



HEALTH CARE  
AUTHORITY

# **Division of Health Improvement (DHI) Program Operations Bureau (POB)**

---

**New Mexico Healthcare Association 2025**



<https://ironline.hca.nm.gov/admin/>

**NEW VERSION OF THE INCIDENT REPORTING ONLINE (IRONLINE) SYSTEM!**

Hello! We know this looks different, this is our new reporting system. If you have any questions, please call us at 1-800-752-8649.

All licensed health care facilities shall conduct a complete investigation and report the actions taken and conclusions reached by the facility within five (5) business days of the initial Incident Report. Please note that there is no waiver for this regulatory requirement and if your facility is not in compliance, it will result in an onsite investigation and the potential for sanctions as well.

Please answer all questions to the best of your ability, some fields are required. Address only one event per report.

**Report Type:**

☐ Initial Report  
Is this the initial report?

☐ Follow-Up Report

Is this a follow-up report?

- **Submit both incident reports and 5 day follow up reports**
- **No having to fax or email completed reports**
- **Easy to track and receive completed copies**
- **Facilities cannot log in to this system. You can only submit reports.**



# IROnline

SUBMIT INCIDENT ADMIN



HEALTH CARE  
AUTHORITY

The Division of Health Improvement

IROnline

Health Facility Incident Report Form

THE INCIDENT REPORT FORM WAS SUCCESSFULLY SUBMITTED AND SENT TO OUR INVESTIGATIVE STAFF.

DOWNLOAD A COPY FOR YOUR OWN RECORDS. THIS LINK WILL EXPIRE IN 15 MINUTES:

[Download Report](#)

NEW VERSION OF THE INCIDENT REPORTING ONLINE (IRONLINE) SYSTEM!

Hello! We know this looks different, this is our new reporting system. If you have any questions, please call us at 1-800-752-8649.

All licensed health care facilities shall conduct a complete investigation and report the actions taken and conclusions reached by the facility within five (5) business days of the initial Incident Report. Please note that there is no waiver for this regulatory requirement and if your facility is not in compliance, it will result in an onsite investigation and the potential for sanctions as well.

Please answer all questions to the best of your ability, some fields are required. Address only one event per report.

- **The IROnline system will show you this confirmation when a report has been successfully submitted.**
- **If you do not see this screen, please contact us to confirm receipt of your report.**



# IROnline

IROnline: New Incident Report #6214962025 on 08/14/2025 at 12:33 PM



no-reply@hca.nm.gov

To ● Management, Incident, HCA; ● Saiz, Megan, HCA



12:34 PM

This message was sent with High importance.



IROnline-Report-#6214962025-D20250814-T1233.pdf  
86 KB

A new incident report, filed as report #6214962025, has been submitted and entered into the IROnline system. It is now awaiting acknowledgement by staff in the [IROnline Admin Dashboard](#). Please see the attachment on this email for details.  
Environment: PRODUCTION

- When submitting your report, you can have the completed report emailed to you.
- If you entered an email, but do NOT receive this confirmation, your submission was likely not successful.
- Please contact us to confirm receipt of your report.



# IROnline



## INITIAL INCIDENT REPORT #6214962025

Submitted on 08/14/2025 at 12:33 PM

Facility Information	
Name:	Test Facility
Facility Type:	Nursing Facility
License #:	0000
Phone:	505-588-8832
Address:	1234 Test St
Email:	megan.saiz@hca.nm.gov
Reporter Name:	Megan Saiz
Reporter Title:	intake coordinator
Reporter Phone:	505-588-8832
Type of Incident	
Type:	Injuries of Unknown Source
Incident Description	
Resident Name:	Jane Doe
Resident DOB:	01/01/2001
Date of Incident:	08/14/2025
Time of Incident:	12:00 AM

- The email will also include the attachment of your report.
- This report will show which type of report was submitted, along with a system generated report number.



