

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN		<i>Policy and Procedure</i>	
		Employee Competency & Credentialing Policy	
Department: Author: Mary Phillips		Local Policy Number (if used)	
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I. PURPOSE

To establish a policy which provides the assessment of competencies and professional staff development for those staff with job descriptions and receiving regular, on-going supervision, to ensure the provision of safe, effective and high quality mental health care to CMHPSM consumers.

II. POLICY

All employees will be competent to perform the responsibilities duties assigned to them. Competence is assessed at time of hire and at least annually.

III. APPLICATION

This policy applies to the Comprehensive Specialty Services Networks (CSSN's), and Comprehensive Specialty Services Network (CSSN) look-alike staff within the Community Mental Health Partnership of Southeast Michigan (CMHPSM), including volunteers.

IV. DEFINITIONS

Community Mental Health Partnership of Southeast Michigan (CMHPSM): An affiliation of the mental health boards for the Counties of Lenawee, Livingston, Monroe and Washtenaw.

Comprehensive Specialty Services Network (CSSN): An organization that is certified as a SMHSP, including a recipient rights system, services across all populations, a publicly appointed Board of Directors and accreditation from JCAHO.

Comprehensive Specialty Services Network Look-Alike (CSSN look-alike): A public entity with a publicly appointed Board of Directors or a Board of Directors composed of elected officials, services across all populations and accreditation from JCAHO.

Competence: The knowledge, skills, ability a person possesses in order to perform tasks correctly and skillfully.

Credentials Review: The process of obtaining, verifying and assessing the qualifications of a practitioner to provide the mental health services based on established criteria.

Primary Source Verification: The source from which the applicant obtains written documentation of licensure, education or other qualifications.

V. STANDARDS

There shall be an organized mechanism to:

1. Supervisors assess the competency of all CMHPSM employees through supervision, observation and performance evaluation.
2. Those employees whose job descriptions require state licensure/certification/registration will have their credential verified through primary source verification. For all employees whose job descriptions require a baccalaureate degree or higher requirement, confirmation of degree will be obtained from the primary source.
3. Initial competence will be verified during the hiring process, via interviews, review of education, orientation process. Training needs will be identified, as applicable.
On-going competency will be monitored through supervision and documented on annual performance evaluations.
4. Competency for clinical staff will be documented on the Employee Competencies Checklist.
5. Competency for nonclinical staff will be documented through performance evaluation as defined by employee job descriptions.
6. All employees are expected to:
 - a. Display cultural sensitivity and awareness of the role of culture in the delivery of services
 - b. Support the delivery of culturally competent services including the ability to transform knowledge and cultural awareness into health and/or psychological interventions that support and sustain healthy client system functioning within the appropriate cultural context
 - c. Be aware of the impact of poverty upon consumers
7. Performance evaluations for nursing staff and clinical staff who are supervised by another discipline will include peer review.
8. Programs which employ the use of glucometer, breathalyzer or other waived tests will ensure and document employee competency on those tests during orientation and annual performance reviews.
9. Employees will receive supervision, including clinical supervision as appropriate to their position, on a regular basis.

VI. EXHIBITS

- A. Employee Competency Checklist

VII. REFERENCES

Reference:	Check if applies:	Standard Numbers:
JCAHO- Behavioral Health Standards	x	HR.3.10; HR.4.10
CMHPSM PIHP/CSSN Monitoring of Delegated Functions	x	CSSN Review; Contract Language

VIII. PROCEDURES

WHO	DOES WHAT
CSSN Supervisor	<ol style="list-style-type: none"> 1. Ensures staff education, training, experience and skills are suitable for the requirements outlined in the job description.
CSSN Supervisor/Human Resources	<ol style="list-style-type: none"> 1. Ensures all required background checks, references and primary source verification of credentials are completed in a timely manner and documented in the personnel file. 2. Ensures that new staff is appropriately oriented and competence is documented on the Employee Competency Checklist.
CSSN Supervisor	<ol style="list-style-type: none"> 1. Ensures issues related to employee competency are addressed in the "Training/Supervisory Needs" section of the performance evaluation and that peer review input is included, as needed

