DATE: October 4, 2011

TO: Providers of DD Waiver Community Living, Community Inclusion and Case
             Management; DDSD Staff; DHI Managers

FROM: Jennifer Thorne-Lehman, Deputy Director

SUBJECT: General Events Reporting through Therap

We are now ready to begin preparations to shift Significant Events Reporting into Therap's General Events Reporting (GER) module. Attached you will find a draft Policy. I am requesting that all feedback on this policy be received by close of business on Friday 10/21/11 so that it can be finalized and issued at least 30 days prior to the effective date of January 1, 2012. Feedback can be emailed to me at Jennifer.Thorne-Lehman@state.nm.us or faxed to my attention at 505-222-6690.

You must continue to fax Significant Events on the Significant Events form as you have been doing since March 2010 through the end of this calendar year. However, you may choose to also begin using Therap's General Events Reporting prior to January 1st if you wish. It does offer advantages in terms of reports it can generate at the agency level which may assist in identification of patterns for internal continuous quality improvement efforts.

Therap will be conducting two classroom trainings in each Region the weeks of 11/28/11 and 12/5/11. There may be opportunities during this time to offer agency specific sessions for larger agencies. Please let me know if you are interested in that option. Specific times and locations for the classroom sessions will be announced by the end of this month.

On 10/18/11 Therap will be offering an orientation to GER via webinar at 11:00 a.m. Mountain Time. For details on how to participate go to www.therapservices.net/NewMexico for a link to this session.

In addition Therap has a "T-Girl" web based training on how to use General Events Reporting which is simple to understand and relatively quick to take. They also have related "Quick Guides" if you wish to get a jump start.   Please see these links:
http://support.therapservices.net/display/documentation/General+Event+Reports+%28GER%29+for+New+Mexico – for New Mexico guidance specific to significant events
http://support.therapservices.net/display/training/GERs - for general web based training
http://support.therapservices.net/display/documentation/Quick+Guides – then select various topics under the General Events Reporting section

Be aware that at this time General Events Reporting does not replace the need to file Incident Reports with the Incident Management Bureau at DHI for reportable incidents. Neither does it relieve the agency of the obligation to report suspected abuse, neglect or exploitation to Adult Protective Services.

Before January 1st your agency will need to make the following decisions about how you will implement the requirement to use General Events Reporting in place of the Significant Events faxes:

- Will all Direct Support Personnel be entering General Events directly on line or submitting completed paper forms for data entry at the office? (GER has printable forms available for this purpose if desired.) Depending upon availability of computers with internet access at various service delivery sites you could use a combination of the two approaches.
- Which agency personnel will be authorized to review and approve submitted General Events Reports?
- What type of automatic notification does management expect to occur to supervisors and nurses within the agency? The GER module has broad flexibility for automatic notification by type of incident, severity and other parameters – each agency should explore this feature for maximum benefit.
- Who will be designated to generate which desired reports, at what frequency and how will they be used?
- We recommend that agencies not begin using the "witness" feature at the outset as it has a tendency to slow the process due to the requirement for witness statements to come in before the event report can be approved and is usually not critical for the significant events we will be tracking through this system. However, at agency discretion you could use this feature for defined circumstances if warranted.