



## Mississippi Department of Mental Health

### Provider Bulletin

Number PR0095

**Subject: Implementation of Therap Services for Incident Reports**

**Issue Date:** June 30, 2020

**Effective Date:** June 30, 2020

### **Scope**

All DMH Certified Provider Agencies

### **Purpose**

Identify and implement the electronic reporting system for incident management, Therap.

### **Background**

The proposed DMH Operational Standard 15.1.A. states, “Providers must report incidents in a system designated by DMH, according to the process outlined by DMH.” The Mississippi Department of Mental Health has designated Therap as the required electronic reporting system for incident management for DMH Certified Provider Agencies.

### **Subject**

Virtual training will be held by region across the State. Two (2) representatives from each agency will need to register and attend the scheduled training session. Attendees must be staff members who are currently involved in incident reporting. One staff member must be deemed as System Administrator for the agency. The System Administrator does not need to have a background in IT. Therap will teach trainees how to set up and maintain an agency account.

The Therap training webinars will be completed in two parts scheduled to occur on separate days:

Agency Therap Account Set Up

Therap General Event Report (GER) Training: Incident Management

During the training webinars, attendees will participate in a hands-on experience that will include setting up your agency’s Therap account and learning how to submit an incident report using Therap’s reporting modules.

The account setup and GER training webinars will be scheduled each month by region beginning in July. Some Providers have received an email from a Therap team member to schedule your account set up meeting. Other Providers will receive an email from a Therap team member within the next two weeks.

Once the first part is completed, you will then be able to register for the GER webinars.

Here is a brief overview of the proposed training schedule by region:

July - Central · August - North · September - South

For additional questions, please contact Randy Foster, Director of the Office of Incident Management, at [randy.foster@dmh.ms.gov](mailto:randy.foster@dmh.ms.gov).

***End of Provider Bulletin***