



Developmental
Disabilities
Division

Possibilities NOW!

PROVIDER PORTAL REPORTS

Developmental Disabilities Division

Version 1.0
Last Modified 4/3/2025

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Navigating to the Reports

1. Upon logging in to the Provider Portal, click on the **drop-down arrow** next to the **Provider** tab, then select **Power BI Reports**.



2. Currently, there is only one report, the **Provider Summary Report**. This report summarizes your agency's Adverse Event Report (AER) performance. Click on the button to view the report. Please be patient as the report takes a few moments to load.



- You can toggle through different pages by clicking on the tabs at the bottom of the report. Use the arrows to view additional tabs.

Possibilities NOW! State of Hawaii, Department of Health
Provider Portal for Developmental Disabilities Division

Home > Power BI Reports > **Provider Summary Report**

Provider Summary Report

Adverse Events Not Finalized With DDD

Adverse Event Date: 7/1/2022 to 10/11/2024 | Provider: All

Total # of Draft AERs: 0 | Total # Submitted by Provider: 1 | Total # of Incomplete AERs: 0 | Total # of Rejected AERs: 4

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager
Submitted AERs (No Action Yet by DDD)								
			Change in Health Requiring Med. Treatment	9/4/2024 10:10 AM	9/4/2024 10:45 AM	9/23/2024 1:22 PM	Yes	Deborah Uyeda
Incomplete AERs								
Rejected AERs								
			Injury from a Known/Unknown Cause Requiring Medical Treatment	6/3/2024 11:05 AM	6/3/2024 11:10 AM	6/14/2024 9:00 AM	Yes	Deborah Uyeda
			Injury from a Known/Unknown Cause Requiring Medical Treatment	4/4/2023 11:20 AM	4/5/2023 12:00 PM	4/6/2023 1:30 PM	Yes	Meladnee Ferreira

Data displayed is not in real-time. Please refer to the Data Refresh timestamp. Data Last Refreshed: 10/10/2024 10:58:41 PM

Navigation tabs: **Tickler** | AERs By Type and Date | AER Frequency | Verbal Timelines | Written Timelines | Verbal / Written Timeline Summary | Timelines Met by Providers | Fiscal Year

- Please note the Data Refresh timestamp at the bottom of each report page. The report's data is refreshed daily overnight. You will not see any records that have just been submitted. They will not appear on the report until the following day.

