



COMMISSIONER
Jon Weizenbaum

February 22, 2013

To: Adult Day Care Facilities (ADCs), Assisted Living Facilities (ALFs), Home and Community Support Services Agencies (HCSSAs), Intermediate Care Facilities for Individuals with an Intellectual Disability or Related Conditions (ICFs/IID), and Nursing Facilities (NFs)

Subject: **Provider Letter 13-04** – Incomplete Incident Reports to the Department of Aging and Disability Services (DADS) and New Optional Electronic Reporting

The purpose of this letter is to:

- remind providers to report incidents thoroughly and submit provider investigation reports within the required regulatory timeframes; and
- make providers aware of a new *option* to submit an initial incident report electronically rather than by phone.

An increasing number of providers have been reporting incidents without providing all the requested information. Providing as much initial information as possible is extremely important. Doing so facilitates the processing (and management) of reported incidents and helps the DADS Consumer Rights and Services (CRS) section have sufficient information to prioritize the incidents accurately.

Incomplete Incident Reports

After making the initial report of an incident in a facility or agency, the facility or agency must submit a Provider Investigation Report, DADS Form 3613-A or DADS Form 3613, with witness statements and other relevant documentation. The submission must be within the applicable regulatory time frame as follows:

- five working days for NFs and skilled NFs;
- five calendar days for ADCs and ALFs;
- five working days for ICFs/IID; and
- ten calendar days for HCSSA.

Unlicensed ICFs/IID must also submit a copy of the Texas Department of Family and Protective Services final investigation report within 14 calendar days.

A DADS web page has incident-reporting information available to providers. The page provides information such as, how to identify a reportable incident, time-specific requirements, general instructions for using the CRS telephone voice-prompted reporting system, program-specific instructions, and links to required forms. The page is available at <http://www.dads.state.tx.us/services/crs/incidentforms/index.html>.

New Optional Online Self-reporting System

DADS has developed an online provider incident reporting system that is an optional alternative to the CRS voice mail reporting system. The page from where you can submit an incident report online is available at <https://www.dads.state.tx.us/services/crs/incidentforms/SRI/index.cfm>. This webpage includes instructions on how to use the online reporting tool.

DADS will consider that a provider has met the regulatory requirement for the initial incident report if the provider makes the report using the telephone system or the new online self-reporting system. DADS plans to amend its specific program rules to include the online option for reporting. Providers may subscribe to receive free electronic notices about future rule amendments. To subscribe, click on the "E-mail updates" tab on the DADS home page at <http://www.dads.state.tx.us/>.

If you have questions about this provider letter, please contact a Regulatory Services policy specialist in the Policy, Rules and Curriculum Development unit at 512-438-3161.

Sincerely,

[signature on file]

Veronda L. Durden
Assistant Commissioner
Regulatory Services

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