

# Entering the Risk Mitigation Plan into the BUS

Instructions for Intensive Case Managers



**COLORADO**  
Department of Health Care  
Policy & Financing

December 2015

# Entering the Risk Mitigation Plan into the BUS for CCT Clients

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When a client is considering participating in Colorado Choice Transitions (CCT) program and wants to transition from residing in a Nursing Facility to residing in the community, it is important to create a **risk mitigation plan** to proactively address possible risks to the client's health that could occur while living in the community.

Clients have the right to accept some risk, and it is not acceptable to prevent them from transitioning to reside in the community if the strategies, services and supports they need are available. It is the intensive case manager's role to work with the transition options team to identify risk factors, develop a risk mitigation plan, and ensure the client understands their role in risk management.

A new section in the Benefits Utilization System (BUS) has been developed to enter this information. **ONLY Intensive Case Managers have access to enter and edit information into this section of the BUS. Transition Coordinators will have read-only access in this section.**

## What is a Risk Mitigation Plan?

A risk mitigation plan is a component of the transition assessment and planning process. It is **developed by the client and their transition options team** prior to the decision if a transition is feasible.

The risk mitigation plan is a **detailed list of potential risks and ways to prevent and manage those risks**. It outlines what the client, the Intensive Case Manager, the Transition Coordinator, providers and client's support network will do to prevent, monitor and manage each risk. It also includes steps that will be taken to respond if risks become reality. It is a living document that must be updated continually as changes occur with the client.

The strategies to avoid and respond to risk factors should be openly discussed with the client and the transition options team. **A risk mitigation plan covers more than just services** the client will receive, even though a service provider may be part of the monitoring and reporting plan. This plan should be about client strategies, supports and choices, not services only.

The plan identifies:

- Potential risks
- Source of those risks
- Specific strategies available to address those risks
- Plan to monitor the risks
- Response to related risk incidents and prevent further incidents

There are 5 Risk Categories:

- **Behavioral Health**
  - Includes: Cognitive deficits, dementia, depression, wandering, memory loss, active substance abuse, etc.
- **Life Management**
  - Includes: Limited finances, requires food assistance, history of landlord issues, has never lived alone, history of not paying bills, etc.
- **Health and Wellness**
  - Includes: Seizures, vision issues, hearing issues, bladder/bowel control, has had frequent falls, etc.
- **Medication**
  - Includes: Forgets or refuses to take medication, has medication interactions and adverse reactions, etc.
- **Nutrition**
  - Includes: Issues with choking, swallowing, diet compliance, etc.

Intensive case managers must enter the information for the Risk Mitigation Plan developed by the Transition Options team onto the **paper Risk Mitigation form** first. You can find the form online here: [www.colorado.gov/hcpf/provider-forms](http://www.colorado.gov/hcpf/provider-forms)

**After the decision is made that a transition is feasible**, intensive case managers must enter the risk mitigation plan into the Benefits Utilization System (BUS), **as well as entering a log note in the client's record** on the BUS to indicate that a risk mitigation plan has been created. Intensive case managers must ensure the transition plan, service plan and risk mitigation plan align.

### How does Risk Mitigation fit with the Transition Plan?

The transition plan is a detailed plan created by the CCT client and their transition options team that identifies the steps that will be taken to move the client from living in an institutionalized setting to living in a home and community based setting. **This plan is very comprehensive and covers many topics** including housing, food assistance, transportation, etc. The risk mitigation plan is just one component of the larger transition plan.

### How is the Contingency Plan different from the Risk Mitigation Plan?

The contingency plan is a component of a client's service plan that describes the client's and the case manager's responsibilities **in an emergency or if a provider is unable to provide services either temporarily or permanently**. The contingency plan should include names and contact information for those who will provide back-up support.

A contingency plan is required **for all clients receiving HCBS services** and is not limited to clients enrolled in CCT.

### What is a Critical Incident?

A critical incident is **any actual or alleged event, or situation, that creates a significant risk of serious harm to the health or welfare of a client**. A critical incident could have, or has had, a negative impact on the mental and/or physical well-being of a client in the short or long term.

These include:

