

Personal Care Services Provider Training Announcement

October 26, 2022

Centennial Care Provider,

This notification is to inform you of your requirement to participate in an annual Critical Incident Reporting training. The training will cover critical incident reporting related to *Personal Care Services and Support Broker agencies*. This training requirement applies to all contracted Centennial Care Providers that report in the *HSD Critical Incident Reporting Portal*.

We are happy to announce the offering of our annual Critical Incident Reporting training for providers for 2022. The trainings will be collaboratively presented by all Centennial Care Managed Care Organizations (MCO) and New Mexico Human Services Department (HSD). *This will help you meet your obligation to participate in an annual Critical Incident Reporting training.*

For your convenience, the trainings will be made available through webinar only; there will not be on-site training options. Please take this opportunity to sign up for one of the training sessions listed. If you do not have internet access, please contact *Kim Dixon, RN* at (505) 923-5673 or email kdixon@phs.org.

Please sign up for one of the Microsoft Teams trainings here:
<https://phs.swoogo.com/2022CIRtraining>.

After you register, a separate email will be sent to you with confirmation of your registration and the Microsoft Teams meeting information.

Your participation in this annual Critical Incident Reporting training for providers is important for the services you provide to our Centennial Care members. If you have any questions, you may contact *Kim Dixon, RN* at (505) 923-5673 or email: kdixon@phs.org.

Thank you for taking the time to register and participate in our annual Critical Incident Reporting training for providers and for providing our members the highest quality of care possible with the right amount of care, delivered at the right time and in the right setting.

Sincerely,
Quality Improvement/Quality Management
Presbyterian Health Plan



Personal Care Services Training Information

Date and Time:

Tuesday, November 29, 2022
9 to 11 a.m.

Thursday, December 1, 2022
1 to 3 p.m.

Registration Link:

<https://phs.swoogo.com/2022CIRtraining>

Who should attend?

Centennial Care PCS Providers
Support Broker Agencies

New to reporting? You will learn:

- WHAT is a critical incident
- WHO is required to file a Critical Incident Report
- WHY critical incident reporting is important
- WHEN to submit a critical incident
 - When and how to report to APS/CPS

Returning attendees will learn:

- New reporting requirements
- Changes made to the CIR report form
 - When and how to report to APS/CPS

Questions? Contact:

Kim Dixon, RN
Presbyterian Health Plan
Phone: (505) 923-5673
Email: kdixon@phs.org