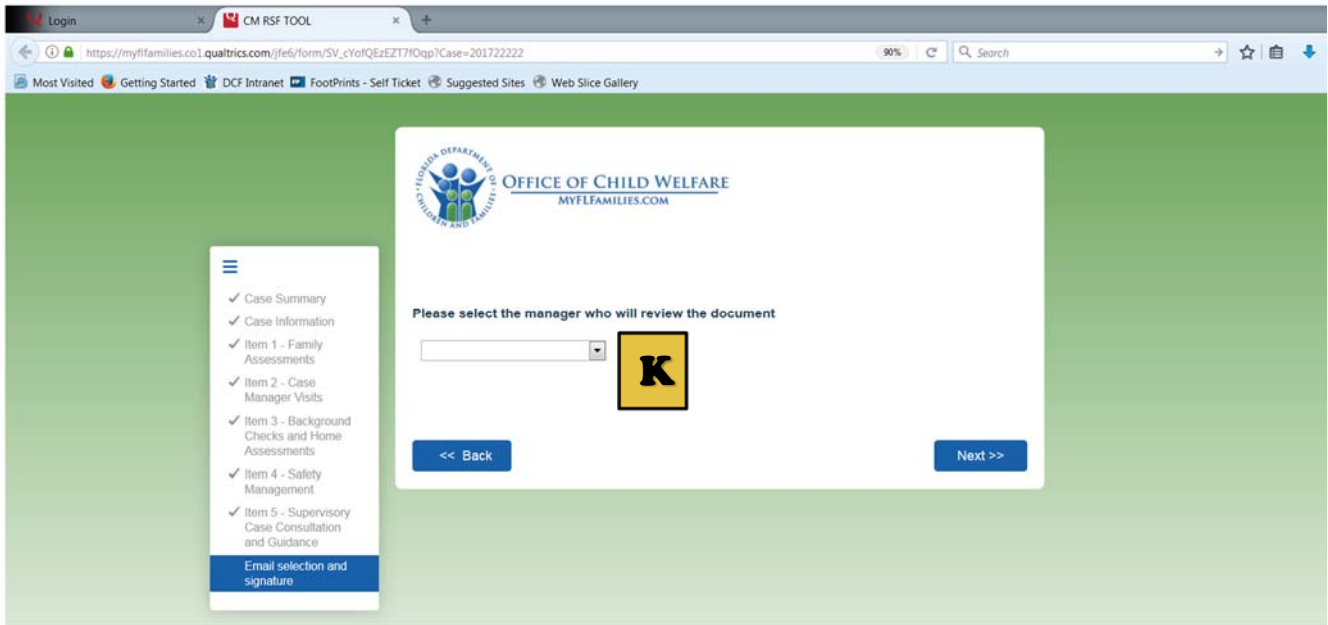
- I. If you try and proceed through the survey review tool without answering an item, upon clicking the “next” button, you will receive a message in red asking you for a response to be selected.