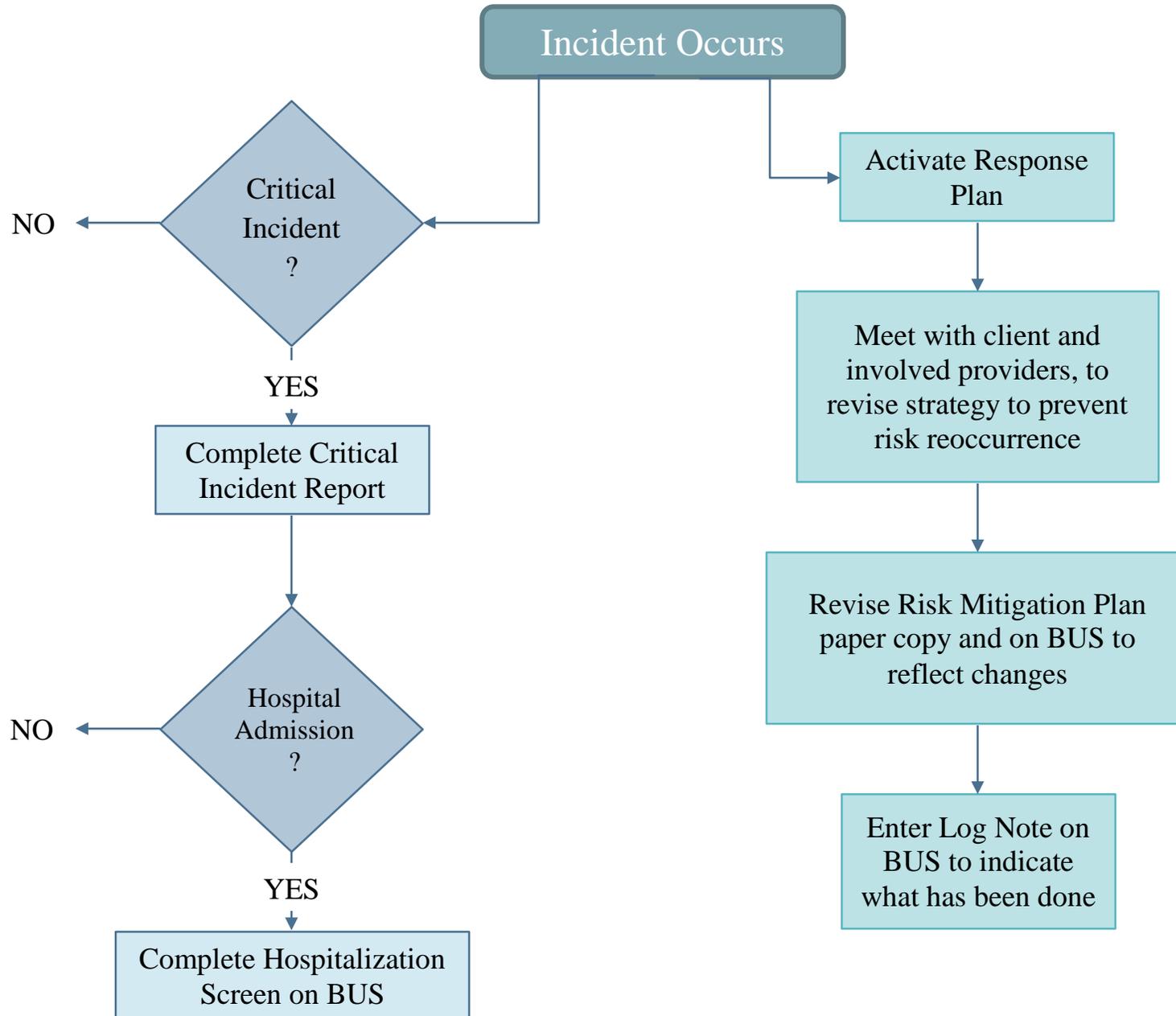
- Death
- Abuse/Neglect/Exploitation
- Injury/Illness to Client
- Damage to Consumer's Property/Theft
- Medication Management Issues
- Other High Risk Issues
- Emergency room visits
- Hospital admittance
- Institutionalization – to a nursing home or intermediate care facility

A critical incident may occur as a result of a risk identified in the risk mitigation plan. Intensive case managers must work with the CCT client and family to **adjust the risk mitigation plan to reduce the occurrence of additional risk incidents, and prevent re-occurrence of identified risk incidents**.

### What is an Emergency Planning Guide?

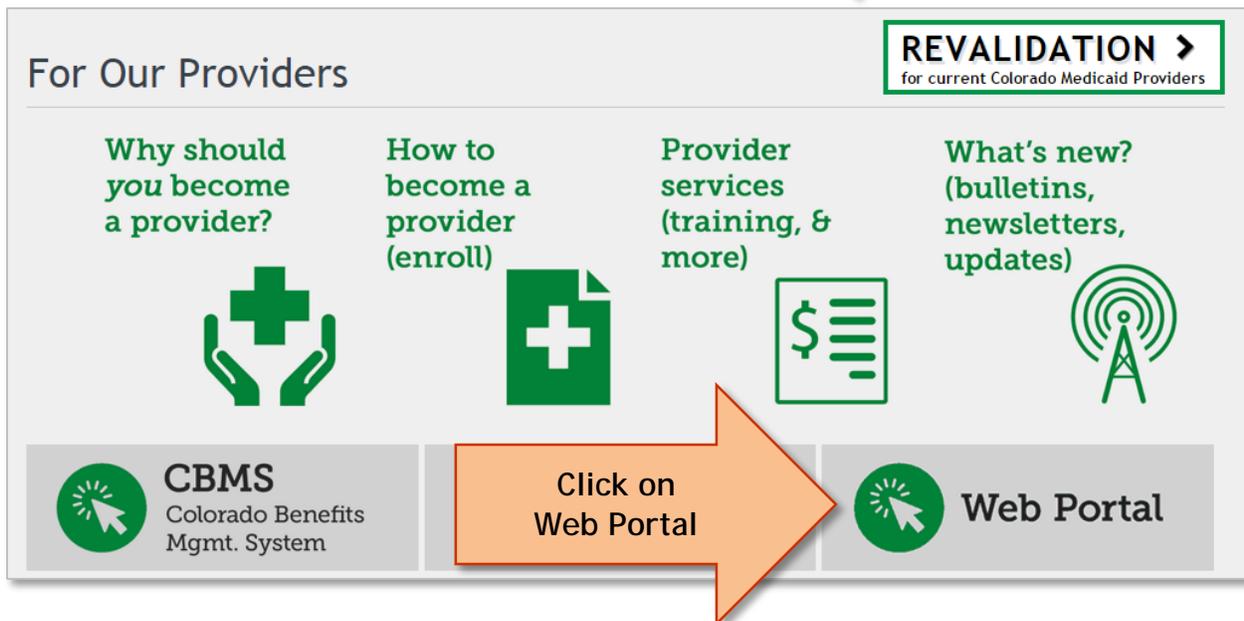
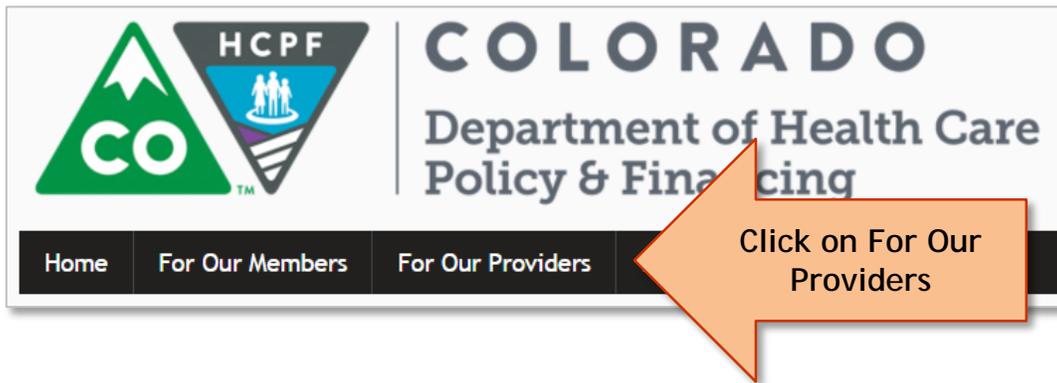
The emergency planning guide is a document developed with the client during the CCT transition planning process. This guide **remains with the client for their use only** to help them identify issues and know who to contact in various situations.