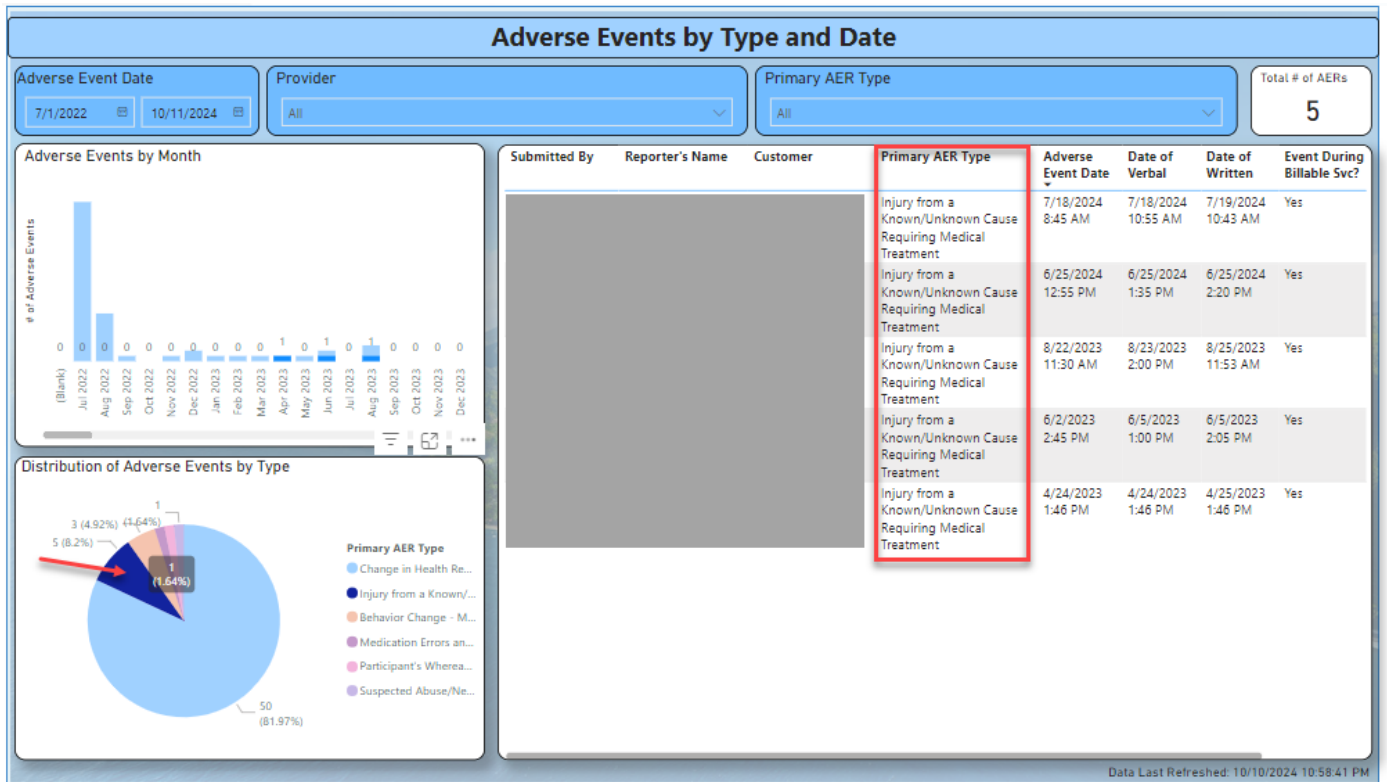
Data displayed is not in real-time. Please refer to the Data Refresh timestamp. Data Last Refreshed: 10/10/2024 10:58:41 PM

Navigation tabs: **Tickler** | AERs By Type and Date | AER Frequency | Verbal Timelines | Written Timelines | Verbal / Written Timeline Summary | Timelines Met by Providers

