

|  |   |
|--|---|
|  <p>Mississippi Department of Mental Health</p> <p><i>Supporting a Better Tomorrow...One Person at a Time</i></p> | <p><b>Mississippi Department of Mental Health</b></p> <p><b>Provider Bulletin</b></p> <p><b>Number IO0165</b></p> |
| <p><b>Subject:</b> <i>Incident Reporting and Therap Training - GER Resolution</i></p>  | <p><b>Issue Date:</b> May 22, 2025</p> <p><b>Effective Date:</b> Immediately</p>                                  |

### **Scope**

Therap Training for DMH Certified Providers & DMH State Operated Programs June 10 – 12, 2025 in the 12<sup>th</sup> floor Conference Room at the Mississippi Department of Mental Health, 239 North Lamar Street; Jackson, MS 39201.

### **Purpose**

The purpose of this bulletin is to provide registration information for the upcoming mandatory Therap training that includes Therap user training, assistance, and updates from the DMH Division of Risk Management on applicable incident reporting requirements set forth in Rule 15.6 of the DMH Operational Standards and DMH Administrative Policy Numbers(s) 23 & 26. All programs and providers that are not currently utilizing the required GER Resolution module will need to ensure all Therap report staff have been trained to implement this requirement by July 1, 2025. Effective July 1, 2025, the DMH Division of Risk Management will triage GER and GER Resolutions to accommodate the Risk Management investigative process that will be discussed during the training.

### **Therap Training**

- 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. DMH-certified providers must obtain a Therap username and password and complete a Therap training session to comply with the reporting requirements set forth in Rule 15.
- Please choose from one of the options below to register staff members responsible for Therap reporting:
  - DMH State Operated Programs: (*State-Operated Program Employees Only*)
    - June 11, 2025 (9am – 12pm) | <https://forms.gle/LqV7pPc1dWNRKrGR8>
  - DMH Certified Providers:
    - June 10, 2025 (9am – 12pm) | <https://forms.gle/L8enV5eDBiyQ16zw7>
    - June 11, 2025 (1pm – 4pm) | <https://forms.gle/BnGPxeXX7FJUW4MP7>
    - June 12, 2025 (9am – 12pm) | <https://forms.gle/VmHMuMtkhqEgrkqD8>

**Please note:** All visitors will need to check in with security prior to accessing the elevator. Parking will be available in the parking garage on the 7<sup>th</sup> floor. Capitol Police provides cart shuttle service 7:30am – 5pm.

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

- 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. 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 covers how to set up your agency provider account, how to enter a GER, etc.

- Trainings for GER/GER Resolution will be required **annually** by facility Therap report staff and/or point(s) of contact designated for reporting.

### **Who Should Attend this Training:**

Staff who are currently designated to report serious incident reporting with at least one staff person deemed as the System Administrator for your agency. *DMH Division of Risk Management strongly recommends having at least two designated staff members trained for Therap and serious incident reporting.* The system administrator does not have to have a background in IT. For this training, Therap vendor will be on-site to assist attendees on their own devices and provide guidance on setting up and maintaining provider agency accounts.

### **What to Expect in Training:**

This training is preparation for learning how to submit a Resolution using Therap's reporting module, General Event Reports (GER) and must be completed to be in compliance with Rule 15.1. During this training, attendees will participate in hands-on experience to set up and maintain their agency's Therap account, GER Resolution, reporting guidance and requirements, along with a Q&A session. Trainees are expected to bring their computer and/or devices for this hands-on training session.

In this training, attendees will learn to:

- Login and Navigate the Therap Dashboard
- Create Sites and Programs
- Create Users and Assign Privileges
- How to create a GER Resolution from a General Event Report (GER)
- How to Search for a GER Resolution
- Editing and saving the GER Resolution
- Closing a GER Resolution
- GER Resolution Extras

### **Information Needed for Training:**

If an attending provider is not already setup in Therap, in order to set up the agency account, specific information is required. Please have the following information available during the training:

- One agency program name with the physical address, phone number, and contact person
- First and last name and title of the agency staff member(s) who will be responsible for entering incidents.

DMH providers that have not completed Therap training or do not have a Therap login should email Isyha "Shae" Dotson at [isyha.dotson@therapservices.net](mailto:isyha.dotson@therapservices.net) and Tiffany Holloway at [tiffany.holloway@dmh.ms.gov](mailto:tiffany.holloway@dmh.ms.gov) with the information above.

If you have any questions or need clarification on reporting specific incidents, please contact the Division of Risk Management at [co-riskmgmt@dmh.ms.gov](mailto:co-riskmgmt@dmh.ms.gov) or 601-359-4011.

***End of Provider Bulletin***