# Responding to a Risk Incident



# Entering Risk Mitigation Plan into the BUS

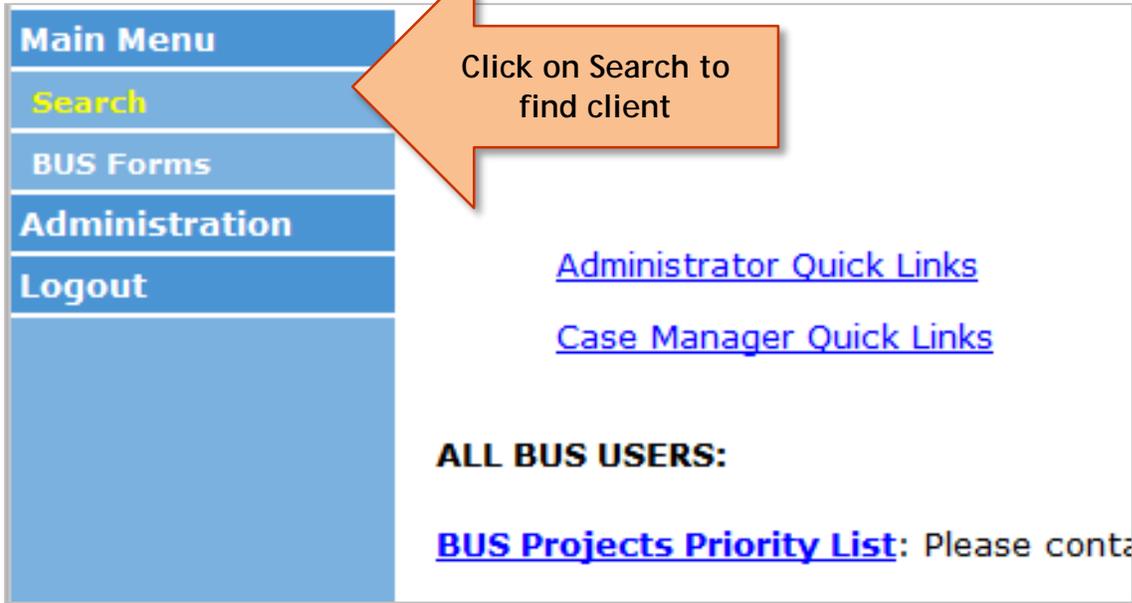
Go to [www.Colorado.gov/hcpf](http://www.Colorado.gov/hcpf)



A screenshot of a web application's navigation menu. The menu is a vertical list with a dropdown arrow on the right side. The items are: 'User Profile Maintenance', 'BUS', 'BUS Access', 'BUS Training', and 'BUS Test'. The 'BUS' item is highlighted with a grey background, and the 'BUS Access' item is highlighted with a blue background. A large orange arrow points from the right towards the 'BUS Access' item. The text inside the arrow reads: 'Click on BUS > BUS Access'.

A screenshot of a login form. At the top, it says 'To login to the system please enter your username and password below.' Below this are three input fields: 'User Name:', 'Password:', and 'User Agreement:'. The 'User Agreement' field has a small square checkbox. To the right of the 'Password' field is an orange box with the text 'Log in using your BUS Username and Password'. Below the input fields is a section titled 'USER AGREEMENT / SECURITY REMINDER:' followed by a paragraph of text: 'By logging into the Long Term Care Benefits Utilization System you are bound by all of the terms and conditions of the Department of Health Care Policy and Financing's System User Agreement.' Below this text is a blue hyperlink that says 'Return to Web Portal'. At the bottom of the form is a 'Login!' button.

