

◆ **PERSONAL CARE SERVICES PROVIDER TRAINING ANNOUNCEMENT** ◆

August 2, 2021

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*. 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 2021. 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 Zoom Webinar trainings by using the link provided:

<https://phs.swoogo.com/2021criticalincidenttraining>

After you register, a separate email will be sent to you with confirmation of your registration and the Zoom Webinar 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 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 Management
Presbyterian Health Plan

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



**PERSONAL CARE SERVICES
TRAINING INFORMATION**

Date and Time:

**Tuesday, September 21, 2021
9:00 AM to 11:00 AM**

**Thursday, September 23, 2021
2:00 PM to 4:00 PM**

Registration Link:

<https://phs.swoogo.com/2021criticalincidenttraining>

Who should attend?

Centennial Care PCS Providers

QUESTIONS?

Contact Kim Dixon, RN
Presbyterian Health Plan
at (505) 923-5673 or email:
kdixon@phs.org

Participants in the training will –

- Learn who is required to submit a Critical Incident
- Learn what is a Critical Incident
- Learn when to submit a Critical Incident
- Learn where and how to submit a Critical Incident
- Learn why critical incident reporting is important

All allegations of the following should be reported through the Critical Incident process -

- Abuse, Neglect, and Exploitation
- Emergency Services and Death
- Involvement of Law Enforcement
- Environmental Hazards that compromise the health and safety of a recipient
- Elopements