

COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN		<i>Policy and Procedure</i>	
		<i>Training Policy</i>	
Department: Professional Development Committee Author: M. Philips		Local Policy Number (if used)	
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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. 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 Exhibit A to this policy for core set of trainings available.

The CMHPSM shall have consistent guidelines that each CSSN, CSSN Look-a-Like 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

III. APPLICATION

The policy applies to the Comprehensive Specialty Services Networks (CSSN's), the Comprehensive Specialty Services Network (CSSN) look-alike(s) and the Prepaid Inpatient Health Plan (PIHP) within the Community Mental Health Partnership of Southeast Michigan (CMHPSM) including students, volunteers and board members per Exhibit A.

IV. DEFINITIONS

Comprehensive Health And Safety - This training include blood borne pathogens and universal precautions, workplace safety, including MSDS, fire/tornado/severe weather and evacuation, CPR and First Aid.

Cultural Competency - An on-going process by which individuals and systems respond with honor and respect to all people in a manner that recognizes, affirms and values the

worth of individuals, families and communities and protects and preserves the dignity of each.

Customer Service - an overview of this service to include how consumers are informed of service eligibility, service array, as well as community resources. Consumers will be informed of opportunities for informal problem-solving, dispute resolution, grievance and grievance, appeal rights complaints in a thorough and timely manner.

Ethics - An overview of staff responsibility to follow the ethical guidelines outlined in Policy and Procedure to include respect and dignity; Worker as a support and provider of assistance, as a role model, allowing autonomy and empowerment; to serve with compassion, fairness, and honesty; honoring confidentiality and privacy.

Grievance And Appeals - An overview of the process to resolve consumer grievances regarding dissatisfaction with services and supports and consumer appeals regarding denial, suspension, reduction or termination of services; the timeliness of service provision, second opinion requests; local appeals and DCH Administrative Hearings. It details the information and proper forms to give to consumers.

HIPAA (Health Insurance Portability and Accountability Act) - these rules require staff and the entities we serve, to maintain reasonable and appropriate administrative, technical and physical safeguards to ensure the integrity and confidentiality of healthcare information and to protect against reasonably foreseeable threats to the integrity or security of the information and protect against unauthorized use or disclosure of the information.

Limited English Proficiency (LEP) - a person with limited English proficiency is defined as being unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with health and social services agencies and providers.

Performance Improvement - This includes an overview of the regional Performance Improvement system to ensure the following values are upheld in improvement processes: continuous qualitative and quantitative information is used; that there is organizational systems learning which is aligned with strategic planning, with the involvement of stakeholder, including consumers, family members, providers and staff.

Person Centered Planning - A process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honor the individual's preference, choices and abilities. The person centered planning process involves family, friends and professionals as the individual desires or requires. The process is directed by the person and focuses on his or her desires, dreams, strengths and needs for support.

Recipient Rights - An overview of the Office of Recipient Rights, including its responsibility for investigating, resolving and assuring remediation of apparent or suspected rights violations and assuring mental health services are provided in a manner which respects and promotes the rights as consumers It also covers the responsibility of CMH staff and contractors in terms of Incident Report writing and reporting potential rights violations.

V. 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. Whenever possible, trainings will be offered on an established regional schedule.
- C. Staff, volunteers, students and board members may attend trainings offered by any CMHPSM Affiliate partner in order to meet time frame requirements.
- D. A pool of affiliate trainers will be used to conduct the trainings across the CMHPSM.
- E. The CSSNs, CSSN Look-a-Like and PIHP may adjust the timeframes for the initial training to be more conservative but shall not exceed the stated timeframe.
- F. The Affiliation Professional Development Committee (PDC) shall be responsible for approving training content.
- G. Trainers are responsible for distributing and collecting course evaluations and using that data for performance improvement purposes.
- H. 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.
 - Percentage of compliance with A. and B. above.
 - Identification of individual staff that are out of compliance, and supervisory notification.
- I. Each CMHPSM Affiliate will develop a plan to ensure that all board members have received the appropriate trainings per Exhibit A.
- J. Affiliation compliance with the implementation of Standards “H & I” above will be reviewed on a regular basis by the Affiliation Professional Development Committee and reported to the Affiliation Performance Improvement Committee.
- K. Exhibit A to this policy identifies the following 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 ongoing training (refresher):
 - Orientation
 - Person Centered Planning
 - Recipient Rights
 - Grievance & Appeal
 - Cultural Competency
 - Limited English Proficiency
 - Comprehensive Health & Safety
 - Job Specific; Ethics
 - Customer Service & Anti-Stigma
 - Performance Improvement