# IROnline

# Federal Regulation for Nursing Homes

## Time Frames for Reporting

When	Serious bodily injury- Immediately but not later than 2 hours* after forming the suspicion No serious bodily injury- not later than 24 hours	All alleged violations- 1) Immediately but not later than 2 hours*- if the alleged violation involves abuse or results in serious bodily injury 2) Not later than 24 hours*- if the alleged violation involves neglect, exploitation, mistreatment, or misappropriation of resident property; and does not result in serious bodily injury
------	---	--

**Required under 42 CFR 483.12 to report and investigate all allegations of abuse, neglect, exploitation, or mistreatment, including injuries of unknown source, and misappropriation of residents' property to the state agency**

**For alleged violations of abuse or if there is resulting serious bodily injury, the facility must report the allegation immediately, but no later than 2 hours after the allegation is made. For alleged violations of neglect, exploitation, misappropriation of resident property, or mistreatment that do not result in serious bodily injury, the facility must report the allegation no later than 24 hours**



## **8.370.9.7 V. Reportable Incidents –**

**Possible abuse, neglect, exploitation, injuries of unknown origin and other events but not limited to:**

- **Falls which cause injury**
  - **Unexpected death**
  - **Elopement**
  - **Medication error which causes or is likely to cause harm**
  - **Failure to follow a doctor's order or an ISP**
  - **Any other incident which may evidence abuse, neglect, or exploitation**
-

# Let's Talk About It: Follow Up Reports

---

## Raise Your Hand:

- If you have requested one extension in the last six months.
- If you have requested five extensions in the last six months.
- If you have requested more than ten extensions in the last six months.





# Let's Take a Look:

Month	Facility	Incident Reports Submitted:	No Follow up report received - required contact	Late Follow up reports received (within a month)	Follow up Reports received on time	Extension Requests made
February 2025	NH # 1	16	16	0	0	8
	NH # 2	10	8	1	1	0
March 2025	NH # 1	10	3	1	6	3
	NH # 2	22	12	0	10	0
April 2025	NH # 1	15	2	8	5	2
	NH # 2	17	11	2	4	0

- Each Follow up report that was not received required a phone call/email and a non-compliance letter when the facility was not responsive.

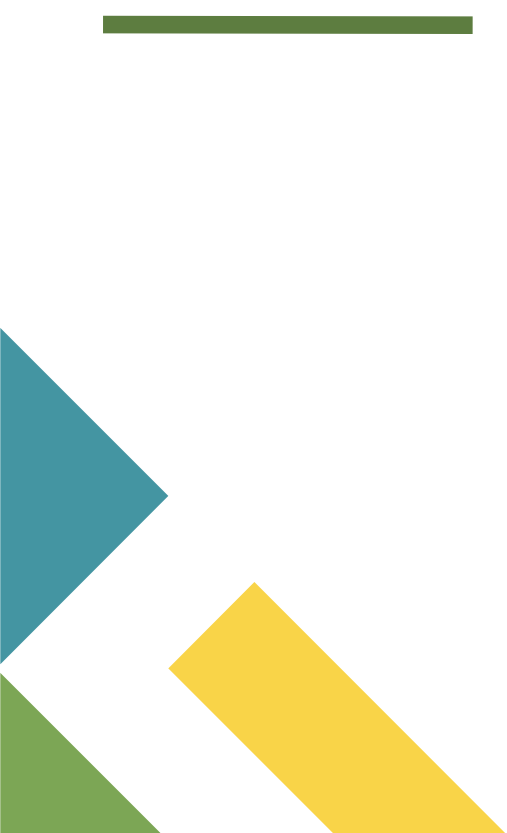
# 2024 Nursing Home Stats

In the 2024 Calendar year:

- **We received 5,140 reports. This includes Incident Reports, Follow up Reports, and Consumer Complaints**
- **We assigned 509 intakes for on-site investigation.**



# Requirement to Submit Follow up Report

- 
- State regulations found at NMAC 8.370.9.8 require the reporting of allegations of abuse, neglect misappropriation of property, injuries of unknown origin and any other reportable incident. The required reporting formation described in that regulation is found at 8.370.9.10 ACCESS AND COOPERATION TO FACILITATE DEPARTMENT INCIDENT INVESTIGATIONS: (4) C: “All licensed health care facilities shall conduct a complete investigation and report the actions taken and conclusions reached by the facility within five (5) days of discovery of the incident.”
  - Section 8.370.9.11 CONSEQUENCES OF LICENSED HEALTH CARE FACILITIES OR COMMUNITY BASED SERVICE PROVIDER NONCOMPLIANCE allows the department to “sanction a licensed health care facility or community-based service provider for non-compliance... Such sanctions may include revocation or suspension of license, directed plan of correction, intermediate sanctions or civil monetary penalty up to \$5,000 per instance.”