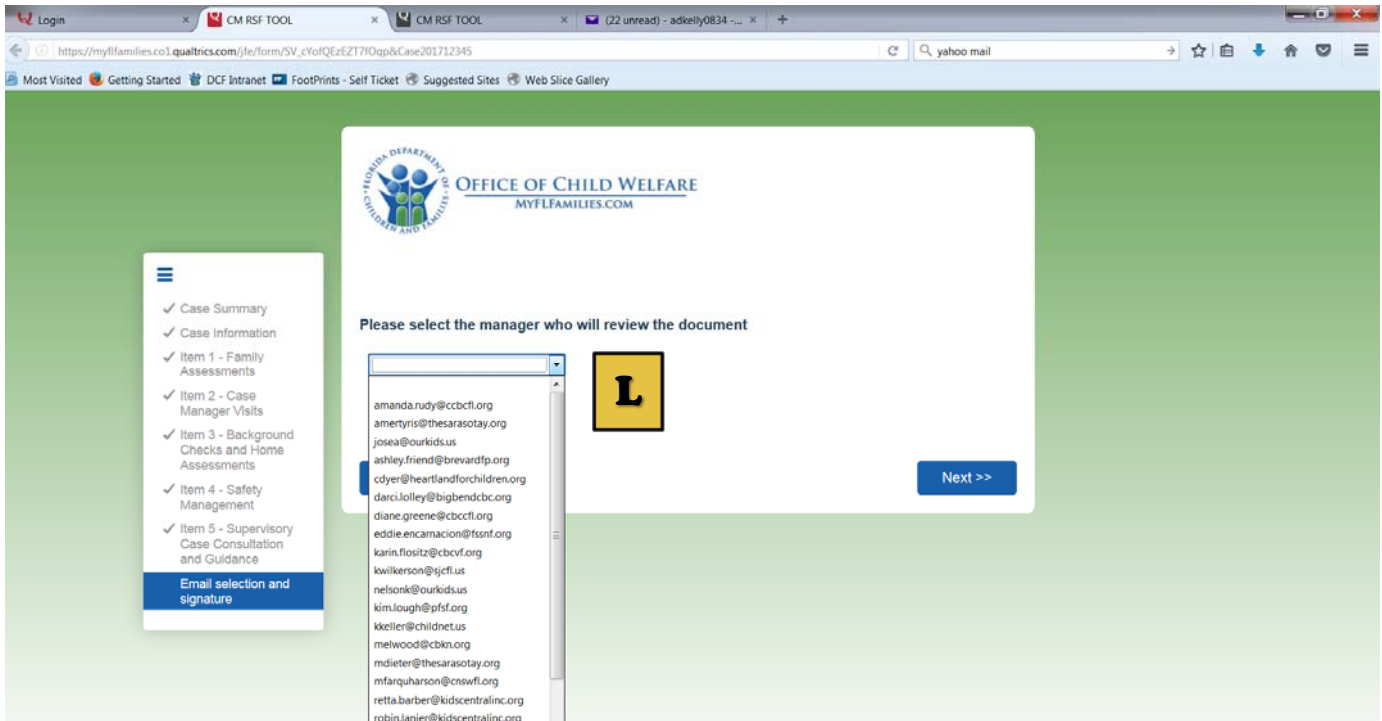
- J. If you attempt to go to a previous page in the survey review tool by clicking on the “Back” button, you will receive a navigation message. If you “Go Back,” responses entered will be temporarily saved but not recorded until you return to the same page and click on the “Next” button.