# Search for Client



**Main Menu**

- Search**
- BUS Forms
- Administration
- Logout

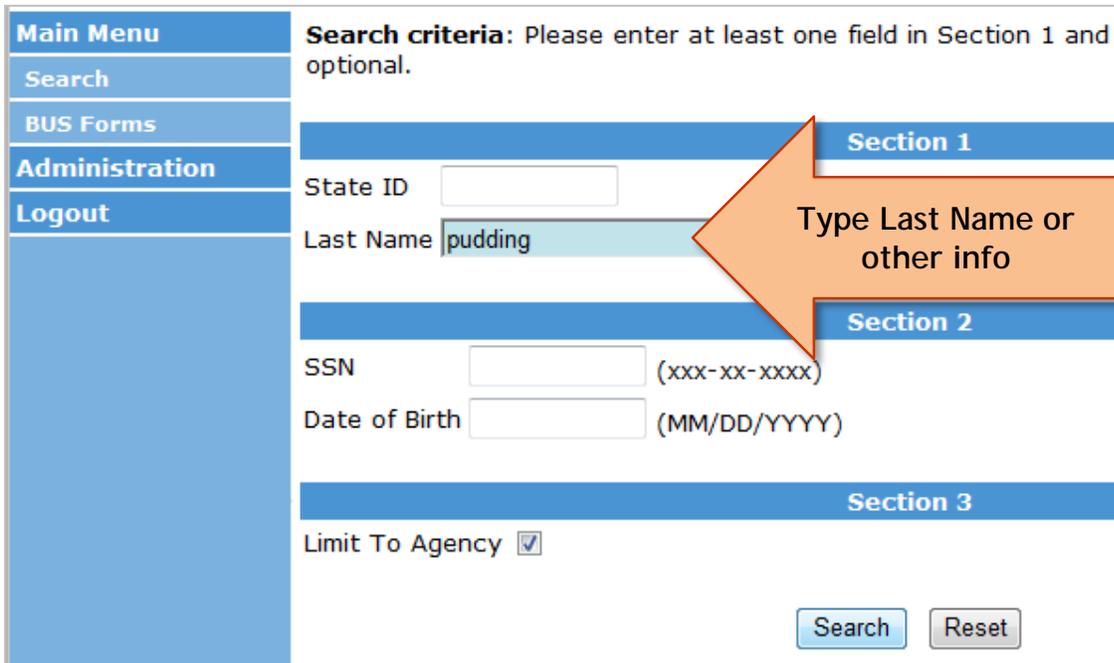
Click on Search to find client

[Administrator Quick Links](#)

[Case Manager Quick Links](#)

**ALL BUS USERS:**

[BUS Projects Priority List](#): Please conta



**Main Menu**

- Search
- BUS Forms
- Administration
- Logout

**Search criteria:** Please enter at least one field in Section 1 and optional.

**Section 1**

State ID

Last Name

**Section 2**

SSN  (xxx-xx-xxxx)

Date of Birth  (MM/DD/YYYY)

**Section 3**

Limit To Agency

Type Last Name or other info

# Client Information Screen

Main Menu	Client Information				
Advisement Letter	First Name	Butterscotch	MI		Last Name
Assessment - 100.2	SSN	133-11-1111 (xxx-xx-xxxx)	State ID	Z190000	County
Client Information	Primary Language	English	DOB	01/17/1939 (mm/dd/yyyy)	Phone
- Financial	Marital Status	Single	Sex	Female	
- Spousal Financial	Street Address		City/State/ZipCode		
- Insurance			Mailing Address City		
- Legal			Mailing Address ZipCode		
Transition Assessment & Planning	Client ID for Agency				
Risk Mitigation Plan	Current Living Situation	Alone			
Assessment - HCA	Case Status: M:	Open			
Case Management	CBMS Case Number				
Case Status					
Critical Incidents - Before 06/04/2009					
Critical Incident Reports					



Click on Risk Mitigation Plan

Main Menu	[ <a href="#">Edit Risk Plan</a> ] [ <a href="#">Withdraw Risk Plan</a> ] [ <a href="#">Print</a> ]
Advisement Letter	
Assessment - 100.2	
Client Information	
Transition Assessment & Planning	
Risk Mitigation Plan	
- Add or Initial	
- Print Grid	

Risk Mitigation Plans			
Plan No. (Event)	Effective Date		
There are no Risk Mitigation Plans entered for this client.			



Click Add or Initial to begin new plan

# Enter Information

Upon Initial, **complete all fields**

- Enter **Effective Date**
- Check that Participant agrees with Risk Mitigation Plan
- Check that Participant/Legal Guardian signature is on file and date
- Check that Case Manager signature is on file and date

Click **Save and Continue**

<b>Main Menu</b>	<b>Risk Mitigation Plan 1 - Add</b>
Advisement Letter	
Assessment - 100.2	
Client Information	Risk Assessment is an important part of the assessment and service planning process. This agreement serves as documentation of a conversation through which the individual or his/her legal representative have been presented with the potential risks identified through the assessment process, the source of those risks, the alternatives available to address the risks identified and an acknowledgement by the individual or his/her legal representative that the identified risks exist and the individual has agreed to assume these risks in order to return to the community.
Transition Assessment & Planning	
Risk Mitigation Plan	
- Information	<b>Name of the Participant:</b> vanilla pudding
- Risks Checklist	
- Behavioral Health	<b>Case Management Agency:</b> Health Care Policy and Financing
- Life Management	<b>Transition Coordination Agency:</b>
- Health & Wellness	
- Medication	<b>Effective Date:</b> <input type="text"/> (mm/dd/yyyy)
- Nutrition	
- Print Signature	
- Print Working	<b>The Participant indicates that he/she is in agreement with the Risk Mitigation Plan:</b> <input type="checkbox"/>
- View	
Assessment - HCA	<b>Participant/Legal Representative Signature on file:</b> <input type="checkbox"/> <b>Date:</b> <input type="text"/> (mm/dd/yyyy)
Case Management	<b>Case Manager Signature on file:</b> <input type="checkbox"/> <b>Date:</b> <input type="text"/> (mm/dd/yyyy)
Case Status	
Critical Incidents - Before 06/04/2009	
Critical Incident Reports	
	<input type="button" value="Save"/> <input type="button" value="Save and Continue"/>

## Risk Categories

<b>Main Menu</b>
Advisement Letter
Assessment - 100.2
Client Information
Transition Assessment & Planning
Risk Mitigation Plan
- Information
- Risks Checklist
- Behavioral Health
- Life Management
- Health & Wellness
- Medication
- Nutrition
- Print Signature
- Print Working
- View

There are 5 Risk Categories:

- Behavioral Health
- Life Management
- Health and Wellness
- Medication
- Nutrition

Utilize any or all sections of the Risk Mitigation Plan that applies to an individual client