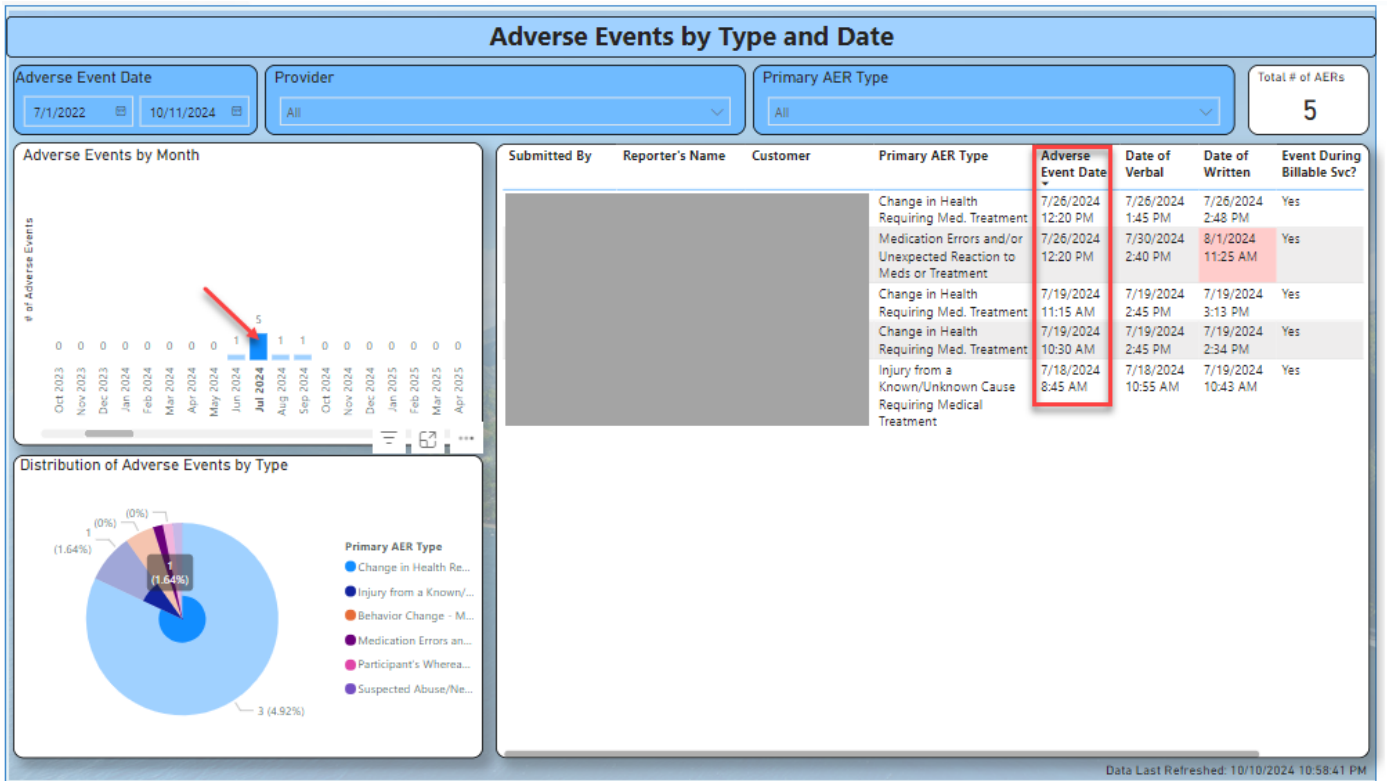
Features of Power BI Reports

Filtering Data

- By clicking on bars or slices in charts, you can filter data. In this example, the pie slice for **Injury from a Known/Unknown Cause Requiring Medical Treatment** was selected. Notice that the data pane filtered for only those AERs with that **Primary AER Type**. Also, in the **Adverse Events by Month** bar graph, you can see when those specific AERs occurred.

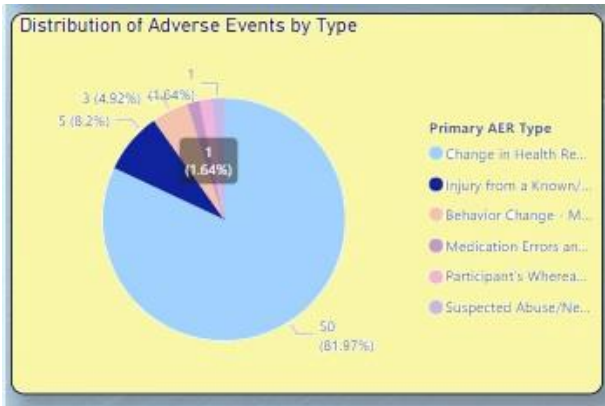


- Filtering also works when you click on bars in charts. In this example, July 2024 was selected, and the data pane has been updated to reflect your choice accordingly.



Clearing Filters

- In the chart you clicked on to filter data, click in a blank (white) area to clear the filter. In the screenshot below, the blank area has been highlighted in yellow. After clicking on a blank area in the chart, the filter will be removed, and all the data for that page should now appear.



Utilizing Tiles

The tiles are also able to filter the data pane and charts as well.