VI. EXHIBITS

CMHPSM Staff Training Grid

VII. 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	
Joint Commission- Behavioral Health Standards	x	
MDCH Medicaid Contract	x	
Michigan Medicaid Provider Manual	x	

VIII. PROCEDURES

None



Community Mental Health Partnership
of southeastern michigan

Affiliation Required Staff Training Requirements
10/07

Topic	Applies To:	Initial Training	Refresher	Mandated by
Person Centered Planning 1. training for facilitators or 2. training for non-facilitators	All staff Board Members Executive team Providers Student Interns Volunteers	30 days	Annually for staff	DCH MH Code
Recipient Rights	All staff Board Members Executive team Providers Student Interns Volunteers	30 days	2 years	MH Code DCH HIPAA
Due Process (Grievance & Appeals) 1. Training for clinical staff or 2. Training for non-clinical staff	All staff Board Members Executive team Providers Student Interns Volunteers	90 days	2 years	Affiliation
Cultural Competency (regional curriculum for initial training; no regional curriculum for updates)	All staff Executive team Providers Student Interns	1 year	2 years	DCH BBA
LEP	All staff Executive team Providers Student Interns	1 year	Annually	DCH BBA
Comprehensive Health & Safety (includes universal precautions, infection control, workplace safety)	All staff Executive team Providers Student Interns Volunteers	60 days	Annually	MA Ch. III Joint Commission
Job Specific	All staff Board Members Executive team Providers Student Interns	As needed	As needed	Joint Commission

Topic	Applies To:	Initial Training	Refresher	Mandated by
	Volunteers			
Ethics & Anti-Stigma (curriculum not developed)	All staff Executive team	1 year – when developed	As needed	Affiliation
Customer Service (curriculum not developed)	All staff Executive team	1 year – when developed	As needed	Affiliation
PI 1 – Learning Organization	All staff Executive team	Learning Organization principles imbedded in regional staff workgroups	As needed	Affiliation
PI 2 – Outcomes & Data (curriculum not developed)	All staff Executive team	1 year – when developed	As needed	Affiliation
Training Toolbox/CPR/First Aid	Group home staff Direct care staff	Prior to working independently w/consumer	Per licensing	Licensing DCH
First Aid & CPR	Direct care staff	Prior to working independently w/consumer	Per certificate	Joint Commission MA Ch. III
Behavior Management	Implementers of plan	Prior to working independently w/consumer	Per PCP	DCH
Med Administration	If part of job duties	Prior to working independently w/consumer	Annually	Joint Commission
Population Specific/ Job Specific:				
MI Child/Adolescent (Each county arranges own- not a regional curriculum)	Any staff working w/children	24 Hours Annually	NA	DCH
Integrated Dual Disorders Treatment/Co-	Appropriate clinical staff -	1 year - when regional	Annually	Affiliate

Topic	Applies To:	Initial Training	Refresher	Mandated by
Occurring No regional curriculum	when regional curriculum developed Current – 20 hours for CAC (certified addictions counselor)	curriculum developed		
Parent Management Training – Oregon	Staff working with children and families	As needed	As needed	Affiliate
Multi-Family Group / Family Psycho education	Staff working with family groups	As needed	2 years	Affiliate
ACT	ACT staff	When hired	Annual medication training	DCH
Supported Employment	Job Coaches	When hired	As needed	DCH
Peer Supports	Peer Support Staff	When hired	As needed	DCH