



Personal Care Services Provider Training Announcement

Date and Time:

December 3, 2024, 9 a.m. to 11:30 a.m.

December 5, 2024, 1 p.m. to 3:30 p.m.

Registration Link:

<https://phs.swoogo.com/pcscir24>

Who should attend?

Turquoise Care PCS Providers
Support Broker Agencies

New to reporting? You will learn:

- **What** a critical incident is
- **Who** is required to file a critical incident report
- **Why** critical incident reporting is important
- **When** to submit a critical incident

The training will cover:

- Reporting and documentation requirements
- Reporting a delay in the start of services
- Determining risk levels for reoccurring incidents of neglect, including:
 - Insufficient staffing
 - Refusing services
 - Issues with hiring/terminations

Questions? Contact:

Kim Dixon, RN

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November 1, 2024

Dear Turquoise Care Provider,

We are happy to announce Critical Incident Reporting trainings for 2024. Collaboratively presented by the Turquoise Care Managed Care Organizations (MCOs) and the New Mexico Health Care Authority (HCA), these trainings will cover critical incident reporting topics related to Personal Care Services (PCS) providers and support broker agencies.

Annual Critical Incident Reporting training is required for all contracted Turquoise Care providers that report in the HCA Critical Incident Reporting System (CIRS). Attendance at this training will ensure providers meet their contractual obligations.

These trainings are available via webinar only. After you sign up using the registration link, an email will be sent to you with confirmation of your registration and the meeting information.

Thank you for registering to participate in annual Critical Incident Reporting training for providers. We appreciate the high quality of care you provide our members, delivered at the right time and in the right setting.

Sincerely,

Kim Dixon, RN

Supervisor, Healthcare Services – Critical Incidents
Molina Healthcare Inc

Such services are funded in part with the State of New Mexico.

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