- **Dark Blue** tile: shows all the data for the page
- **Light Blue** tile: can be clicked on and filter for the data indicated on the title of the tile
- **White** tile: informational and not clickable

Written Timelines

Adverse Event Date

7/1/2022 - 10/11/2024

Provider

All

Written Timeline Met

57

Written Timeline Not Met

4

% Written Timeline Met

93.44%

% Written Timeline Not Met

6.56%

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager
			Change in Health Requiring Med. Treatment	9/13/2024 11:22 AM	9/13/2024 11:30 AM	9/16/2024 8:00 AM	Yes	Diana Mamasig
			Suspected Abuse/Neglect/Financial Exploitation	8/9/2024 12:15 PM	8/9/2024 12:35 PM	8/9/2024 2:26 PM	No	Jolene So
			Change in Health Requiring Med. Treatment	7/26/2024 12:20 PM	7/26/2024 1:45 PM	7/26/2024 2:48 PM	Yes	Diana Mamasig
			Medication Errors and/or Unexpected Reaction to Meds or Treatment	7/26/2024 12:20 PM	7/30/2024 2:40 PM	8/1/2024 11:25 AM	Yes	Diana Mamasig
			Change in Health Requiring Med. Treatment	7/19/2024 11:15 AM	7/19/2024 2:45 PM	7/19/2024 3:13 PM	Yes	Diana Mamasig
			Change in Health Requiring Med. Treatment	7/10/2024	7/10/2024	7/10/2024	Yes	Diana Mamasig

Written Timeline Met

Written Timeline All by "Submitter's Name"

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Provider Summary Report

This report summarizes your agency's AER performance.

Tickler

This page displays AER records by their Status:

- **Draft:** AERs that have been saved, but not submitted to DDD
- **Submitted:** AERs that have been submitted to DDD by your agency, but no action has been taken yet by DDD Staff

- **Incomplete:** AERs that have been reviewed by DDD Staff, however, additional information is needed by your agency to be inputted
- **Rejected:** AERs rejected by DDD

Adverse Events Not Finalized With DDD

Adverse Event Date

Provider

Total # of Draft AERs
0

Total # Submitted by Provider
1

Total # of Incomplete AERs
0

Total # of Rejected AERs
4

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager
			Change in Health Requiring Med. Treatment	9/4/2024 10:10 AM	9/4/2024 10:45 AM	9/23/2024 1:22 PM	Yes	Debora Uyeda

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager
			Injury from a Known/Unknown Cause Requiring Medical Treatment	6/3/2024 11:05 AM	6/3/2024 11:10 AM	6/14/2024 9:00 AM	Yes	Debora Uyeda
			Injury from a Known/Unknown Cause Requiring Medical Treatment	4/4/2023 11:20 AM	4/5/2023 12:00 PM	4/6/2023 1:30 PM	Yes	Meladee Ferreira

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Tickler

AERs By Type and Date

AER Frequency

Verbal Timelines

Written Timelines

Verbal / Written Timeline Summary

Timelines Met by Providers

6

AERs By Type and Date

This page exhibits a snapshot of:

- Number of Adverse Events by Month
- Number / Percentage of Adverse Events by Primary AER Type

Adverse Events by Type and Date

Adverse Event Date

Provider

All
▼

Primary AER Type

All
▼

Total # of AERs

61

Adverse Events by Month

Month	# of Adverse Events
Jul-2022	30
Aug-2022	9
Sep-2022	1
Oct-2022	0
Nov-2022	1
Dec-2022	2
Jan-2023	1
Feb-2023	1
Mar-2023	1
Apr-2023	1
May-2023	1
Jun-2023	2
Jul-2023	0
Aug-2023	3
Sep-2023	0
Oct-2023	0
Nov-2023	0
Dec-2023	0

