



Personal Care Services Provider Training Announcement

Date and Time:

December 5, 2023, 9 to 11:30 a.m.

December 7, 2023, 1 to 3:30 p.m.

Registration Link:

<https://phs.swoogo.com/2023phcir>

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

Attendees will learn:

- New reporting and documentation requirements
- Reporting a delay in the start of services
- Determining risk levels for reoccurring incidents of neglect, including:
 - Insufficient staffing
 - Refusing services
 - Issues with hiring/firing

Questions? Contact:

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Presbyterian Health Plan
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Email: kdixon@phs.org

Oct. 31, 2023

Dear Centennial Care Provider,

We are happy to announce the 2023 offerings of Critical Incident Reporting training. Collaboratively presented by the Centennial Care Managed Care Organizations (MCOs) and the New Mexico Human Services Department (HSD), these trainings will cover critical incident reporting topics related to personal care services (PCS) providers and support broker agencies.

Annual Critical Incident Reporting training is required for all contracted Centennial Care providers that report in the HSD Critical Incident Reporting Portal. Attendance at this training will ensure providers meet their contractual obligations.

For your convenience, these trainings are available via webinar only. After you sign up using the registration link, an email will be sent to you with confirmation of your registration and the meeting information.

Thank you for registering to participate in annual Critical Incident Reporting training. We appreciate the high quality of care you provide our members, delivered at the right time and in the right setting.

Sincerely,
Quality Improvement/Quality Management
Presbyterian Health Plan

Such services are funded in part with the State of New Mexico.

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