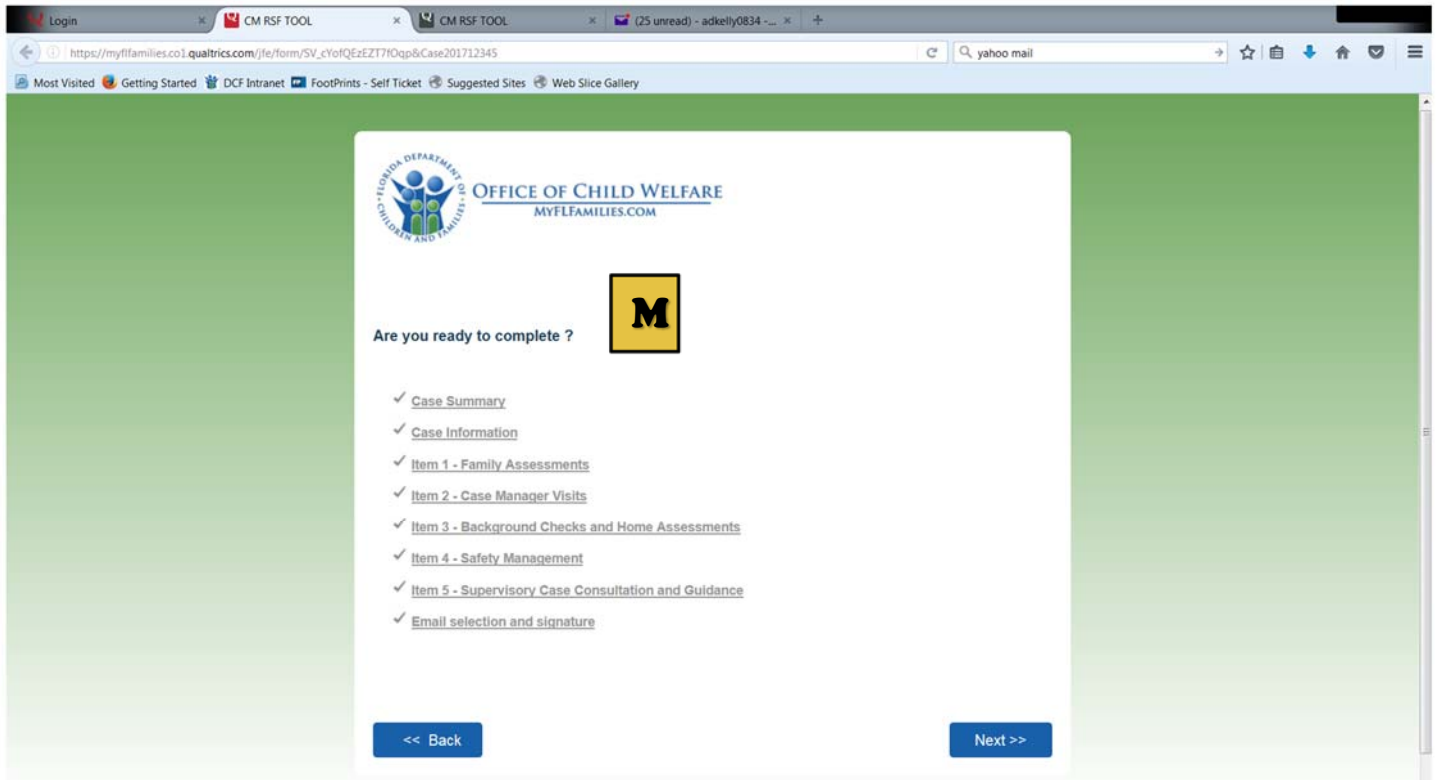
K. When you have responded to all questions in the survey review tool, you will be asked to select the manager who will review your case.



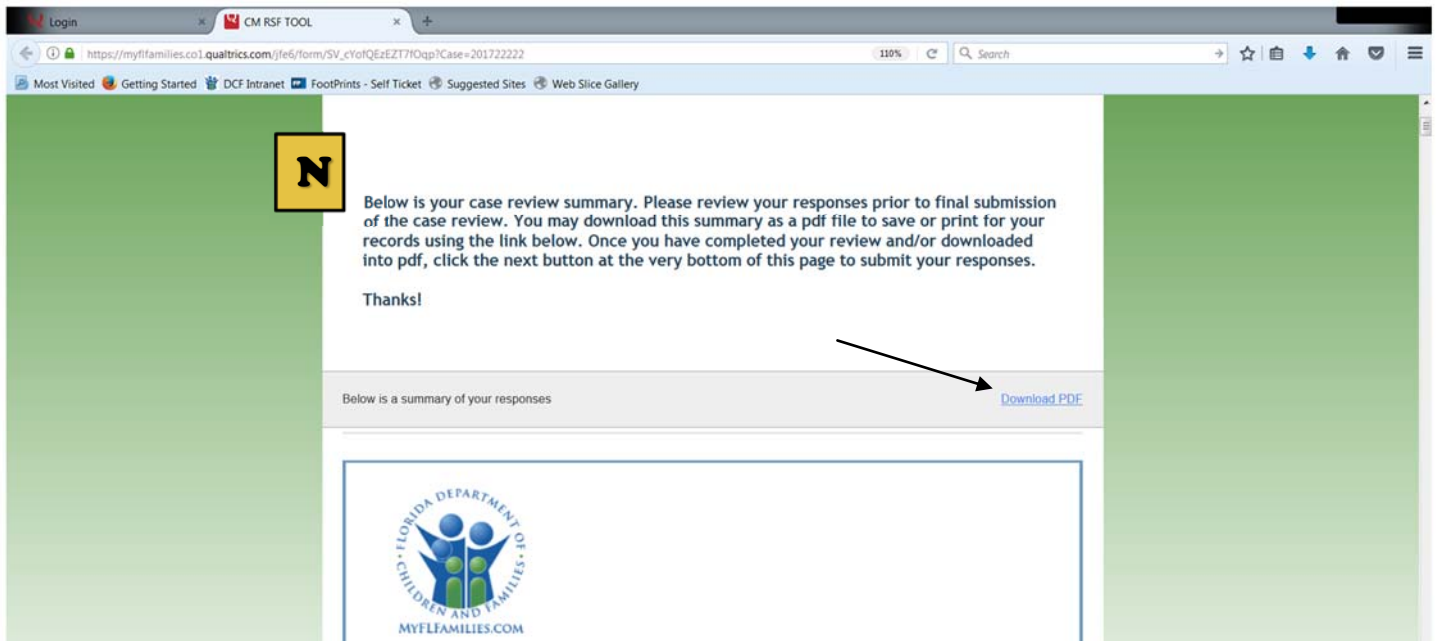
L. From the drop-down box, carefully select the manager to whom your case review tool will be emailed for a final review. You must be careful with your selection, otherwise the case review tool will be sent to someone else!