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?
			Change in Health Requiring Med. Treatment	9/13/2024 11:22 AM	9/13/2024 11:30 AM	9/16/2024 8:00 AM	Yes
			Suspected Abuse/Neglect/Financial Exploitation	8/9/2024 12:15 PM	8/9/2024 12:35 PM	8/9/2024 2:26 PM	No
			Change in Health Requiring Med. Treatment	7/26/2024 12:20 PM	7/26/2024 1:45 PM	7/26/2024 2:48 PM	Yes
			Medication Errors and/or Unexpected Reaction to Meds or Treatment	7/26/2024 12:20 PM	7/30/2024 2:40 PM	8/1/2024 11:25 AM	Yes
			Change in Health Requiring Med. Treatment	7/19/2024 11:15 AM	7/19/2024 2:45 PM	7/19/2024 3:13 PM	Yes
			Change in Health Requiring Med. Treatment	7/19/2024 10:30 AM	7/19/2024 2:45 PM	7/19/2024 2:34 PM	Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	7/18/2024 8:45 AM	7/18/2024 10:55 AM	7/19/2024 10:43 AM	Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	6/25/2024 12:55 PM	6/25/2024 1:35 PM	6/25/2024 2:20 PM	Yes
			Change in Health Requiring Med. Treatment	8/26/2023 5:30 PM	8/26/2023 5:30 PM	8/28/2023 3:10 PM	Yes
			Change in Health Requiring Med. Treatment	8/26/2023 5:30 PM	8/28/2023 9:31 AM	8/28/2023 2:35 PM	Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	8/22/2023 11:30 AM	8/23/2023 2:00 PM	8/25/2023 11:53 AM	Yes

Distribution of Adverse Events by Type

Primary AER Type	Count	Percentage
Change in Health Requiring Medical Treatment	50	81.97%
Injury from a Known/Unknown Cause Requiring Medical Treatment	5	8.2%
Behavior Change - Medication Errors and/or Unexpected Reaction to Meds or Treatment	3	4.92%
Participant's Whereabouts	1	1.64%
Suspected Abuse/Neglect/Financial Exploitation	1	1.64%

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AERs By Type and Date

AER Frequency

Verbal Timelines

Written Timelines

Verbal / Written Timeline Summary

Timelines Met by Providers

AER Frequency

This tab shows Customers with multiple AERs and categorizes them by AER Types.

Adverse Event Frequency

Adverse Event Date

7/1/2022
10/11/2024

Provider

All

Primary AER Type

All

Total # of AERs

61

Number of AERs Per Customer

4
3
3
3
3
2
2
2
2

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event Duration	Event Billable Sv
			Change in Health Requiring Med. Treatment	9/13/2024 11:22 AM	9/13/2024 11:30 AM	9/16/2024 8:00 AM		Yes
			Suspected Abuse/Neglect/Financial Exploitation	8/9/2024 12:15 PM	8/9/2024 12:35 PM	8/9/2024 2:26 PM		No
			Change in Health Requiring Med. Treatment	7/26/2024 12:20 PM	7/26/2024 1:45 PM	7/26/2024 2:48 PM		Yes
			Medication Errors and/or Unexpected Reaction to Meds or Treatment	7/26/2024 12:20 PM	7/30/2024 2:40 PM	8/1/2024 11:25 AM		Yes
			Change in Health Requiring Med. Treatment	7/19/2024 11:15 AM	7/19/2024 2:45 PM	7/19/2024 3:13 PM		Yes
			Change in Health Requiring Med. Treatment	7/19/2024 10:30 AM	7/19/2024 2:45 PM	7/19/2024 2:34 PM		Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	7/18/2024 8:45 AM	7/18/2024 10:55 AM	7/19/2024 10:43 AM		Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	6/25/2024 12:55 PM	6/25/2024 1:35 PM	6/25/2024 2:20 PM		Yes
			Change in Health Requiring Med. Treatment	8/26/2023 5:30 PM	8/26/2023 5:30 PM	8/28/2023 3:10 PM		Yes
			Change in Health Requiring Med. Treatment	8/26/2023 5:30 PM	8/28/2023 9:31 AM	8/28/2023 2:35 PM		Yes
			Injury from a Known/Unknown Cause Requiring Medical Treatment	8/22/2023 11:30 AM	8/23/2023 2:00 PM	8/25/2023 11:53 AM		Yes

Distribution of Adverse Events by Type

Change in Health Requiring Med. Tr...	50
Injury from a Known/Unknown Caus...	5
Behavior Change - May Require Ne...	3
Medication Errors and/or Unexpecte...	1
Participant's Whereabouts Unknown	1
Suspected Abuse/Neglect/Financial ...	1

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- ickler
- AERs By Type and Date
- AER Frequency
- Verbal Timelines
- Written Timelines
- Verbal / Written Timeline Summary
- Timelines Met by Providers

Verbal Timelines / Written Timelines

These pages portray whether AERs were verbally reported or written reports were submitted on time. Please see the last tab, **Timeline Examples**, for explanations of deadlines and examples.

