



**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:** August 30, 2017

**Subject:** COMMUNICATION BRIEF  
Critical Incident Trends and Prevention Strategies Training  
September 2017

**Purpose:** To inform Community Centered Boards (CCBs) and service provider agencies about upcoming trainings regarding trends and prevention strategies for critical incidents.

**Background:** Per the Department of Health Care Policy and Financing's (the Department) 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.

The Department is converting the system for reporting critical incidents from the DDDweb to the Benefits Utilization System (BUS) effective October 1, 2017. As of October 1, 2017, all critical incidents reported by the CCBs will be entered into the BUS.

**Procedure:** The Department is providing training on Critical Incident Trends and Prevention Strategies in September 2017. The training will be offered on two different dates. Please see below for training date, time and registration information. When registering, participants must include the name of the CCB or service provider agency they represent.

The September 2017 trainings will include training for CCBs on entering critical incidents into the BUS. This will occur the last hour of each training.



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.

- **Monday September 25, 2017**

- 10:00am-12:00pm (BUS training 11:00am-12:00pm)
- Registration link:
  - [https://cohcpf.adobeconnect.com/ertruggiz4o/event/event\\_info.html](https://cohcpf.adobeconnect.com/ertruggiz4o/event/event_info.html)
- Teleconference information: 1-877-820-7831, Passcode: 303146#

- **Thursday September 28, 2017**

- 1:00pm-3:00pm (BUS training 2:00pm-3:00pm)
- Registration link:
  - [https://cohcpf.adobeconnect.com/ebkwxisa30yh/event/event\\_info.html](https://cohcpf.adobeconnect.com/ebkwxisa30yh/event/event_info.html)
- Teleconference information: 1-877-820-7831, Passcode: 303146#

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