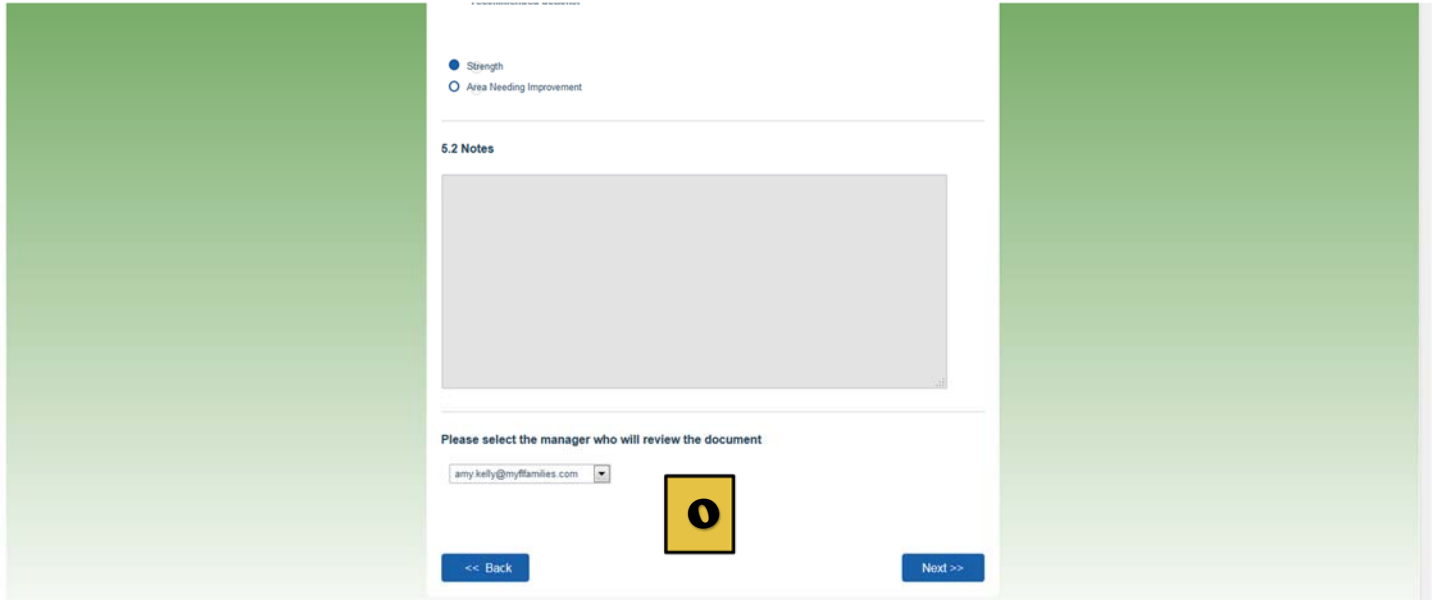
M. Once you select your manager's email and click on the "Next" button, you will be asked if you are ready to complete. Select "Next" or if needed, click on any item link to go back to that section and make any corrections.