If the AER did not meet the Verbal/Written Timeline criteria, in the data pane, the **Date of Verbal** and/or **Date of Written** will be highlighted in red.

By clicking on the header of the bottom pane, the graph will either show the individual from the agency/DDD Staff who inputted the AER or the person who reported the event.

Verbal Timelines

Adverse Event Date

Provider

Total # of AERs
61

Verbal Timeline Met
58

Verbal Timeline Not Met
3

% Verbal Timeline Met
95.08%

% Verbal Timeline Not Met
4.92%

Verbal Timeline Met

Submitted By	Reporter's Name	Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Event During Billable Svc?	Case Manager
			Change in Health Requiring Med. Treatment	9/13/2024 11:22 AM	9/13/2024 11:30 AM	9/16/2024 8:00 AM	Yes	Diana Mamasig
			Suspected Abuse/Neglect/Financial Exploitation	8/9/2024 12:15 PM	8/9/2024 12:35 PM	8/9/2024 2:26 PM	No	Jolene So
			Change in Health Requiring Med. Treatment	7/26/2024 12:20 PM	7/26/2024 1:45 PM	7/26/2024 2:48 PM	Yes	Diana Mamasig
			Medication Errors and/or Unexpected Reaction to Meds or Treatment	7/26/2024 12:20 PM	7/30/2024 2:40 PM	8/1/2024 11:25 AM	Yes	Diana Mamasig
			Change in Health Requiring Med. Treatment	7/19/2024 11:15 AM	7/19/2024 2:45 PM	7/19/2024 3:13 PM	Yes	Diana Mamasig
			Change in Health Requiring Med. Treatment	7/19/2024 10:30 AM	7/19/2024 1:45 PM	7/19/2024 2:34 PM	Yes	Diana Mamasig

Verbal Timeline All by "Submitted By"

[Click here to view by "Reporter's Name"](#)

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ickler
AERs By Type and Date
AER Frequency

Verbal Timelines

Written Timelines
Verbal / Written Timeline Summary
Timelines Met by Providers

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Verbal / Written Timeline Summary

This page provides an overview of **Verbal / Written Timelines Met** including **Inappropriate Immediate / Remediation Actions**.

Verbal / Written Timeline Summary

Adverse Event Date

7/1/2022 10/11/2024

Provider

All

Total # of AERs

61

Verbal Criteria Timely

58

Written Criteria Timely

57

Verbal Timeline Met

Month	No	Yes
Jul 2022	0	30
Aug 2022	0	9
Sep 2022	0	1
Oct 2022	0	0
Nov 2022	0	1
Dec 2022	0	2
Jan 2023	0	1
Feb 2023	0	1
Mar 2023	0	1
Apr 2023	0	1
May 2023	0	1
Jun 2023	0	2

Month / Year	Total # of AERs	Verbal Timeline Met	Verbal Timeline Not Met	Verbal Timeline Met (%)	Written Timeline Met	Written Timeline Not Met	Written Timeline Met (%)	# of Inappropriate Immediate Actions	Inappropriate Immediate Actions (%)	# of Inappropriate Remediation Actions	Inappropriate Remediation Actions (%)
Jul 2022	30	29	1	96.67%	30	0	100.00%	0	-	0	-
Aug 2022	9	9	0	100.00%	9	0	100.00%	0	-	0	-
Sep 2022	1	1	0	100.00%	1	0	100.00%	0	-	0	-
Oct 2022	0	0	0	-	0	0	-	0	-	0	-
Nov 2022	1	0	1	0.00%	0	1	0.00%	0	-	0	-
Dec 2022	2	2	0	100.00%	2	0	100.00%	0	-	0	-
Jan 2023	1	1	0	100.00%	1	0	100.00%	0	-	0	-
Feb 2023	1	0	1	0.00%	0	1	0.00%	0	-	0	-
Mar 2023	1	1	0	100.00%	1	0	100.00%	0	-	0	-
Apr 2023	1	1	0	100.00%	1	0	100.00%	0	-	0	-

