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| WCHO PIHP Policy for the COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN | <i>Policy and Procedure</i> <i>Training Policy</i> |
| Department: Professional Development Author: Mary Phillips | Local Policy Number (if used) |
| Approval Date 3/9/11 (Affiliation Subcommittee) 3/15/11 (WCHO board) | Implementation Date 3/31/11 |

I. PURPOSE

To ensure that all the necessary trainings based on functions and responsibilities are offered in order to provide quality service to consumers in accord with all regulatory bodies.

II. REVISION HISTORY

| DATE | REV. NO. | MODIFICATION |
|---------|----------|--------------|
| 1-28-11 | | |
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III. PERSONS AFFECTED

The policy applies to the Comprehensive Specialty Services Networks (CSSN's) and the Prepaid Inpatient Health Plan (PIHP) within the Community Mental Health Partnership of Southeast Michigan (CMHPSM) including students and volunteers per Exhibits A and B.

IV. POLICY

It is the policy of the Community Mental Health Partnership of Southeastern Michigan (CMHPSM) to have a core set of trainings available to meet Affiliation agreements, regulatory, contractual and accreditation requirements. See Exhibits A and B of this policy for core set of trainings available.

The CMHPSM shall have consistent guidelines that each CSSN and PIHP will use for the content, implementation and tracking of training for staff, volunteers, students and board members to ensure they are completely trained.

V. DEFINITIONS

None

VI. RESPONSIBILITIES

All staff referenced in the Persons Affected section are responsible for obtaining all required training within the mandated timelines.

VII. STANDARDS

- A. Where applicable, more than one version of each training topic may be developed to meet the needs of different staff groups, e.g. administrative vs. clinical staff.
- B. Staff, volunteers, students and board members may attend trainings offered by any CMHPSM Affiliate partner in order to meet time frame requirements.
- C. The CSSNs and PIHP may adjust the timeframes for the initial training to be more conservative but shall not exceed the stated timeframe.
- D. The Affiliation Professional Development Committee (PDC) shall be responsible for the review and approval of changes to Exhibits A and B.
- E. Trainers are responsible for distributing and collecting course evaluations and using that data for performance improvement purposes.
- F. Each CMHPSM affiliate will track the implementation of required trainings for all staff, volunteers, students in the following areas:
 - Completion of initial training per time frames.
 - Completion of refresher training per time frames.
 - Identification of individual staff that are out of compliance, and supervisory notification.
- G. Each CMHPSM Affiliate will develop a plan to ensure that all board members have received the appropriate trainings per Exhibits A and B, according to local practice.
- H. Exhibit A of this policy identifies the core set of training topics covered, the staff, volunteers, students and board members to whom the training requirement pertains, time frames for the initial training of new staff, volunteers, students and board members and time frames for the refresher training.
- I. Exhibit B of this policy identifies the training competencies for staff based on job description or local practice.

VIII. EXHIBITS

- A. Affiliation Training Requirements
- B. Affiliation Staff Specialized Training Based on Job Description or Local Practice

IX. REFERENCES

| Reference: | Check if applies: | Standard Numbers: |
|---|-------------------|-------------------|
| 42 CFR Parts 400 et al. (Balanced Budget Act) | X | |
| 45 CFR Parts 160 & 164 (HIPAA) | X | |
| Michigan Mental Health Code Act 258 of 1974 | X | |

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| Joint Commission- Behavioral Health Standards | X | |
| MDCH Medicaid Contract | X | |
| Michigan Medicaid Provider Manual | X | |
| Public Health Act 125 | X | |

X. PROCEDURES

None

Exhibit A: Affiliation Staff Training Requirements

| Topic | Applies To: | Initial Training | Refresher | Mandated By |
|--|--|------------------|---|---|
| Person Centered Planning (PCP) <ol style="list-style-type: none"> 1. training for facilitators or 2. training for non-facilitators (<i>posted on Affiliation Website</i>) | All staff Executive team Student Interns Volunteers | 30 days | Annually for clinical staff Optional for other | DCH MH Code |
| Recipient Rights | All staff Executive team Student Interns Volunteers | 30 days | 2 years | MH Code Joint Commission Affiliation |
| Due Process (Grievance & Appeals) <ol style="list-style-type: none"> 1. Training for clinical staff or 2. Training for non – clinical staff (<i>posted on Affiliation Website</i>) | All staff Executive team Student Interns Volunteers | 90 days | 2 years for clinical staff Optional for others | Affiliation |
| Cultural Competency | All staff Executive team Student Interns | 1 year | As needed* | DCH BBA |
| Limited English Proficiency (LEP) | All staff Executive team Student Interns | 1 year | As needed* | DCH BBA |
| Comprehensive Health & Safety (includes universal precautions, infection control, workplace safety) | All staff Executive team Student Interns Volunteers | 60 days | Annually | Medicaid Provider Manual Joint Commission |

Exhibit A continued

| Topic | Applies To: | Initial Training | Refresher | Mandated by |
|---|---|--|--|---|
| Ethics | All staff Executive team | 1 year | As needed* | Affiliation |
| Customer Service/Anti Stigma | Customer Services Staff <i>Recommended for all staff</i> | 1 year | Yearly for Customer Services staff As needed* | MDCH Affiliation |
| PI- Quality Improvement / Learning Organization | All staff Executive team | Learning Organization principles imbedded in affiliation staff workgroups <i>PI liaisons will teach new staff</i> | As needed* | Affiliation |
| Training Toolbox | Group home staff Direct care staff Direct operated programs | Prior to working independently w/consumer | Per licensing | Licensing DCH |
| First Aid & CPR | Direct care staff Optional for others | Prior to working independently w/consumer | Per certificate | Joint Commission Medicaid Provider Manual |
| Behavior Treatment | Implementers of plan | Prior to working independently w/consumer | Per PCP | DCH |
| Med Administration <i>(posted on Affiliation Website)</i> | If part of job duties | Prior to working independently w/consumer | 3 years or as needed* | DCH, MHCR Medicaid Provider Manual |
| Corporate Compliance and Medicaid Integrity <i>(posted on Affiliation Website)</i> | All staff | When hired | As needed* | DRA Health Care and Education Reconciliation Act of 2010 Patient Protection and Affordable Care Act of 2010 |

Exhibit B: Affiliation Staff Specialized Training

| Topic | Applies To: | Initial Training | Refresher | Mandated by |
|---|---|---------------------|------------|-------------|
| MI Child/Adolescent (Each county arranges own- no affiliation curriculum) | Any staff working w/children | 24 Hours - Annually | NA | DCH |
| Co-Occurring Disorders | Appropriate clinical staff | 1 year | As needed* | Affiliation |
| Parent Management Training – Oregon | Staff working with PMTO children and families | As needed | As needed* | Affiliation |
| Multi-Family Group / Family Psycho education | Staff working with Psycho Ed family groups | As needed | 2 years | Affiliation |
| Assertive Community Treatment (ACT) | ACT staff | When hired | As needed* | DCH |
| Supported Employment | Job Coaches | When hired | As needed* | DCH |
| Peer Supports Certificate Training | Peer Support Staff | When hired | As needed* | DCH |
| Gentle Teaching | All staff | Local practice | As needed* | Affiliation |
| CPI | All staff | Local practice | As needed* | Affiliation |

** Based on job performance/supervisor determination*