



**Mississippi Department of Mental Health
Provider Bulletin**

PR0156

Subject: Incident Reporting and Therap Training – GER Resolution

Issue Date: October 3, 2024

Effective Date: Immediately

Scope

DMH Certified Providers.

Purpose

The purpose of this bulletin is to provide updates to DMH-Certified Providers on the incident reporting requirements set forth in Rule 15.6 of the 2024 *DMH Operational Standards* document.

Therap Training – General Event Report Resolution (“GERR”)

Rule 15.1.A requires providers to report incidents in a system designated by DMH, according to the process outlined by DMH. DMH has designated Therap’s Incident Management System for DMH-Certified Providers to record serious incidents outlined in Rule 15. Rule 15.6 outlines specific incidents which require follow-up or feedback. Therap has a “GER Resolution” module for agency providers to document investigation details, recommendations, involved persons, and whether or not the investigation is open or closed for the associated GER. It is an excellent tool when an investigation is needed into a critical event.

In order to comply with the new follow-up procedures in Rule 15.6, DMH-Certified Providers will be required to undergo additional training to learn how to create and update GER Resolutions.

Please note: this training is *in addition to* the required GER training, that covered how to set up your agency provider account, how to enter a GER, etc. This training will only cover how to use the GERR module.

Who Should Attend this Training:

Staff who are currently involved in incident reporting, with one staff person deemed as System Administrator for your agency. Please be assured that the system administrator does not have to have a background in IT. Therap will teach you everything you need to know about maintaining your agency account.

What to Expect in Training:

During this training, attendees will participate in a hands-on experience to create GER Resolutions. This training must be completed to be in compliance with Rule 15.6. In this training, attendees will learn:

- How to create a GER Resolution from a General Event Report (GER)
- How to Search for a GER Resolution
- About the different sections of a GER Resolution

- Editing and Saving the GER Resolution
- Closing a GER Resolution
- GER Resolution Extras

Information Needed for Training:

DMH providers that **have not completed** the initial GER Therap training or do not have a Therap login should email Shya “Shae” Dotson at ishya.dotson@therapservices.net.

If you have already completed Therap training but would like to schedule another session or need direct support, please contact Shae Dotson.

GER Resolution training will be conducted in October. Please click on one of the links below to schedule your agency’s training at a time convenient for you. You only have to attend one training session. The GER Resolution training **must** be completed by October 31, 2024.

Date	Training Topic	Session Time	Registration Link
10/15/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJkce-hrz0pGzmCznFXym1BXV2-tZCmT_d
10/16/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJYpduyppzluGdHSpw-fuAsWptyFX0gl0jS5
10/17/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJwcuqtrjkqE9K1S_XJz4INXNI32oCAwsne
10/29/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJYpdOChrZ4jHde6tXBpjARS7rXbx5WQogOy
10/30/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJMufuCqz4sGtUmG2K-CEEcvo6ISCO1P9iP
10/31/24	MS GER Resolution Training	10am CST/11 am EST	https://therapservices.zoom.us/meeting/register/tJcpfu-spzktGd2unOO7tBDLRM_9FYwY00S3

Therap has additional, helpful resources on GER Resolutions on their website: <https://help.therapservices.net/s/general-event-reports>.

Subscribe to Therap’s updates

To receive updates for new features and functionalities, release notes, webinars and events, and more, please follow this link: <https://www.therapservices.net/manage-your-email-subscriptions/>.

Additionally, Therap posts any updates and release notes to their webpage: <https://help.therapservices.net/app/release-notes>. You can check this page to stay up to date.

Incident Reporting

The Centers for Medicare and Medicaid Services (CMS) and the Department of Health and Human Services (HHS) have defined a critical incident to include, at a minimum, verbal, physical, sexual, psychological, or emotional abuse; neglect; exploitation including financial exploitation; misuse or unauthorized use of restrictive interventions or seclusion; a medication error resulting in a

telephone call to or a consultation with a poison control center, an emergency department visit, an urgent care visit, a hospitalization, or death; or an unexplained or unanticipated death, including but not limited to a death caused by abuse or neglect.

In addition to the CMS incidents, DMH providers should only report incidents outlined in Rule 15 into Therap within the timeframes specified in Rule 15.

DMH providers should comply with the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable state or federal regulations when submitting incident reports.

If you have any questions or need clarification on reporting specific incidents, please contact the Division of Utilization Review and Risk Management at co-riskmgmt@dmh.ms.gov.

End of Provider Bulletin