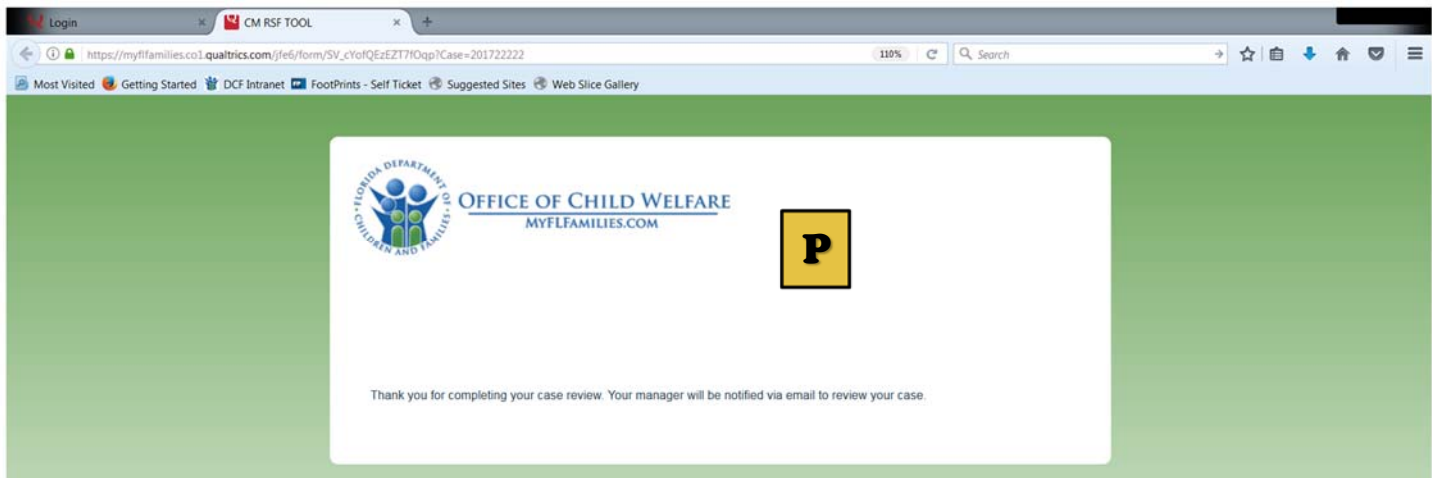
N. When you click "Next" in step M, you will then be provided a case review summary. Here you can scroll down the page and review all of your responses for each question/item. You can also download a PDF of this summary to save on your computer or print for a hard copy.



- O. Changes cannot be made in the case review summary. You must use the “Back” button or Table of Contents to go back into the review tool and make any needed corrections. Otherwise, click on the “Next” button to submit your work.



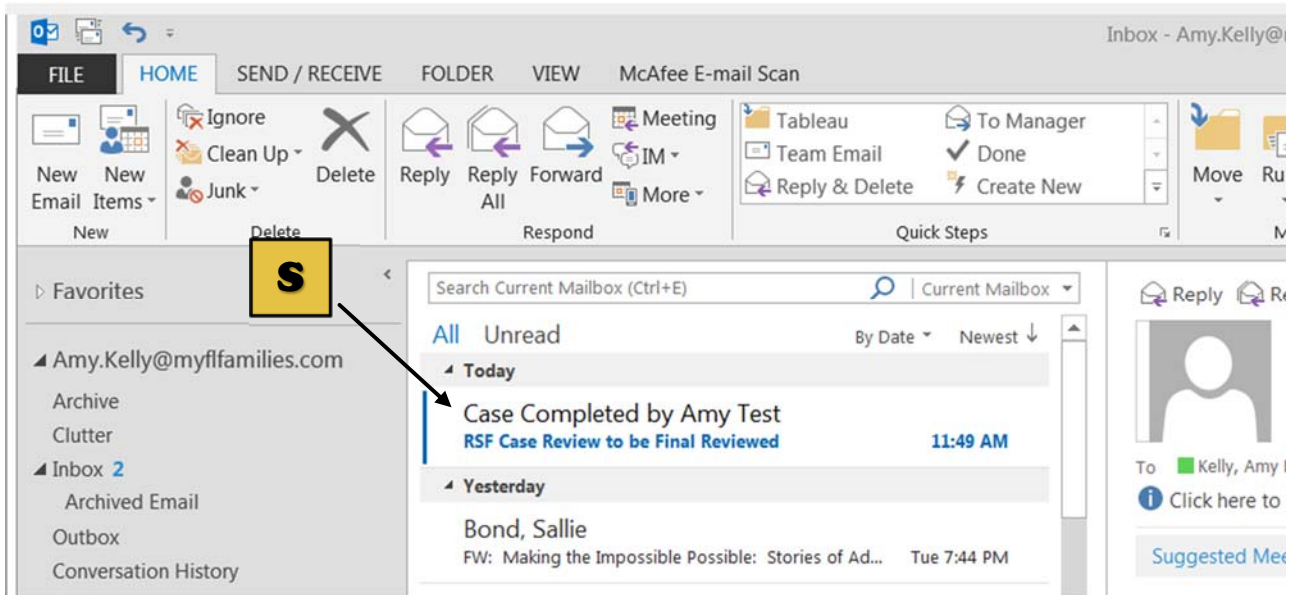
- P. Once you click on “Next” from the case review summary page, you will receive a thank you message and your case review will be automatically emailed to the designated manager for a final review. The manager will be alerted via email that a case is pending their review. Once submitted to the manager, you will no longer have access to the case review. Either the manager can make changes upon their final review or the Qualtrics admin in CQI QA can assist.



