



To: All Wake Based Providers of MH/DD/SA Services
Re: Incident and Death Reporting Forms Changes
From: Miki Jaeger, LME Quality Management Team Leader
Date: February 17, 2006

On February 9, 2006 Michael Moseley, Director of the Division of MH/DD/SAS sent a memo to LME Directors outlining changes, effective immediately, to the reporting of incidents and deaths.

The Wake County LME is well aware of the important work that many of our providers are currently engaged in to assure that consumers will receive effective and appropriate services as we transition to the new service definitions on March 20, 2006.

Given the intense and immediate nature of that effort, we understand that not all providers will be able to implement, before the end of this fiscal year, the reporting changes summarized below. The Wake Quality Management Team will be available to answer your questions as we ask you to integrate these changes into an already rapidly changing world of service provision.

The major changes we have identified:

- All Providers must report quarterly not only Level I incidents but also summarize any level II and III incidents previously reported to the host LME on the same form (QM 11.) Attached are instructions and the new form. This eliminates the need for providers to call, fax or write us monthly that they have had zero level II or level III incidents.
- These reports are now **due by the 10th** of the months of October, January, April and July.
- Social security numbers may no longer be used on incident reports. All Wake County consumers will require a Wake County medical record number. Please call Sherry Phillips at 250-3867 if you are serving a Wake County citizen for whom you would report any incident.
- The Provider Quarterly Incidents Report (Form QM11) is required of each provider site, not the corporate site.
- There is more information on the page "Incident Reporting Changes for DHHS Incident and Death Report (Form QM02.) Please pay particular attention to items #4. and #5.

In these times of change, we are not always able to effectively communicate with our 300 plus providers unless we have a current e-mail address. If you have not previously received this information via email, please email pgoerger@co.wake.nc.us with your current email address.

Also, please regularly check our Provider website at www.wakegov.com/humanservices/providers/network/topics

Please contact me via email miki.jaeger@co.wake.nc.us or by phone at 856-5646 or Robyn Powell via email at rpowell@co.wake.nc.us or by phone at 856-6407 if you have any questions or concerns.

All the information included in this package can be found at: www.dhhs.state.nc.us/mhddsas/manuals/index under the heading "forms."

We appreciate your continued efforts on behalf of the consumers and your flexibility in these times of change. The Quality Management Team will continue to provide training on Incident Reporting procedures and other topics to assist you in any way we can.