# Requirement to Submit Follow up Report

A thick green horizontal line is positioned below the title. In the bottom-left corner, there are three overlapping geometric shapes: a teal triangle pointing right, a yellow parallelogram pointing down-right, and a green triangle pointing right.

- **There is no waiver for this regulatory requirement, and extensions will no longer be provided. Non-compliance with this requirement may result in a citation, an onsite investigation, and the potential for the imposition of sanctions.**
- **In the near future, intake coordinators will be trained to issue immediate state deficiencies. Note: state deficiencies do not require an on-site visit.**

# Why is a Follow up Investigation important?

---

- **As the state agency providing licensure and oversight, we need to be able to rule out any immediate jeopardy in your facility.**
- **We need to ensure resident health and safety and be able to determine if this is an isolated incident, or if it has the potential to affect multiple residents.**

# Purpose of the Follow Up Investigation

---

**The facility must take the following actions in response to an alleged violation of abuse, neglect, exploitation or mistreatment:**

- Thoroughly investigate the alleged violation;
- Prevent further abuse, neglect, exploitation and mistreatment from occurring while the investigation is in progress; and
- Take appropriate corrective action, as a result of investigation findings.

**Even if an alleged violation was reported to law enforcement as a reasonable suspicion of a crime committed against a resident, the facility must still conduct its own internal investigation to the extent possible, in consultation with the law enforcement authority.**

**Depending on the nature of the alleged violation, the facility must immediately put effective measures in place to ensure that further potential abuse, neglect, exploitation, or mistreatment does not occur while the investigation is in process.**

# Purpose of the Follow Up Investigation

---

Examples of measures to protect residents include, but are not limited to: • **Monitoring of the alleged victim and other residents at risk** • **Evaluation of whether the alleged victim feels safe and if the he/she does not feel safe, taking immediate steps to alleviate the fear** • **Immediate assessment of the alleged victim and provision of medical treatment as necessary;** • **Immediate notification of the alleged victim's practitioner and the family or responsible party;** • **Removal of access by the alleged perpetrator to the alleged victim and assurance that ongoing safety and protection is provided for the alleged victim and, as appropriate, other residents;** • **Notification of the alleged violation to other agencies or law enforcement authorities; and** • **Whether administrative staff, including the administrator, were informed and involved as necessary in the investigation.**

# What information needs to go in the Follow-up Investigation Report?

**CMS spells this out in the State Operations Manual, Exhibit 359: Follow-up Investigation Report: “Within five (5) business days of the incident, the facility must provide... sufficient information to describe the results of the investigation, and indicate any corrective actions taken if the allegation was verified.”**

- **Any updated information since the initial report (outcomes to the resident, who else was notified and when).**
  - **A detailed summary of all investigative steps (interviews with victim/representative, witnesses, alleged perpetrator, relevant staff; chart/record reviews; other documents available within the 5-day window).**
  - **The conclusion of the investigation: Verified, Not Verified or Inconclusive, with rationale.**
  - **Corrective actions taken (including any systemic fixes and oversight plans; status of any law-enforcement or other agency involvement).**
-



# Facility/Agency Expectations

---

- **Improve operational systems/update care plans**
- **Establish and maintain an incident management system which emphasizes the principles of prevention and staff involvement.**
- **Train staff regularly on how to respond to, report, and document reportable incidents in a timely and accurate manner.**
- **Be transparent with incident report and 5-day follow-up**
- **Use HCA-DHI as a resource**
- **Facility compliance is YOUR responsibility**
- **All licensed health care facilities shall post 2 or more posters, to be furnished by the division, in a prominent public location which states all incident management reporting procedures, including contact numbers and internet addresses. (facilities with 60 or more should have 3 posters)**



# QUESTIONS?

---

# Reporting Requirements Trainings

---

- **Mondays and Wednesdays at 2:00pm**
- **Presented using Microsoft Teams**
- **In person trainings available based on location**
- **In depth look at timelines, reportable incidents, ways to report and regulations**

**Please contact us to schedule!**

## Website:

<https://www.hca.nm.gov/report-abuse-neglect-exploitation/>

Hotline: 1-800-752-8649

Fax: 1-888-576-0012

## Email:

Incident.Management@hca.nm.gov

# Contact Information

---

If you need assistance with reporting,  
please contact our department at

1-800-752-8549

# **Thank You**

---



HEALTH CARE  
AUTHORITY