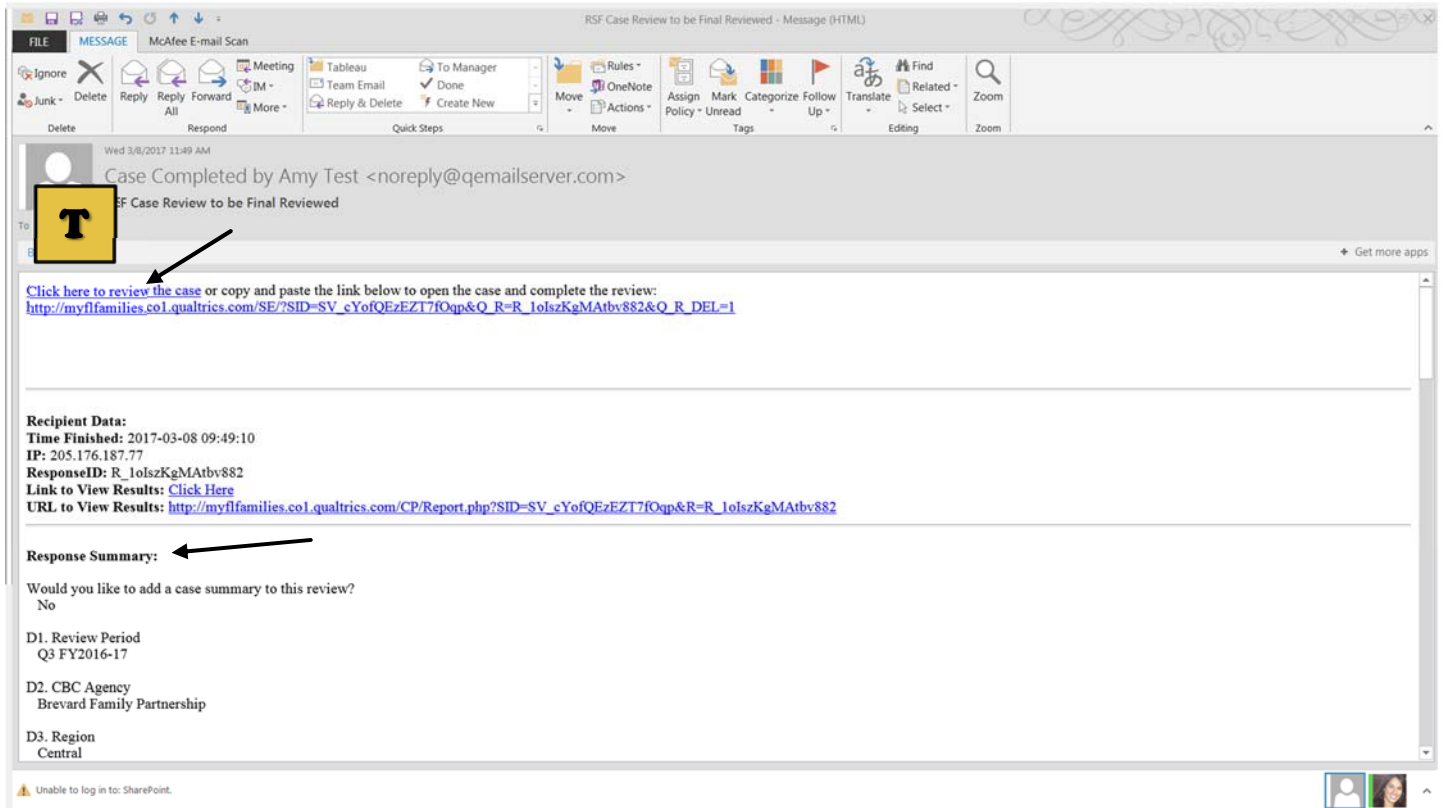
- Q. Complete steps A through P for each case review to be completed.
- R. Should you need to exit your browser at any time during prior to submitting the tool, click on the next button at the bottom of the page of the tool to save your work. You can then click on the survey link and you will be redirected to the page you left off. A blank tool will not appear until you have submitted the current tool in progress.

