



January 7, 2010

## Critical Incident Reporting Training Schedule for January, February, and March of 2010

Senior and Disability Services (SDS) require all Medicaid waiver service providers to receive training on Critical Incident Reporting (CIR) and Critical Incident Improvement Plans (CIIP). SDS will offer these trainings via “GoTo Meeting.”

SDS assures the federal Centers for Medicare and Medicaid Services (CMS) that recipients of Medicaid waiver services are safe and healthy in their homes and communities. Critical Incident Reporting by providers of waiver services is one important way of carrying out this mandate. The collection and aggregation of critical incident data by SDS allows the agency to track trends and identify gaps in services. In addition, critical incident reporting offers the opportunity for greater communication between providers and SDS as well as a channel for technical assistance.

Providers may train their staff. Provider agencies may choose staff to attend the online training, and then may train additional staff at their own agency. All CIR/CIIP learning materials are available to participants upon request, after attending the online class, to use for this purpose.

**Training schedule: All trainings will be held from 2:00 pm until 3:30 pm.**

### Each Tuesday of January 2010:

January 5  
January 12  
January 19  
January 26

### Each Tuesday of February 2010:

February 2  
February 9  
February 16  
February 23

### Mondays in March 2010:

March 1  
March 8  
March 15  
March 22

### **About GoTo Meeting**

GoTo Meeting is very easy to use. Attendees will receive an email with instructions detailing how to join the meeting online, and a link to the scheduled meeting. To hear and speak during the class, attendees will need to use a computer headset with a microphone, or call in on the telephone and participate, much like a teleconference. Upon joining the meeting, everyone will be able to view the learning materials on their computer screen right at their desk. The first 5-10 minutes of the training will be used to get connected and make sure all attendees are online and can communicate with each other in the online training space.

### **How to register**

If you are working with an agency, please communicate with your supervisor about your plan to register. All attendees may register by sending an email to Kara Thrasher-Livingston, SDS Training Specialist II at [kara.thrasher-livingston@alaska.gov](mailto:kara.thrasher-livingston@alaska.gov). Please state in the email the day you would like to attend. Each class can accommodate up to 25 attendees. You will receive a confirmation email inviting you to the GoTo Meeting. You may want to choose a second class that would work for you in case your first choice is full. Thank You.