Use the **left-hand navigation menu to skip** to a different category

Click the **Risks Checklist** at anytime to view the risks listed in each category at a glance

**DO NOT delete a checkmark** in the risks checklist or it will delete your risk entry in the Risk Mitigation Plan

For each identified risk, case managers must enter:

- A description of the risk and possible negative outcomes
- Strategies for addressing those risks
- Monitoring and reporting plan

**Note: Do not use apostrophes or semi colons** in any narrative field in the BUS, it has been suggested that the use of these characters have caused some of the BUS generated error messages

## Deleting Individual Risks or Risk Mitigation Plans

- **Use caution when deleting!** Risk Mitigation Plans are intended to be an ongoing record of risks and strategies during the client's one-year transition period.
- If you need to delete a risk, click **Delete Identified Risk** at the top of the screen in that section and select the risk you wish to delete. This will delete it from the plan entirely.
- **Note:** DO NOT enter a new plan every time there is a change. A client should only have one plan that is continually revised.
- **Should the client accidentally have more than one plan entered, select Withdraw Risk Plan** and select the plan you wish to withdraw. This will not delete it, only create a read only version of the plan.

# Risks Checklist

The risks listed in the Risks Checklist are the same options that appear in the risk drop-down menu when adding a risk. As you add risks in the client's plan, they will automatically show as checked in the Risks Checklist.

**Warning: DO NOT delete checkmarks next to risks in the Risks Checklist. This will delete all entries about that risk that you have entered in the client's Risk Mitigation Plan.**

## Behavioral Health

- Cognitive deficits
- Depression
- Dementia
- Psychiatric hospitalization
- Suicidal gestures/ideation/attempts
- Psycho-social stressors
- Refusing behavioral health treatment
- Aggressive behavior
- Wandering
- Increase in behavioral health symptoms
- Memory loss
- Active substance abuse
- Has had an episode of not managing behavioral health issues successfully in the community
- Has had emergency services related to behavioral health issues within the last 6 months
- Will require psychiatric services in the community and is not currently enrolled with a behavioral health service
- Requires psychiatric medications and is not currently enrolled with a behavioral health services provider
- History or current safety concerns towards self or others
- Other

## Life Management Risks

- Limited finances
- Will require food assistance
- Has had history of financial issues that have impacted housing
- History of landlord issues
- At risk of losing benefits
- Will require services from multiple community providers
- Will require hands on assistance with intake processes for required services/resources
- Has had failed episodes of living in the community
- Has never lived alone
- Family has strong concerns regarding safety in community
- Family/friend not available to assist in transition and continued residence
- History of not paying bills
- Other

### **Health and Wellness Risks**

- Seizures
- Skin integrity
- Sleep disturbance
- Preventive Screenings
- Dental care
- Vision issues
- Hearing issues
- Bladder/bowel control
- Has had a history of not managing physical health problems or illness in community
- Has had emergency services related to physical health issues in the past 6 months
- Has had frequent illness and/or medical hospitalizations while in the community
- Has had frequent falls
- Other

### **Medication Risks**

- Medication needs to be reviewed periodically
- Forgets to take medication
- Refuses to take psychiatric medication
- Refuses to take physical health medication
- Hospital and/or nursing facility placement due to non-compliance with medications
- Has medication interactions and adverse reactions
- Other

### **Nutrition Risks**

- Choking
- Swallowing
- Diet compliance
- Other

## Behavioral Health

If client has a Behavioral Health risk, click **Add Identified Risk**

If client does **NOT** have a Behavioral Health Risk, **SKIP this section**

- If unsure, click **See full list of all Risks** or **Risks Checklist** to view risks

<b>Main Menu</b>					
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>				
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Behavioral Health Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information	<a href="#">Continue to Strategies</a>				
- Risks Checklist					

Select a **Risk**

Enter **Risk Description and Possible Negative Outcomes**

- Enter **today's date** before typing text in this section

Click **Save and Continue** to enter additional risks

If a client has multiple risks in a category, repeat steps to add **all risks before continuing to Strategies** section

### Risk Mitigation Plan 1 - Behavioral Health Risk

**Behavioral Health** issues are any behaviors that place the individual and/or others at greater risk. These may include poor decision making about safety and health issues, violent or criminal behavior, and substance abuse, non-compliance with treatment and/or medications and self-harm behaviors.

**Behavioral Health Risk:**

Depression ▼

**Risk Description and Possible Negative Outcomes:**

10/15/2015 - Increased depression may impact Betty's ability to manage diabetes.

Click **Continue to Strategies** only AFTER all risks in a category have been added

[\[Add Identified Risk\]](#) [\[Edit Identified Risk\]](#) [\[Delete Identified Risk\]](#)

### Risk Mitigation Plan 1 - Behavioral Health Risks

[See full list of all Risks of this type that may be included on a plan.](#)

	Identified Risk	Description and Possible Negative Outcomes
<a href="#">Edit</a>	Depression	10/15/2015 - Increased depression may impact Betty's ability to manage diabetes.
<a href="#">Edit</a>	Other	10/15/2015 - Betty has missed important therapist and/or medical appointments in the past due to lack of transportation. This causes issues with managing her behavioral health.

[Continue to Strategies](#)

Enter **Strategies** and **Monitoring and Reporting Plan** for this risk

- Enter **today's date** before typing text in these sections
- **Note:** all identified risks for this category will be listed, **enter all** Strategies and Monitoring and Reporting plan **for all risks** on this screen

Click **Save and Continue** to go to the next risk category

### Risk Mitigation Plan 1 - Behavioral Health Strategies & Monitoring

**Behavioral Health** issues are any behaviors that place the individual and/or others at greater risk. These may include poor decision making about safety and health issues, violent or criminal behavior, and substance abuse, non-compliance with treatment and/or medications and self-harm behaviors.