STEP 3: MANAGERS FINAL REVIEW PROCESS

- S. When a reviewer has completed a case review and submitted the survey case review tool, the manager will be notified via email to conduct a final review.



- T. Open the email. You will find the review summary in the body of the email but will need to click on "Click here to review the case" to open the case review tool for final review.



- U. When you click on the “Click here to review the case” link, the survey case review tool will open. Navigate through the survey case review tool and review the work of the reviewer. Make any needed changes at this point since the tool cannot be re-opened for corrections to be made.

The screenshot shows a web browser window with the URL https://mylifefamilies.co1.qualtrics.com/SE/7SID=SV_cYofQeZ770qpp&Q_R-R_7Up20fGeFhu0a41&Q_R_DEL=1. The page title is "CM RSF TOOL". The interface features a green background with a white sidebar on the left containing a yellow square with a black 'U' inside. The main content area contains a form with the following sections:

- 1.1 Notes:** A text area for notes, with instructions: "Type notes here pertaining to the response and why case was rated as a strength or area needing improvement. If enough notes are typed in a scroll bar will appear to the right. This notes box is structured as an 'essay' and should be able to hold a large number of characters!"
- 1.2 Is the most recent family assessment completed timely?** A radio button question with a "Rating Criteria" section:
 - Strength, if the most recent ongoing assessment was completed within required timeframes.
 - Area Needing Improvement, if the most recent ongoing assessment and progress updates were not completed within required timeframes.
- 1.2.1 Was an RFA completed?** Radio buttons for "no", "yes", and "no, source: noted".
- 1.2 Notes:** A text area for additional notes.

Navigation buttons "Back" and "Next" are located at the bottom of the form.