Written Timeline Met

Month	No	Yes
Jul 2022	0	30
Aug 2022	0	9
Sep 2022	0	1
Oct 2022	0	0
Nov 2022	0	1
Dec 2022	0	2
Jan 2023	0	1
Feb 2023	0	1
Mar 2023	0	1
Apr 2023	0	1
May 2023	0	1
Jun 2023	0	2

Customer	Primary AER Type	Adverse Event Date	Date of Verbal	Date of Written	Reporter's Name	Case Manager
	Change in Health Requiring Med. Treatment	9/13/2024 11:22 AM	9/13/2024 11:30 AM	9/16/2024 8:00 AM		Diana Mamasig
	Suspected Abuse/Neglect/Financial Exploitation	8/9/2024 12:15 PM	8/9/2024 12:35 PM	8/9/2024 2:26 PM		Jolene So
	Change in Health Requiring Med. Treatment	7/26/2024 12:20 PM	7/26/2024 1:45 PM	7/26/2024 2:48 PM		Diana Mamasig
	Medication Errors and/or Unexpected Reaction to Meds or Treatment	7/26/2024 12:20 PM	7/30/2024 2:40 PM	8/1/2024 11:25 AM		Diana Mamasig
	Change in Health Requiring Med. Treatment	7/19/2024 11:15 AM	7/19/2024 2:45 PM	7/19/2024 3:13 PM		Diana Mamasig
	Change in Health Requiring Med. Treatment	7/19/2024 10:30 AM	7/19/2024 2:45 PM	7/19/2024 2:34 PM		Diana Mamasig
	Injury from a Known/Unknown Cause Requiring Medical Treatment	7/18/2024 8:45 AM	7/18/2024 10:55 AM	7/19/2024 10:43 AM		Janelle Li

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Timelines Met by Providers

This page gives your agency an idea of where they rank with all the other DDD Providers within the State regarding Timelines Met in addition to a comparison of total customers served.

The red dot depicts your agency, and the dashed line indicates whether 85% of the Timelines have been met. Providers represented on this chart are anonymous.



Fiscal Year Summary

This page has tables and graphs similar to what you have received in the past every quarter from DDD's Community Resources Branch (CRB). From here, your agency can assess at a glance, its timeliness of AER submissions in comparison to the rest of the Providers across the State.

Fiscal Year Summary

Fiscal Year
 2024

Provider
 All

Total # of AERs
 4

Verbal Timeline Met
 4

Verbal Timeline Not Met
 0

Written Timeline Met
 4

Written Timeline Not Met
 0

Verbal Timeline Met

Fiscal Quarter	Statewide Average (%)	Your Agency's Average (%)	Verbal Timeline Met	Verbal Timeline Not Met	Total # of AERs
1	85.75%	100.00%	3	0	3
2	89.06%	-	0	0	0
3	88.00%	-	0	0	0
4	85.21%	100.00%	1	0	1

Verbal Timeline Met Average: Statewide vs. Your Agency

Fiscal Quarter	Verbal Agency Average (%)	Verbal Statewide Average (%)
1	100.00%	85.75%
2	100.00%	89.06%
3	100.00%	88.00%
4	100.00%	85.21%

Written Timeline Met

Fiscal Quarter	Statewide Average (%)	Your Agency's Average (%)	Written Timeline Met	Written Timeline Not Met	Total # of AERs
1	74.61%	100.00%	3	0	3
2	72.66%	-	0	0	0
3	72.57%	-	0	0	0
4	76.33%	100.00%	1	0	1