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN

Employee Name: _____ Date: _____

Part I – Population-Specific Competencies

- 1. Children with developmental disability
 - Demonstration of knowledge of the following:
 - Childhood & adolescent development
 - Specific conditions/syndromes associated with developmental disabilities
 - Resources and supports available to persons with developmental disabilities & families
 - Principles of Person-Centered Planning/Family-Centered Planning
 - Special education/school system

- 2. Adults with developmental disability
 - Demonstration of knowledge of the following:
 - Human development across the life-span
 - Specific conditions/syndromes associated with developmental disabilities
 - Resources and supports available to persons with developmental disabilities & families
 - Principles of Person-Centered Planning
 - Special education/school system

- 3. Children with serious emotional disturbance
 - Demonstration of knowledge of the following:
 - Childhood & adolescent development
 - Emotional disorders/mental illnesses of childhood & adolescence
 - Family Dynamics
 - Parenting skills/strategies
 - Human service system for children (Court, Schools, Spec. Ed., Child Welfare, etc.)
 - Principles of Person-Centered Planning/Family-Centered Planning

- 4. Adults with serious & persistent mental illness
 - Demonstration of knowledge of the following:
 - Signs & symptoms of major mental illness
 - Acute symptoms of mental illness
 - Medications used to treat symptoms of mental illness & common side effects
 - Supports/resources available in the community for persons with SPMI & their families
 - Principles of Person-Centered Planning & Recovery Model

- 5. Older adults with serious & persistent mental illness
 - Demonstration of knowledge of the following:
 - Mental illness unique to the elderly population
 - Special needs of the elderly
 - Medication issues/concerns unique to older adults with SPMI
 - Community resources available to older adults with SPMI & their families
 - Principles of Person-Centered Planning & Recovery Model

- 6. Co-Occurring Disorders: mental illness and substance abuse

Demonstration of knowledge of the following:

- Theories of addiction
- Signs & symptoms of substance abuse
- Signs & symptoms of major mental illness
- Issues unique to co-occurring mental illness & substance abuse
- Medication used to treat mental illness, side effects, interaction with street drugs/alcohol
- Community resources & supports available to persons with mental illness & substance abuse and their families

Part II – Competencies Needed to Deny, Reduce, Suspend or Terminate Services

- Emergency Services (Inpatient, Crisis Residential and Partial Hospital) for the following populations:

DD-C DD-A SED MI-A MI-OA Co-Occ Sub. Ab

Demonstration of knowledge of the following:

- Evaluation of Mental Health Service Needs
- Evaluation of Substance Abuse Service Needs
- Treatment Planning Process (Crisis Planning, Diversion Planning)
- Service Authorization Process
- Service Eligibility Criteria
- CMH and Community Services, Supports and Other Resources
- Treatment (Crisis Intervention, Inpatient, Crisis Residential, Other Alternative

Services)

- Non-Emergency Services (all other) for the following populations:

DD-C DD-A SED MI-A MI-OA Co-Occ Sub. Ab

Demonstration of knowledge of the following:

- Evaluation of Mental Health Service Needs
- Evaluation of Substance Abuse Service Needs
- Treatment Planning Process
- Service Authorization Process
- Service Eligibility Criteria
- CMH and Community Services, Supports and Other Resources
- Treatment

Part III – Competency Assessment Methods

After-Hire

- Annual Staff Evaluation
- Clinical Case Record Review
- Peer Review
- Observation
- Supervision Discussions
- Consultation with other supervisors/directors

New-Hire

- Resume
- Primary Source
- Interview Results
- Reference Check
- Other: _____
- Consumer Feedback

Part IV – Training Needs & Plan

Supervisor's signature

Date

Employee's signature

Date