**Identified Risks:** Depression,  
Other,

#### Strategies:

10/15/2015 - Betty will use self-monitoring tool to track her level of depression on a daily basis. Betty will attend all scheduled therapist appointments. ICM will develop a transportation plan with Betty, her daughter and other transportation providers as needed the last week of each month for the upcoming month.

#### Monitoring and Reporting Plan:

10/15/2015 - ICM will request to review symptom self-monitoring tool on a weekly basis. Therapist will review tool and provide other methods of self-monitoring.

Save

Save and Continue

# Life Management

If client has a Life Management risk, click **Add Identified Risk**

If client does **NOT** have a Life Management Risk, **SKIP this section**

- If unsure, click **See full list of all Risks** or **Risks Checklist** to view risks

<b>Main Menu</b>	
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>
Assessment - 100.2	
Client Information	
Transition Assessment & Planning	
Risk Mitigation Plan	
- Information	
- Risks Checklist	

Risk Mitigation Plan 1 - Life Management Risks	
<a href="#">See full list of all Risks of this type that may be included on a plan.</a>	
Identified Risk	Description and Possible Negative Outcomes
There are no Identified Risks entered.	
<a href="#">Continue to Strategies</a>	

Select a **Risk**

Enter **Risk Description and Possible Negative Outcomes**

- Enter **today's date** before typing text in this section

Click **Save and Continue** to enter additional risks

If a client has multiple risks in a category, repeat steps to add **all risks before continuing to Strategies** section

Risk Mitigation Plan 1 - Life Management Risk	
<p><b>Life Management</b> relates to the ongoing management of responsibilities/challenges of daily life in the community. Of particular concern for an individual returning to an independent living setting would include maintaining a household, managing finances, relationships and community integration.</p>	
<b>Life Management Risk:</b>	<input type="text" value="Select a Risk"/>
<b>Risk Description and Possible Negative Outcomes:</b>	<input type="text"/>
<p><input type="button" value="Save"/> <input type="button" value="Save and Continue"/></p>	

Click **Continue to Strategies** only AFTER all risks in a category have been added

<b>Main Menu</b>	[ <a href="#">Add Identified Risk</a> ] [ <a href="#">Edit Identified Risk</a> ] [ <a href="#">Delete Identified Risk</a> ]				
Advisement Letter					
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Life Management Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information	<a href="#">Continue to Strategies</a>				
- Risks Checklist					

Enter **Strategies** and **Monitoring and Reporting Plan** for this risk

- Enter **today's date** before typing text in these sections
- **Note:** all identified risks for this category will be listed, **enter all** Strategies and Monitoring and Reporting plan **for all risks** on this screen

Click **Save and Continue** to go to the next risk category

### Risk Mitigation Plan 1 - Life Management Strategies & Monitoring

**Life Management** relates to the ongoing management of responsibilities/challenges of daily life in the community. Of particular concern for an individual returning to an independent living setting would include maintaining a household, managing finances, relationships and community integration.

**Identified Risks:**

**Strategies:**

**Monitoring and Reporting Plan:**

# Health and Wellness

If client has a Health and Wellness risk, click **Add Identified Risk**

If client does **NOT** have a Health and Wellness Risk, **SKIP this section**

- If unsure, click **See full list of all Risks** or **Risks Checklist** to view risks

<b>Main Menu</b>	
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>
Assessment - 100.2	
Client Information	
Transition Assessment & Planning	
Risk Mitigation Plan	
- Information	
- Risks Checklist	

Risk Mitigation Plan 1 - Health & Wellness Risks	
<a href="#">See full list of all Risks of this type that may be included on a plan.</a>	
Identified Risk	Description and Possible Negative Outcomes
There are no Identified Risks entered.	
<a href="#">Continue to Strategies</a>	

Select a **Risk**

Enter **Risk Description and Possible Negative Outcomes**

- Enter **today's date** before typing text in this section

Click **Save and Continue** to enter additional risks

If a client has multiple risks in a category, repeat steps to add **all risks before continuing to Strategies** section

Risk Mitigation Plan 1 - Health & Wellness Risk	
<b>Health &amp; Wellness</b> concerns would include health maintenance, preventive care, communication with care providers, and utilization of health & wellness resources, personal safety and vulnerability to abuse and/or exploitation.	
<b>Health &amp; Wellness Risk:</b>	<input type="text" value="Select a Risk"/>
<b>Risk Description and Possible Negative Outcomes:</b>	<input type="text"/>
<input type="button" value="Save"/>	<input type="button" value="Save and Continue"/>

Click **Continue to Strategies** only AFTER all risks in a category have been added

<b>Main Menu</b>					
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>				
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Health &amp; Wellness Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information	<a href="#">Continue to Strategies</a>				
- Risks Checklist					

Enter **Strategies** and **Monitoring and Reporting Plan** for this risk

- Enter **today's date** before typing text in these sections
- **Note:** all identified risks for this category will be listed, **enter all** Strategies and Monitoring and Reporting plan **for all risks** on this screen

Click **Save and Continue** to go to the next risk category

### Risk Mitigation Plan 1 - Health & Wellness Strategies & Monitoring

**Health & Wellness** concerns would include health maintenance, preventive care, communication with care providers, and utilization of health & wellness resources, personal safety and vulnerability to abuse and/or exploitation.

