| COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN | *Policy and Procedure* | | |
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| **Department**<br>**Human Resources** | **# of Pages: 4** | | |
| **Policy Name**<br><br>**TRAINING** | **Type of Policy:**<br><br>**[ ] WCHO [ ✓ ] Regional [ ] Network** | | |
| **Policy Number**<br><br>**05.008** | **Effective Date** | **Revision Date** | **Approval Date**<br><br>**9/04** |

| Administrative/Board of Directors Sign Off | |
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| **Administrative Signature:** | **Date:** |
| **Board of Directors Signature:** | **Date:** |

## I. PURPOSE

To establish consistent guidelines for the content, implementation and tracking of training for staff across the region.

## II. APPLICATION

This policy applies to all staff of the Prepaid Inpatient Health Plan (PIHP) and the Community Mental Health Service Program's (CMHSP) within the Community Mental Health Partnership of Southeastern Michigan (CMHPSM).

## III. DEFINITIONS

None

## IV. POLICY

The CMHPSM has recognized several core trainings all staff within the CMHPSM shall attend. The trainings were identified in terms of their orientation, initial and on-going training components as well as the entity in which it was mandated.

For the trainings listed below, the identified elements shall be followed by the PIHP and the CMHSP's in terms of content and implementation for all staff.

A. Orientation

- Orientation is defined as a method of providing new employees basic knowledge, foundation and exposure to certain aspects of their job before being formally trained.
- All varieties of training should be covered during an orientation period within 10 days or prior to first contact with consumers.

B. Person Centered Planning
- This training shall occur within 30 days of a new hire and occur every one year for a refresher and/or enhanced skills.
- Core Competencies will be used in all PCP trainings.
- A standard training curriculum will be used for on-going trainings with variations based on the kind of staff attending.
- Staff may attend training throughout the CMHPSM and receive credit in their county.

C. Recipient Rights
- This training shall occur within 30 days of a new hire and occur every two years for a refresher.
- A standard outline will be used by the PIHP and the CMHSP's for recipient rights training.
- Recipient Rights along with HIPAA and Confidentiality will be combined into one training.
- Staff may attend training throughout the CMHPSM and receive credit in their county.

D. Grievance & Appeal
- This training shall occur no longer that 90 days after hire and occur every two years for a refresher.
- A standard outline will be used by the PIHP and the CMHSP's for Grievance & Appeals training.
- One Trainer will be used to train the PIHP and the CMHSP's.
- A local representative will be trained as a backup trainer should issues arise in a specific county.
- Staff may attend training throughout the CMHPSM and receive credit in their county.

E. Cultural Competency
- This training shall occur within one year of a new hire and occur every two years for a refresher.
- A Standard curriculum will be used by the PIHP and the CMHSP's for cultural competency.
- Staff may attend training throughout the CMHPSM and receive credit in their county.

F. Comprehensive Health & Safety

- This training shall occur within 60 days of a new hire and occur every one year for a refresher.
- The PIHP and the CMHSP's shall address the following areas to be in compliance with health & safety but is not limited to…
  1. Bloodborne Pathogens & Universal Precautions
  2. Workplace Safety (must include MSDS, fire/tornado/severe weather & evacuation)
  3. Crisis Response (behavioral, physical, environmental)

G. Job Specific
- The PIHP and the CMHSP's shall determine the content of job specific training based on the type of job each staff performs.

H. Ethics, Customer Service & Anti-Stigma
- This training shall occur within one year of a new hire and occur on as needed basis for a refresher.
- A standard curriculum shall be used by the PIHP and the CMHSP's for this training.
- Staff may attend training throughout the CMHPSM and receive credit in their county.

I. Performance Improvement
- This training shall occur within one year of a new hire and occur on an as needed basis for a refresher.
- A standard curriculum shall be used by the PIHP and the CMHSP's for this training consisting of the following areas

  1. Learning Organization
  2. Problem Solving Process
  3. Conflict Resolution
  4. Outcomes
  5. Data

J. Tracking of Training
- The PIHP and the CMHSP's shall track the training of all staff in the following areas.

  1. Type of Training
  2. Frequency of each Training
  3. Penetration Rate of each training
  4. Identification of staff that have yet to take the training.

- Tracking of training shall be monitored quarterly through the professional development committee.

The PIHP and the CMHSP's may adjust the timeframes for the initial training to be more conservative but shall not exceed the stated timeframe.

A pool of regional trainers will be used to conduct the trainings across the CMHPSM based on a published schedule staff can refer to.

## V. EXHIBITS

None

## VI. REFERENCES

A. Balanced Budget Act
B. HIPAA
C. Joint Commission of Accreditations of Healthcare Organizations.
D. Medicaid Chapter III
E. Mental Health Code
F. Michigan Department of Community Mental Health Contract

## VII. PROCEDURES

None