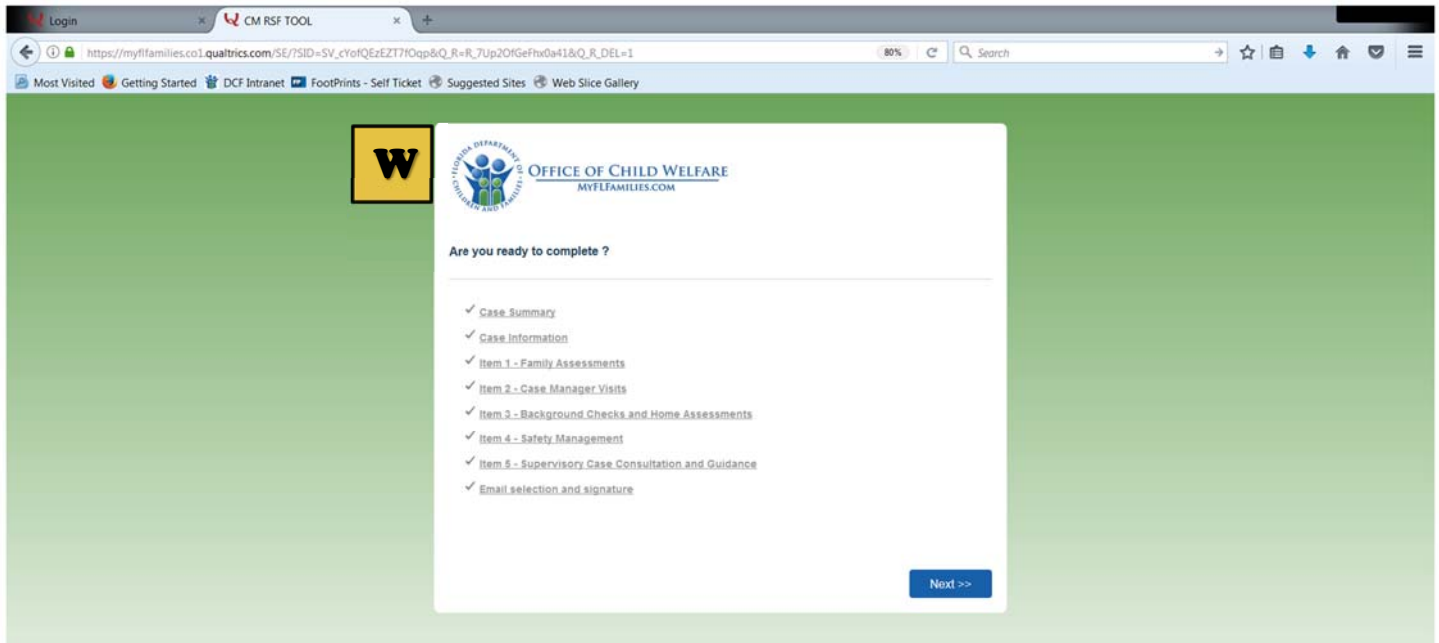
- V. After all items have been reviewed, the manager will be prompted to enter any comments regarding the case review. The manager must also sign on the line indicating they have completed a final review of the survey case review tool. Signature will need to be done with the computer mouse.

The screenshot shows the same web browser window as above, but the page title is "CM RSF TOOL" and the URL is the same. The interface features a green background with a white sidebar on the left containing a yellow square with a black 'V' inside. The main content area contains a form with the following sections:

- Navigation Menu:** A sidebar menu with items: "Case Summary", "Case Information", "Item 1 - Family Assessments", "Item 2 - Case Manager Visits", "Item 3 - Background Checks and Home Assessments", "Item 4 - Safety Management", "Item 5 - Supervisory Case Consultation and Guidance". A button "Email selection and signatur" is at the bottom of the menu.
- OFFICE OF CHILD WELFARE MYLIFEFAMILIES.COM:** Logo and header.
- Manager comments regarding case review:** A text area containing "No comments at this time. Good work."
- Statement of review and signature of manager - by signing below (using mouse), you indicate that you have reviewed the case and are marking it as final reviewed.** A signature line with a handwritten signature.

Navigation buttons "Back" and "Next" are located at the bottom of the form.

W. Once signed and the “Next” button clicked, the manager will be prompted to ensure completion of the final case review. Any items in the list with no check mark indicates that page was not viewed. The manager can click on that item link in the list to be directed to that page for review and continue through the tool and be brought back to this screen. Click the “Next” button.



X. You have completed the final case review! A thank you message will appear and the responses to each item will be stored for reporting.



Complete steps S through W for all cases emailed to you pending a final review.

ADDITIONAL INFORMATION

- Mozilla Firefox is the preferred web browser to use for Qualtrics
- Use the same web browser for completing each survey case review tool
- Clicking the “Next” button in the survey review tool will save the work on the page you completed
- If you close out of your survey prior to submitting it, you can copy and paste the link from your excel template into your web browser and pick up where you left off
- Once a survey case review tool has been submitted for a final review, corrections can be made at the hands of the manager. Otherwise, call or email the Qualtrics administrator in central office/headquarters CQI/QA to assist