**Identified Risks:**

**Strategies:**

**Monitoring and Reporting Plan:**

# Medication

If client has a Medication risk, click **Add Identified Risk**

If client does **NOT** have a Medication Risk, **SKIP this section**

- If unsure, click **See full list of all Risks** or **Risks Checklist** to view risks

<b>Main Menu</b>					
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>				
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Medication Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information	<a href="#">Continue to Strategies</a>				
- Risks Checklist					

Select a **Risk**

Enter **Risk Description and Possible Negative Outcomes**

- Enter **today's date** before typing text in this section

Click **Save and Continue** to enter additional risks

If a client has multiple risks in a category, repeat steps to add **all risks before continuing to Strategies** section

### Risk Mitigation Plan 1 - Medication Risk

**Medication** would address compliance and monitoring of psychiatric and physical health medications.

**Medication Risk:**

Select a Risk

**Risk Description and Possible Negative Outcomes:**

Click **Continue to Strategies** only AFTER all risks in a category have been added

<b>Main Menu</b>					
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>				
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Medication Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information					
- Risks Checklist	<a href="#">Continue to Strategies</a>				

Enter **Strategies** and **Monitoring and Reporting Plan** for this risk

- Enter **today's date** before typing text in these sections
- **Note:** all identified risks for this category will be listed, **enter all** Strategies and Monitoring and Reporting plan **for all risks** on this screen

Click **Save and Continue** to go to the next risk category

<b>Risk Mitigation Plan 1 - Medication Strategies &amp; Monitoring</b>
<b>Medication</b> would address compliance and monitoring of psychiatric and physical health medications.
<b>Identified Risks:</b>
<b>Strategies:</b>
<div style="border: 1px solid #ccc; height: 100px;"></div>
<b>Monitoring and Reporting Plan:</b>
<div style="border: 1px solid #ccc; height: 100px;"></div>
<div style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Save and Continue"/></div>

# Nutrition

If client has a Nutrition risk, click **Add Identified Risk**

If client does **NOT** have a Nutrition Risk, **SKIP this section**

- If unsure, click **See full list of all Risks** or **Risks Checklist** to view risks

<b>Main Menu</b>	
Advisement Letter	<a href="#">[Add Identified Risk]</a> <a href="#">[Edit Identified Risk]</a> <a href="#">[Delete Identified Risk]</a>
Assessment - 100.2	
Client Information	
Transition Assessment & Planning	
Risk Mitigation Plan	
- Information	
- Risks Checklist	

Risk Mitigation Plan 1 - Nutrition Risks	
<a href="#">See full list of all Risks of this type that may be included on a plan.</a>	
Identified Risk	Description and Possible Negative Outcomes
There are no Identified Risks entered.	
<a href="#">Continue to Strategies</a>	

Select a **Risk**

Enter **Risk Description and Possible Negative Outcomes**

- Enter **today's date** before typing text in this section

Click **Save and Continue** to enter additional risks

If a client has multiple risks in a category, repeat steps to add **all risks before continuing to Strategies** section

Risk Mitigation Plan 1 - Nutrition Risk	
<b>Nutrition</b> would focus on the importance of maintaining special diets, choking and swallowing issues.	
<b>Nutrition Risk:</b>	
Select a Risk <input type="text"/>	
<b>Risk Description and Possible Negative Outcomes:</b>	
<input type="text"/>	
<input type="button" value="Save"/>	<input type="button" value="Save and Continue"/>

Click **Continue to Strategies** AFTER all risks in a category have been added

<b>Main Menu</b>	[ <a href="#">Add Identified Risk</a> ] [ <a href="#">Edit Identified Risk</a> ] [ <a href="#">Delete Identified Risk</a> ]				
Advisement Letter					
Assessment - 100.2					
Client Information	<b>Risk Mitigation Plan 1 - Nutrition Risks</b>				
Transition Assessment & Planning	<a href="#">See full list of all Risks of this type that may be included on a plan.</a>				
Risk Mitigation Plan	<table border="1"><thead><tr><th>Identified Risk</th><th>Description and Possible Negative Outcomes</th></tr></thead><tbody><tr><td colspan="2">There are no Identified Risks entered.</td></tr></tbody></table>	Identified Risk	Description and Possible Negative Outcomes	There are no Identified Risks entered.	
Identified Risk	Description and Possible Negative Outcomes				
There are no Identified Risks entered.					
- Information					
- Risks Checklist	<a href="#">Continue to Strategies</a>				

Enter **Strategies** and **Monitoring and Reporting Plan** for this risk

- Enter **today's date** before typing text in these sections
- **Note:** all identified risks for this category will be listed, **enter all** Strategies and Monitoring and Reporting plan **for all risks** on this screen

Click **Save** to complete the Risk Mitigation plan

<b>Risk Mitigation Plan 1 - Nutrition Strategies &amp; Monitoring</b>
<b>Nutrition</b> would focus on the importance of maintaining special diets, choking and swallowing issues.
<b>Identified Risks:</b>
<b>Strategies:</b>
<b>Monitoring and Reporting Plan:</b>
<input type="button" value="Save"/>

Entry of **Initial** Risk Mitigation Plan is complete.

# Revising an Existing Risk Mitigation Plan

It is **important to revise** the Risk Mitigation Plan as incidents or changes to the plan occur. The intensive case manager will be working with the CCT client throughout the one-year transition time frame and having an ongoing record of incidents and changes will be critical.

Intensive case managers will need to look back and review what has been done in the past to understand what strategies have or have not been successful.

## Steps for Revisions

- Log in to the BUS
- Search for Client
- Click on Risk Mitigation Plan in the left-hand navigation menu
- Click **Edit** next to the client’s existing Risk Mitigation Plan to make changes
  - **Note:** DO NOT enter a new plan every time there is a change. A client should only have one plan that is continually revised.
  - **Should the client accidentally have more than one plan entered, select Withdraw Risk Plan** and select the plan you wish to withdraw. This will not delete it, only create a read only version of the plan.

