

COVID-19 Reporting Options in Therap – North Dakota (updated 4/22/2020; 5/18/2020)

In response to the need to report incidents involving COVID-19 at DD licensed facilities, the DD Division has been communicating with Therap regarding how to best use the system to report incidents in response to this pandemic. To address this need, Therap created the following incident type for North Dakota to use:

- Select “Event- Other”;
- Select “Event Type- Communicable Disease”;
- Select “Event Sub-type- COVID-19”;
- Complete Status section (select all that apply): contact/exposure; negative; positive; symptoms; tested (available 4/22)
This status section is only available when completing the GER. The fields are displayable only when running the agency COVID-19 report from the report library.

Providers are being asked to report on the following items related to COVID-19: (broke out #1 from previous doc)

1. Consumers who have been in contact with someone who has a confirmed case of COVID-19; and/or
2. The consumer has been tested for suspected COVID-19 with a negative test result; and/or
3. Consumers with positive test results for COVID-19; and/or
4. Any incident that is currently reportable per Serious Event or Reporting Determination Guidelines, the person is displaying symptoms of COVID-19 and is tested (ER visit, Hospitalization, Urgent Care, etc.).

Many of the incidents that are COVID-19 related will likely be considered a multiple event (i.e. person is hospitalized and then tested for COVID-19). For a single consumer, please enter as many of the events as are relevant in one incident if you know about them at the same time (for example, a consumer visited the ER where a serious event was reported and they were also tested for COVID-19, report both events on the GER). For those meeting a high category, the verbal report to P&A is still 24 hours.

- If a consumer has additional items after the GER is approved, enter a new GER.
- If your agency has created a GER for a COVID-19 test, do NOT approve until the results are back. If confirmed as positive, level medium, write “Suspected case confirmed” in the Plan of Future Corrective Action field and approve. If negative, level the GER as low, write in “negative” and approve. In order to add multiple events to a GER, please use the refresher link below.
- If the consumer has a Serious event report or one that meets the RDGs and you generate a high GER and they are also being tested for COVID-19, add an additional sub-type PRIOR to approving the GER. If you approve the High GER and you find out later that a COVID-19 test was completed, enter a new GER for the COVID-19 (i.e. enter the hospital due to pneumonia, and while they are in the hospital, are tested for COVID-19).

For a refresher on entering events in Therap, please visit this link:
https://help.therapservices.net/app/answers/detail/a_id/219.

For COVID-19 related events, we are using the following notifications levels* as noted in the guidance below.

- Consumers who have tested positive and meets a serious event or an ANE definition will be entered as a **HIGH**.
- Consumers who test positive for COVID-19 will be entered as **MEDIUM** where no additional treatment was required, aside from steps taken by the agency to assure they are following all CDC and DoH guidelines and recommendations.
- Consumers who have a been in contact with someone who has a confirmed case of COVID-19 or the consumer has been tested and the results were negative, will be entered as **LOW**. LOW GERs will be created for people tested for antibodies.
- **MASS TESTING** – defined when an agency has all people tested who live in one region. GERs will only be generated when there are positive results. Agencies need to keep a list of the people tested during mass testing and provide this list to Katie Bentz via s-comm.
 - Mass testing is not when there are identified settings that are being tested (i.e. 2 homes out of all people receiving services in the region). GERs need to be completed for these people and approved once the test results have been received.

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These levels are being used to allow the agency and DD Division to quickly flag the different kinds of COVID-19 incidents. The guidance will also help you successfully enter COVID-19 related incidents. Remember that you need to consult the guidance below to make sure you are entering all the reportable events related to the incident. If there is no other reportable action taken, you can enter the Communicable Disease event at the appropriate Notification Level and describe what happened in that event.

North Dakota categories	Applies to:	GER event type and sub-type	GER notification level	ANE or serious event?	Incident Definition	Notification timeline
<p>1. Consumer has been in contact with someone who is a confirmed case</p> <p>2. Consumer has been tested for COVID-19 and is negative</p> <p>3. LOW GERS will be created for people tested for antibodies.</p>	Licensed DD providers	<p>“Event-Other”;</p> <p>“Event Type-Communicable Disease”</p> <p>“Sub-type-COVID-19”</p>	Low	Apply SEG and RDGs	<p>A GER must be generated with a LOW notification level if:</p> <ol style="list-style-type: none"> Consumer has been in contact with someone who has been identified as a confirmed case; or The consumer has a suspected case of COVID-19 and has been tested with negative results. <p>For all incidents related to the COVID-19 outbreak, please enter a Communicable Disease Event to flag it as COVID-19 related.</p> <p>Note that you will need to click the Add Another Event button to add your additional events after entering the COVID-19 event.</p> <p>If additional testing is being done to determine if someone has built up antibodies, a low GER will be created for tracking and contact tracing purposes.</p>	<p>DDPM and guardian notified within 1 working day.</p> <p>If contact or exposure only w/ no symptoms, approve GER within one working day.</p> <p>If being tested, wait to approve until results are back.</p>
Consumer tested positive for COVID-19 (confirmed)	Licensed DD providers	<p>“Event-Other”;</p> <p>“Event Type-Communicable Disease”</p> <p>“Sub-type-COVID-19”</p>	Medium	Apply SEG and RDGs	<p>Consumers who test positive must be entered in Therap using the MEDIUM notification level. For a consumer who tested positive, you may be adding events for ER visit, if those actions were taken.</p> <p>If a consumer is being tested now and is moves from a suspected case (low GER) to a confirmed case, when you enter a new GER for the confirmed case, write “Suspected case confirmed” in the Plan of Future Corrective Action field, leaving the rest of the field blank (you can enter your Plan of Future Corrective Action details under Corrective Action Taken in this case- just make a note). This will allow us to track cases that have been confirmed and avoid double-counting.</p> <p>For details on entering events, please see: https://help.therapservices.net/app/answers/detail/a_id/219</p> <p>Note that you will need to click the “Add Another Event” button to add your additional events after entering the COVID-19 event.</p>	<p>DDPM and guardian notified within 1 working day; GER entered (keep in pending) and only approve when you are informed of the results.</p>
Tested positive and now meets the Serious event or Reporting Determination guidelines per PI 18-04	Licensed DD providers	<p>“Event- Other”;</p> <p>“Event Type-Communicable Disease”</p> <p>“Sub-type-COVID-19”</p>	High	Apply SEG and RDGs	<p>Consumers who test positive where a Serious event was reported or due to suspected ANE, these must be entered as a HIGH notification level incident.</p> <p>For a consumer who tested positive and does require treatment, you will add additional events in the same GER for those items (i.e. ER visit with IV, hospitalization etc.). This will allow us to track cases that have been confirmed and avoid double-counting.</p> <p>For details on entering events, please see: https://help.therapservices.net/app/answers/detail/a_id/219</p> <p>Note that you will need to click the “Add Another Event” button to add your additional events after entering the COVID-19 event.</p>	<p>Verbal report to P&A within 24 hours only if this meets a serious event or ANE suspected; guardian and DDPM within one working day</p>

As with GERS of all levels, remember that your follow-up in the GER is an assurance that all recommendations have been completed and all incidents have been resolved. Place your comments in the review/follow-up section as it applies to the health and safety of the person. Thank you.