



Macomb County Prepaid Inpatient Health Plan

Mandatory Training Requirements:

Course Descriptions

MCCMH MCO Policies 3-015, 10-007

(Incorporated MCCMH MCO Policies 3-015, 10-007, and 10-041)

Exhibit B

Modified: March 15, 2017

All direct-operated program and contract agency staff shall demonstrate that they meet the Macomb County PIHP/MCCMH Services Board's mandatory training requirements as outlined in the MCCMH Training Requirements Grid attached to this course description. Training described herein **does not** constitute all training that may be required by law, license, accreditation, certification, credential, or service setting.

BEST PRACTICES IN INTEGRATED CARE

This online webinar training, to be completed within 90 days of hire, discusses the importance of integrating behavioral health and primary care, how to enact organizational and system change, and how to support health behavior change. You will learn about the prevalence of various illnesses, why integrated care is necessary and the commitment required to reach a level of integrated care, and how behavioral health has transformed since its inception.

BASICS FOR CULTURALLY COMPETENT PROVIDERS

This online training, to be completed within 90 days of hire, recognizes that a multitude of characteristics exist to define a cultural group. This training is a reminder that cultural values affect behavior and provide the basics for employees to begin their journey toward cultural competency. Ongoing online training will be completed every two (2) years or in response to findings or recommendations identified through the audit/review or contract monitoring process.

BLOOD-BORNE PATHOGENS AND INFECTION CONTROL

Infection Control and Blood-borne Pathogens training reviews the modes of transmission in which infection are spread and how employees can protect themselves from infection while minimizing/eliminating exposure to any blood-borne pathogens. The training emphasizes the recognitions and prevention of health hazards for mental health employees and specifies the types of hazards in certain settings, consistent with OSHA and MI-OSHA training standards. MCCMH contracted providers should ensure this training is specific to their developed exposure

control plan and is MI-OSHA compliant. Initial training is within 90 days of hire and ongoing training is to be completed annually for all staff (direct-operated and contract agency).

CONFIDENTIALITY OF SUBSTANCE ABUSE TREATMENT

This online training is to be completed within 90 days of hire and annually thereafter. discusses the difference between these regulations (HIPAA and 42 CFR Part 2), what entities and individuals must comply with or benefit from these regulations, the kinds of information protected under these laws, as well as information that is exempt from the non-disclosure requirements. You will also learn about rules governing individuals' access to their own medical records, how to put safeguards in place to protect the information of the individuals you serve, and the consequences and penalties associated with unauthorized disclosure of such information.

CORPORATE COMPLIANCE

The MCCMH Board requires each provider agency to maintain a Corporate Compliance plan and each agency **must** provide training specific to their Plan and/or Policy. Staff will be educated on the agency's plan and procedures, as a required component of any corporate compliance plan. Initial training is within 90 days from the start of employment, and staff will complete a refresher training annually.

HIPAA PRIVACY AND SECURITY

The Health Insurance Portability and Accountability Act (HIPAA) establishes workforce training requirements dealing with privacy and security practices. Initial training is to occur within 90 days from the start of employment and each provider agency **must** provide training specific to their procedures related to protecting consumer privacy and confidentiality. Staff will complete refresher training annually.

MEDICARE GENERAL COMPLIANCE & FRAUD, WASTE AND ABUSE

This online training must be completed with the first 90 days of employment and annually thereafter. This training provides information about/of/regarding how a compliance program operates and violations should be reported. Trainees are provided with information regarding the scope of fraud, waste, and abuse while highlighting the laws that mandate the reporting of such incidents and how to report.

CPR AND FIRST AID

Within 90 days of hire, all providers must complete an American Heart Association (AHA) or American Red Cross (ARC) sponsored CPR and First Aid course, unless there is proof of certification from the AHA or ARC. Ongoing certification training is to be completed every two

(2) years. The certification card must state that the course is sponsored by the AHA or ARC **or** have their logo on the certification card. Courses that advertise themselves as AHA/ARC *compliant* will not be accepted. Online CPR and First Aid training is not acceptable unless there is a face-to-face supervised, hands-on skill demonstration component to the course.