[\[Edit Risk Plan\]](#) [\[Withdraw Risk Plan\]](#) [\[Print\]](#)

Risk Mitigation Plans			
	Plan No. (Event)	Effective Date	Planning Agency
Edit	1	11/16/2015	Health Care Policy and Financing

When editing an existing Risk Mitigation Plan, **new fields** appear on the Information screen

**Change the Effective Date** to reflect date plan was revised

Select **Reason Revised** from drop down menu

Options are:

- Increase of identified risk factor
- Utilization of emergency services
- Hospital admission
- Increase in physician visits
- Indication that an identified strategy or monitoring and reporting plan is not effective

Enter **Revision Notes** – enter today’s date and then a high level summary of what has occurred and what was changed

**Change Signature Dates on file** reflect that the revised plan has been signed by the client/legal guardian

Click **Save and Continue**

### Risk Mitigation Plan 1 - Information

Risk Assessment is an important part of the assessment and service planning process. This agreement serves as documentation of a conversation through which the individual or his/her legal representative have been presented with the potential risks identified through the assessment process, the source of those risks, the alternatives available to address the risks identified and an acknowledgement by the individual or his/her legal representative that the identified risks exist and the individual has agreed to assume these risks in order to return to the community.

**Name of the Participant:** Baklava D pudding

**Case Management Agency:** Health Care Policy and Financing

**Transition Coordination Agency:** Health Care Policy and Financing (TCA)

**Effective Date:**  (mm/dd/yyyy)

**Reason Revised:**

**Revision Notes:**

11/20/2015 - Betty fell and broke wrist resulting in emergency room visit. Revised Health and Wellness risk.

**The Participant indicates that he/she is in agreement with the Risk Mitigation Plan:**

**Participant/Legal Representative Signature on file:**  **Date:**  (mm/dd/yyyy)

**Case Manager Signature on file:**  **Date:**  (mm/dd/yyyy)

Click on the **Risk Category** in the left-hand navigation menu that requires revision

Click on **Edit** next to the **Risk** that requires revision

[\[Add Identified Risk\]](#) [\[Edit Identified Risk\]](#) [\[Delete Identified Risk\]](#)

### Risk Mitigation Plan 1 - Health & Wellness Risks

[See full list of all Risks of this type that may be included on a plan.](#)

	Identified Risk	Description and Possible Negative Outcomes
Edit	Has had frequent falls	10/15/2015 - Betty fell in the last 6 months which resulted in a visit to the emergency room.

[Continue to Strategies](#)

Enter **today's date and the revision** ABOVE the previous revisions

**Do not delete anything** already entered – keep this as an ongoing record of incidents and/or strategies that have been tried

Click **Save and Continue**

### Risk Mitigation Plan 1 - Health & Wellness Risk

**Health & Wellness** concerns would include health maintenance, preventive care, communication with care providers, and utilization of health & wellness resources, personal safety and vulnerability to abuse and/or exploitation.

**Health & Wellness Risk:**

Has had frequent falls

**Risk Description and Possible Negative Outcomes:**

11/20/2015 - Betty slipped and fell on icy sidewalk outside her home when going to collect mail from the mailbox. The fall caused her to break her wrist.

10/15/2015 - Betty fell in the last 6 months which resulted in a visit to the emergency room.

Save

Save and Continue

Click **Continue to Strategies** to make edits to the Strategies and Monitoring and Reporting Plan

[\[Add Identified Risk\]](#) [\[Edit Identified Risk\]](#) [\[Delete Identified Risk\]](#)

### Risk Mitigation Plan 1 - Health & Wellness Risks

[See full list of all Risks of this type that may be included on a plan.](#)

	Identified Risk	Description and Possible Negative Outcomes
<a href="#">Edit</a>	Has had frequent falls	11/20/2015 - Betty slipped and fell on icy sidewalk outside her home when going to collect mail from the mailbox. The fall caused her to break her wrist. 10/15/2015 - Betty fell in the last 6 months which resulted in a visit to the emergency room.

[Continue to Strategies](#)

Enter **today's date and the revision** ABOVE the previous revisions

**Do not delete anything** already entered – keep this as an ongoing record of incidents and/or strategies that have been tried

Click **Save and Continue**

### Risk Mitigation Plan 1 - Health & Wellness Strategies & Monitoring

**Health & Wellness** concerns would include health maintenance, preventive care, communication with care providers, and utilization of health & wellness resources, personal safety and vulnerability to abuse and/or exploitation.

**Identified Risks:** Has had frequent falls,

#### **Strategies:**

11/20/2015 - Betty will use walker when going outside in inclement weather for better stability.

10/15/2015 - Betty will continue physical therapy on a weekly basis for at least 3 months after discharge.

#### **Monitoring and Reporting Plan:**

11/20/2015 - ICM will continue to contact Betty on a weekly basis to ask about falls.

10/15/2015 - ICM will ask Betty on a weekly basis if she has slipped or fallen.

Save

Save and Continue

# Printing the Risk Mitigation Plan

<b>Main Menu</b>
Advisement Letter
Assessment - 100.2
Client Information
Transition Assessment & Planning
Risk Mitigation Plan
- Information
- Risks Checklist
- Behavioral Health
- Life Management
- Health & Wellness
- Medication
- Nutrition
- Print Signature
- Print Working
- View

In the **left-hand navigation menu** there are two options to print the Risk Mitigation Plan

**Print Signature** – Displays a printable version of the entire risk mitigation plan which **includes an agreement page** to be used for obtaining client/legal guardian and ICM signatures on the completed plan. **Every time the plan is revised, new signatures must be obtained.**

- Use the print option in your internet browser to send it to your printer

**Print Working** – Displays a printable working version of the entire risk mitigation plan which **does NOT include** an agreement page. This working version can be used for reference as the plan is being developed or revised.

- Use the print option in your internet browser to send it to your printer

**View** – click on this option to return to the information page of the plan.