Written Timeline Met Average: Statewide vs. Your Agency

Fiscal Quarter	Written Agency Average (%)	Written Statewide Average (%)
1	100.00%	74.61%
2	100.00%	72.66%
3	100.00%	72.57%
4	100.00%	76.33%

Dashed Line = Minimum Expected Goal: 85% of Timelines Met Data Last Refreshed: 10/10/2024 10:58:41 PM

AER Frequency
Verbal Timelines
Written Timelines
Verbal / Written Timeline Summary
Timelines Met by Providers
Fiscal Year Summary
Timeline E

Timeline Examples

The last page of the report explains the requirements for meeting the Verbal and Written Timelines. Examples are provided to give an understanding of these conditions.

Timeline Examples

Verbal Reporting Timelines (Next Business Day)

Event Date	Verbal Report to DDD Case Manager
Monday	Tuesday
Friday	Monday (if Monday is a holiday, then Tuesday)

Written Reporting Timelines (3 Days or Next Bus Day if 3rd day is a weekend or holiday)

Event Date	Written Report to DDD Case Manager
Monday	Thursday
Thursday	Monday (since the 1 st day falls on a Sunday)
Friday	Monday (if Monday is a holiday, then Tuesday)

February 2023 2/20 is a holiday

AER Date	Date of Verbal	Verbal Timeline Met	Date of Written	Written Timeline Met
2/14/2023	2/14/2023	Yes	2/14/2023	Yes
2/14/2023	2/15/2023	Yes	2/17/2023	Yes
2/14/2023	2/16/2023	No	2/18/2023	No
2/15/2023	2/16/2023	Yes	2/18/2023	Yes
2/15/2023	2/17/2023	No	2/19/2023	Yes
2/15/2023			2/20/2023	Yes
2/15/2023			2/21/2023	Yes
2/15/2023			2/22/2023	No
2/17/2023	2/18/2023	Yes	2/18/2023	Yes
2/17/2023	2/19/2023	Yes	2/19/2023	Yes
2/17/2023	2/20/2023	Yes	2/20/2023	Yes
2/17/2023	2/21/2023	Yes	2/21/2023	Yes
2/17/2023	2/22/2023	No	2/22/2023	No

August 2023 8/18 is a holiday

AER Date	Date of Verbal	Verbal Timeline Met	Date of Written	Written Timeline Met
8/15/2023	8/15/2023	Yes	8/18/2023	Yes
8/15/2023	8/16/2023	Yes	8/19/2023	Yes
8/15/2023	8/17/2023	No	8/20/2023	Yes
8/15/2023			8/21/2023	Yes
8/15/2023			8/22/2023	No

July 2023 7/4 is a holiday

AER Date	Date of Verbal	Verbal Timeline Met	Date of Written	Written Timeline Met
7/2/2023	7/2/2023	Yes	7/2/2023	Yes
7/3/2023	7/4/2023	Yes	7/4/2023	Yes
7/3/2023	7/5/2023	Yes	7/5/2023	Yes
7/3/2023	7/6/2023	No	7/6/2023	Yes
7/3/2023	7/7/2023	No	7/7/2023	No

November 2023 11/25 is a holiday

AER Date	Date of Verbal	Verbal Timeline Met	Date of Written	Written Timeline Met
11/22/2023	11/23/2023	Yes	11/23/2023	Yes
11/22/2023	11/24/2023	Yes	11/24/2023	Yes
11/22/2023	11/25/2023	No	11/25/2023	Yes
11/22/2023	11/26/2023	No	11/26/2023	Yes
11/22/2023	11/27/2023	No	11/27/2023	Yes
11/22/2023			11/28/2023	No

Data Last Refreshed: 9/27/2024 3:19:54 AM

AER Frequency
Verbal Timelines
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Timeline Examples