



COLORADO

Department of Health Care
Policy & Financing

Community Living Office
1570 Grant Street
Denver, CO 80203

To: Community Centered Board Executive Directors
Community Centered Board Case Management Directors
Service Provider Agency Directors

From: Michele Craig, Program Services Unit Manager

Date: April 26, 2017

Subject: COMMUNICATION BRIEF
Critical Incident Trends and Prevention Strategies Training
May 22 and 25, 2017

Purpose: To inform Community Centered Boards (CCBs) and Program Approved Service Agencies (PASA) about upcoming trainings regarding trends and prevention strategies for critical incidents.

Background: Per the Department's agreement with the Centers for Medicare and Medicaid Services (CMS), the Department must demonstrate that it has designed and implemented an effective system for assuring waiver participant health and welfare. The Department must also demonstrate that an incident management system is in place that effectively resolves those incidents and prevents further similar incidents to the extent possible.

Procedure: The Department is providing a training on Critical Incident Trends and Prevention Strategies in May 2017. Content will be different from the April 2017 training. The training will be offered on two different dates. Please see below for training date, time and registration information.

Agency personnel responsible for ensuring the health, safety and welfare of individuals receiving services must complete the training to include case managers, case management supervisors and directors, quality assurance staff, and PASA supervisors and directors. Each agency is responsible to deliver the training to personnel who do not attend the training session.



Please register for your chosen session prior to the scheduled start date and time. Please include the name of the agency you represent when registering.

- Monday May 22, 2017 from 1:00 p.m. to 3:00 p.m.

Registration link:

https://cohcpf.adobeconnect.com/e4ofi9kpyd/event/event_info.html

Teleconference information: 1-877-820-7831, Passcode: 303146#

- Thursday May 25, 2017 from 1:00pm-3:00pm.

Registration link:

https://cohcpf.adobeconnect.com/e7rdoh9rhod/event/event_info.html

Teleconference information: 1-877-820-7831, Passcode: 303146#

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