



Long-Term Care Regulation Provider Letter

Number: PL 2024-22
Title: Regional Offsite Review Process for Critical Incidents Reported into the Critical Incident Management System
Provider Types: Home and Community-based Services and Texas Home Living
Date Issued: December 11, 2024

1.0 Subject and Purpose

The purpose of this letter is to inform Home and Community-based Services (HCS) and Texas Home Living (TxHmL) providers of the Long-term Care Regulation (LTCR) Regional Offsite Review (ROR) process for critical incidents reported into the Critical Incident Management System (CIMS), as required by the Texas Administrative Code [§565.25\(j\)](#) for HCS providers and [§566.11\(n\)](#) for TxHmL providers. The LTCR ROR Team is tasked with conducting RORs to ensure the resolution for critical incidents reported into CIMS are effective to prevent future similar incidents to the extent possible.

The goal of this process is for the ROR Team to determine if the incidents have been resolved to the individuals' satisfaction. The CIMS Reviewers will follow up with the provider for any outstanding activities needed to resolve incidents and records pertaining to each incident reviewed to capture events and steps taken towards resolution.

2.0 Provider Responsibilities & Procedures

2.1 Receiving a CIMS intake

HCS/TxHmL providers are required to report all incidents into the CIMS program within the required State timeframes.

1. The ROR CIMS reviewer reviews the CIMS database for all restraints and serious injury incidents reported by the providers. Additional categories may be reviewed.

2. The ROR CIMS reviewer takes the following steps to determine whether the incident was resolved to the individual's satisfaction and whether the provider put steps in place to mitigate the incident from occurring again:

- reviews all submitted documentation;
- contacts the individual/guardian to determine satisfaction and resolution to the incidents reported;
- contacts the provider to determine if the incident was resolved to the individuals' satisfaction and steps put into place to mitigate the incident from occurring again;
- conducts all interviews by phone;
- requests additional documents (as needed); and
- provides the ROR fax number: 512-483-5753.

3. The ROR CIMS reviewer makes a determination, based on all records reviewed, interviews conducted and steps that were implemented by the provider to mitigate future occurrences of the same type of incident.

4. The CIMS reviewer will contact the provider by email and notify them if the incident was resolved to the individual's satisfaction or if the incident was not resolved to the individual's satisfaction. The incident will then be considered complete in CIMS.

5. The ROR CIMS reviewer will notify the LTRC Regional Program Manager (PM) or Designee of the incident review completion date, and whether the incidents were resolved to the individual's satisfaction and/or trends were identified with repeated incident occurrences.

6. The ROR CIMS reviewer will review and research all Abuse, Neglect and Exploitation (ANE) allegations monthly to ensure they were reported to the Department of Family and Protective Services (DFPS) Statewide Intake (SWI) per requirements.

All ANE allegations not reported to SWI per guidelines will be referred by ROR CIMS Reviewer to SWI.

Additionally, ANE allegations found through incident reviews which are not marked as ANE, will be referred to SWI.

3.0 Background/History

Effective December 11, 2024, the ROR Team will begin conducting RORs to ensure the resolution for critical incidents reported into CIMS are resolved to the individual's satisfaction and steps were taken to prevent future similar incidents to the extent possible.

4.0 Contact Information

If you have any questions about this letter, please contact theltcr_cims.ror@hhs.texas.gov.