EMERGENCY PREPAREDNESS PLANS/HEALTH AND SAFETY

Prior to consumer contact, employees must complete training that focuses on specific procedures that must be followed should emergency situations arise in service settings. Emergency situations include, but are not limited to, fires or explosions; tornadoes; storms; lightning strikes; power or utility failure; snow, ice, and wind chill factors; bomb threats; workplace violence and other potential threats; hazardous materials; medical emergencies; psychiatric emergencies; and all other emergency or disaster-related events. The training **must** be on agency-specific practices and procedures. Ongoing training will be completed every two (2) years.

GRIEVANCE AND APPEALS

This training describes the processes that MCCMH has in place pertinent to resolving consumer dissatisfaction with services and resolving disagreements related to denial of request services, or reduction, suspension, or termination of services that a consumer is currently receiving; and seeks to differentiate consumer grievances from appeals. All staff members (clinical, paraprofessional, and administrative) are required to complete initial training within 90 days of hire. Ongoing online training is to be completed every two (2) years.

LIMITED ENGLISH PROFICIENCY (LEP)

Limited English Proficiency training seeks to increase employee awareness of potential barriers to services provided by the MCCMH service network and of the accommodations in place to minimize and eliminate those barriers for consumers with limited English proficiency. Initial training online must be completed within 30 days of hire. Ongoing online training is completed every two (2) years.

NEW EMPLOYEE ORIENTATION

The new employee orientation provides a basic overview of the entire provider system and serves to inform employees of each provider agency's mission statements and overall business standards. Each contracted provider agency is expected to have their own orientation training to assist new employees in becoming comfortable in their role(s) and disseminate a degree of understanding of the agency's policies and procedures. The training is to be completed within

60 days of hire and is required for all staff (direct-operated and contract agency) and includes clinical and administrative support.

RECIPIENT RIGHTS TRAINING

This training must be completed within 30 days of hire and will focus on the rights of persons served by the MCCMH provider network along with outlining specific procedures designed to ensure that the rights of consumers are protected. This training will be provided by the MCCMH Office of Recipient Rights or their designate. Ongoing training will be completed every two (2) years or in response to findings, recommendations from recipient rights complaints, investigation reports, or recipient rights audits. Employees must complete the New Hire Recipient Rights Training each time they begin employment with a new employer.

PERSON-CENTERED PLANNING (PCP) AND FAMILY-CENTERED PRACTICE (FCP)

Person-Centered and Family-Centered training encompasses education in the values, principles, guidelines, and implementation of the PCP and FCP planning processes. Training will incorporate recovery, Wellness Recovery Action Planning (WRAP), advance directives, and advance crisis planning. All training will emphasize the importance of developing and writing meaningful person-centered goals and outcomes, objectives, and interventions that best reflect a person's needs. Clinical staff training (both initial and ongoing) is to be face-to-face. Paraprofessional staff will be trained by their employer on each individual consumer's plan of service. Administrative staff training is online within the Relias Learning System.

PERSON-CENTERED PLANNING FOR ANCILLARY PROFESSIONAL STAFF

Person-Centered and Family-Centered training encompasses education in the values, principles, guidelines, and implementation of the PCP and FCP planning processes. Training will incorporate recovery, Wellness Recovery Action Planning (WRAP), advance directives, and advance crisis planning. This training must be completed within 90 days of hire online.

CO-OCCURRING DISORDERS FOR CLINICAL STAFF

This training aims to familiarize employees with an overview of the provisions and integration of substance abuse within the mental health field and treatment by creating a foundation of knowledge. This online training requirement is composed of 2 online trainings (SBIRT and Advanced Co-Occurring Disorders). Initial training will be completed within 90 days of hire and ongoing training is to be completed every two (2) years.

