

COMMUNITY BULLETIN

Happy 2023 NIMRS Community!

Important Reminders:

- ❖ Please ensure each of your programs have flyers posted for the **OMH Customer Relations Line**, **Mental Hygiene Legal Services (MHLS)**, and the **Justice Center's Hotline**.
 - Flyers for the **OMH Customer Relations Line & MHLS** can be obtained by contacting OMH's Utica Print Shop at **315-738-2960**
 - Flyers for the **Justice Center's Hotline** can be obtained by contacting their information and referral line at **1-800-624-4143**
- ❖ When to choose the category "Other Incident" in NIMRS Clinical Risk Management has noticed an uptick in the use of "Other Incident" as a Significant Incident category. As a reminder "Other Incident" is not a catch-all category and **should only be** used for the following situations:
 1. The incident is classified as a Significant Incident by the Justice Center; and
 2. After reviewing all other OMH NIMRS Incident Categories, the incident at face value does not meet any of the other incident definitions; and
 3. The incident resulted in serious injury or harm.
 4. "Other Incident" **should not** be used for the following situations:
 - I. Your investigation reveals that the incident did not occur. For example, a patient alleges staff misconduct, and the Justice Center classifies this report as a Significant Incident. The provider's investigation determined that the incident is unsubstantiated. In this case, the incident should be classified as Wrongful Conduct and the IRC Recommended Outcome should be entered as Unsubstantiated.
 - II. The incident was accepted by the Justice Center and classified as a Significant Incident; however, the details of the incident do not meet any reportable incident category and

there was no serious injury or harm. In this instance, "Not an Incident" should be used as the final incident type.

- III. "Other Incident" should not be chosen if you are questioning whether or not the incident occurred.
- IV. "Other Incident" should not be selected if the NIMRS user is unclear as to the appropriate incident type.
5. Please reach out to your regional Clinical Risk Manager at **(518) 474-3619** if there are any questions during the incident category selection process.

Click the NIMRS training links below to register:

NIMRS 101

[Thursday, January 19, 2023 | 2 PM](#)

[Thursday, February 9, 2023 | 2 PM](#)

[Wednesday, March 1, 2023 | 11 AM](#)

NIMRS Reports for the Busy Risk Manager

[Tuesday, January 24, 2023 | 2 PM](#)

[Thursday, March 2, 2023 | 2 PM](#)

NIMRS Incident Report Overview

[Thursday, February 16, 2023 | 2 PM](#)

New and Noteworthy

How will I know if I am the subject of a JC Allegation of Abuse/Neglect investigation?

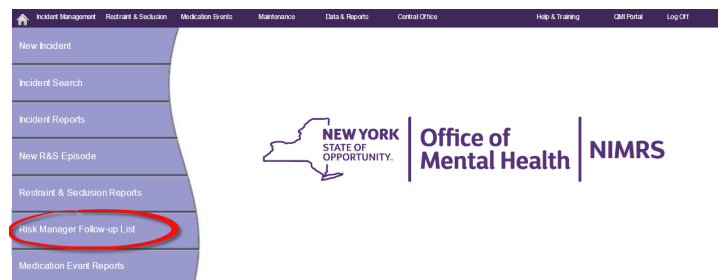
If you are a subject in an abuse or neglect investigation that is being conducted by the Justice Center, you will generally receive written notification from the Justice Center that you are the subject of the investigation. This notification will include either an incident or case serial number from the VPCR (Vulnerable Persons Central Register). Please use this incident number or case serial number when seeking information from the Justice Center about the investigation. If you are unsure about your status in an investigation, you should ask the investigator at the interview.

***Special Note:** *When an investigation for abuse or neglect is assigned to the provider, by the State Oversight Agency (OMH), the provider is responsible for providing notification to the subject.*

QUICK TIPS & TRICKS

Want a quick way to see active and outstanding incidents?

From the NIMRS Homepage, select the “Risk Manager Follow-up List” option. The Risk Manager Follow-up List shows actions required for active and overdue 524 incidents. You can also double click to open any incident listed!



Users may contact the NIMRS Team directly via our shared email box for technical assistance with NIMRS: NIMRSHelp@omh.ny.gov

For all NIMRS login and RSA Token Assistance please contact the helpdesk:

NYS Employees: FixIT@its.ny.gov or (844) 891-1786

Non-State Employees: Healthhelp@its.ny.gov or (800) 435-7697 (Option 2)

For more information check out the [NIMRS Learning Center](#)