CO-OCCURRING DISORDERS FOR PARA-PROFESSIONAL AND ANCILLARY STAFF

This course provides a general overview of Co-Occurring Disorders. This course defines the term co-occurring disorders and describes the common risk factors associated with co-occurring disorders. The

approaches to use with people with co-occurring disorders are also reviewed. Initial online training will be completed within 90 days of hire.

NONVIOLENT CRISIS INTERVENTION

Nonviolent Crisis Intervention training seeks to teach prevention and intervention strategies for resolving hostile, anxious or violent behavior should employees become confronted with these situations. Training targets learning that employees can use to recognize the causes of stressors and how to effectively respond to threatening behavior by way of alternative interventions. The curriculum will adhere to the standards set forth and developed by the Crisis Prevention Institute, Inc. Initial training shall be completed within 90 days of hire and include clinical, paraprofessional, and clerical/administrative staff that have frequent face-to-face contact with consumers. Ongoing training is to be completed every two (2) years unless otherwise specified.

LEVEL OF CARE UTILIZATION SYSTEM (LOCUS)

The LOCUS is an assessment and placement instrument developed by the American Association of Community Psychiatrists (AACCP) and the American Association of Child and Adolescent Psychiatry (AACAP). Effective immediately, this tool must be completed on any adult who is participating in the MI Health Link. This course will assist attendees with documenting the enrollee's needs based on the six (6) evaluation dimensions, level of functioning, and the recommended level of care. The training is relevant for Social Workers, Psychologists, Counselors, and all other staff involved with care coordination or other functions for which knowledge about level of care instruments is important. This training is also appropriate for providers who will be using or interpreting the tool for Utilization Management purposes and to meet the requirements of the MI Health Link. This training class appropriately teaches staff how to use and administer LOCUS.

CHILD AND ADOLESCENT FUNCTIONAL ASSESSMENT SCALE (CAFAS)

The CAFAS is used as an assessment to determine the day-to-day functionality and improvement of severely emotionally disturbed (SED) children from the ages of seven (7) to eighteen (18). The training focuses on the eight (8) domains of a child's life and successful completion is a requirement toward becoming a certified rater, as is the effective rating of vignettes. Initial training is to be completed before any CAFAS assessments are started. Ongoing reliability training is to be completed every two (2) years as mandated by the State of Michigan.

PRESCHOOL AND EARLY CHILDHOOD FUNCTIONAL ASSESSMENT SCALE (PECFAS)

This training, similar to the format of CAFAS, is done for all severely emotionally disturbed (SED) children from the ages of four (4) to six (6). Training focuses on the seven (7) domains of a child's life. Successful completion is a requirement toward becoming a certified rater, as is the

effective rating of vignettes. Initial training is to be completed before any PECFAS assessments are started. Ongoing reliability training is to be completed every two (2) years as mandated by the State of Michigan.

CHILDREN'S DIAGNOSTIC TREATMENT SERVICE (CDTS) HOURS (CHILDREN'S TRAINING HOURS)

Training related to the assessment, diagnosis, and/or treatment of children and adolescents with severe emotional disturbances (SED) or related to services available to families with an SED, must be completed by any provider staff member that administers direct mental health services to minors with SED. Provider staff must complete 24 hours of training annually and are to begin within 90 days of hire; this requirement shall be maintained for any given 12 month period following the first year of employment. Trainings include face-to-face, online, psychiatric consultation, or clinical supervision. Consultation and clinical supervision should total no more than half of the 24 hours required.

BEHAVIOR MANAGEMENT

Behavior Management training pertains to staff who are providing direct services to individuals who have a Behavior Treatment Plan Review Committee (BTPRC) approved behavior management plan. Training will focus on identifying when behavior plans are needed as well as their method of implementation. All training must occur prior to the implementation of a plan and must be facilitated by the psychologist/behaviorist/BCBA Specialist participating in the development of said plan.

ASSERTIVE COMMUNITY TREATMENT (ACT STAFF ONLY)

Any staff member (direct-operated, AES, or contract agency) who provides ACT services to MCCMH consumers shall have a basic knowledge and understanding of ACT programs and principles. State-approved ACT-specific training (ACT 101) must be completed within six (6) months of hire and must complete at least one (1) state-approved ACT-specific training annually.

DIRECT-SUPPORT PROFESSIONAL (DSP) TRAINING

DSP Training refers to the State-approved curriculum for residential group home staff and supported/transitional independence residential program staff. The curriculum covers, but is not limited to, training on rights; medications, health, nutrition and food safety; preventing, preparing for, and responding to environmental emergencies; and working with challenging behaviors. Training must begin within 60 days of hire and must be completed within 90 days of hire. Training must be completed before the individual can be counted in the consumer-to-staff ratio.

MEDICATION UPDATE TRAINING FOR DIRECT SUPPORT PROFESSIONAL

This training is a review of topics covered in the *Medications* modules of the DSP Training. Medication Update Training is to be successfully completed no later than 2 years from the completion of the initial DSP Training, regardless of which organization facilitated the training, or 2 years from the successful completion of a previous Medication Update Training. If a staff member does not complete the training within the designated timeframe or fails the Medication Update Course, that staff member must retake the three (3) day DSP curriculum medication training and may not be counted in the consumer-to-staff ratio.

SKILLS FOR COMMUNITY LIVING and RESPITE STAFF

Participants in this training will learn the necessary skills for CLS, Respite, and Self-Determination work over the course of one day. These skills will include medication uses; side effect(s) monitoring and proper documentation; seizure care; feeding and swallowing; and basic vital signs. In addition, participants are introduced to core principles that will assist them in effectively demonstrating medical necessity within their documentation notes, as it pertains to the consumer's person-centered plan. This class is mandatory for staff providing CLS services to MCCMH consumers within 60 days of hire.

EMERGENCY MEDICATION ADMINISTRATION FOR CLS AND RESPITE STAFF

This training provides attendees with general information regarding the procedure for administering emergency medication, which consists of Diastat, Glucose Tablets, and an Epinephrine Pen. All attendees will need to be further educated by their employer in regards to the individualized process that is prescribed by the treating physician. The case holder of these cases shall ensure the individuals Person-Centered Plan accounts for the utilization of these medications and outlines the procedure for administering these medications as prescribed by the treating physician. This training shall be completed within 90 days of hire and all staff shall receive an update from their employer any time the prescribed procedure is modified by the treating physician.

SELF-DETERMINATION TRAINING

This training provides attendees with information regarding an alternative to currently established treatment service programs. Attendees will learn the philosophy and technical components of self-determination service delivery, such as the application process, documentation requirements, and responsibilities that are taken on by the consumer/consumer's guardian. This training is to be completed within the first 90 days of hire and every 2 years thereafter.

INTRODUCTION TO TRAUMA-INFORMED CARE

Through interactive practice scenarios and detailed examples, you will learn the scope of your role and responsibilities when you are serving individuals with histories of trauma. You will examine best practices to implement, as well as how to avoid harmful ones that can further perpetuate the suffering and silence of trauma. As you complete this course, you will gain a deeper understanding of how your personal history can impact your work with trauma survivors. Importantly, you will learn what it means to provide trauma-informed care, and why this approach is a multi-faceted one that you should consider for the individuals you serve. Initial training will be completed online within 90 days of hire and ongoing training is to be completed every two (2) years.

WHAT DOES BECOMING TRAUMA INFORMED MEAN FOR NON-CLINICAL STAFF

This webinar discusses trauma-informed care and the many aspects that it impacts, such as a care model. You will receive an overview of trauma and its various types, how trauma shapes a person's beliefs, and how trauma can lead to a vicious cycle of worsening symptoms and adaptations. You will also hear discussed the principles of a trauma-informed approach to care, the ACE study and its impact on trauma research and practice, the need to implement universal precautions, and how trauma impacts the human brain and stress response system. Lastly, you will explore how to teach about trauma and its triggers, resilience and its relationship with trauma, and strategies for self-care when working with traumatized populations'. Initial training will be completed online within 90 days of hire and ongoing training is to be completed every two (2) years.