

NORTHCARE NETWORK

POLICY TITLE: NorthCare Training Policy	EFFECTIVE DATE: June 26, 2002
DATE OF LAST REVIEW: (Reviewed with no changes or minimal text revisions.) January 11, 2011	DATE OF LAST POLICY REVISION: (Revision to policy statement.) October 9, 2004

POLICY

All staff employed directly or under contract or sub-contract must successfully complete training requirements established by: licensing agencies, accreditation bodies, MDCH, and NorthCare. Training related to recipient rights protection must be received within thirty (30) days after the commencement of employment or contract and annually thereafter.

PURPOSE

NorthCare's expectation is that all staff employed directly or under contract or sub-contract are provided the necessary training to ensure that they are able to provide adequate access and quality services to all consumers. The intensity of the training and need for advanced training will be determined by the employee's specific job description and supervisor.

APPLIES TO

All staff employed directly or under contract or sub-contract.

PROCEDURES

1. It is expected that all employees will have access to source documents outlining requirements of their responsibilities including, but not limited to:
 - MDCH/PIHP Master Contract
 - PIHP/CMHSP Subcontracting Agreement
 - PIHP/SA Subcontracting Agreement
 - Medicaid Provider Manual
 - NorthCare Policies and Procedures and Plans
 - NorthCare Practice Guidelines

2. Staff will be oriented to an organizational culture that emphasizes welcoming, recovery, customer service, compliance and quality improvement.
 - A. All staff must be able to assist or direct a consumer/client to a person who can help them with a specific concern.
 - B. Customer service information training will include, but not be limited to:
 - Purpose of NorthCare Network and its relationship to the CMHSP/SA Provider
 - Phone access and emergency services
 - Up-to-date information regarding member benefits, access, service authorization, and grievance and appeals procedures
 - How/who can make appropriate service referrals for consumers/clients
 - Educate individuals and family members about customer services
 - Eligibility criteria and availability of services
 - Limited English proficiency and linguistically appropriate services
 - Cultural competence-with a focus on the Native American tribes in the Upper Peninsula
 - Accommodations for visual, communication, and mobility impairments
 - C. All staff must receive training regarding the organizations compliance program, including the Deficit Reduction Act.

3. Clinical Staff are also expected to have a thorough orientation as to:

- How eligibility for services is determined;
- The full array of services available to a consumer/client based on their eligibility;
- How the Person Centered Planning Process and/or Medical Necessity guide the development of the Individual Plan of Service/Treatment Plan;
- How CMHSPs are to fully document the person centered planning process and treatment provided within the Individual Plan of Service;
- Consumer/client Initiatives such as Advance Directives and Self Determination;
- The evidence based practices that are being utilized in their specific area of practice.

4. NorthCare Core Training

- Network provider staff are required to complete NorthCare's Core Module training. The preferred method for these trainings is through NorthCare's Learning Management System.
- All trainings are to be entered into NorthCare's Learning Management System if not completed or offered using this method.

NORTHCARE NETWORK REQUIRED TRAININGS (Subject to change based on changes to or new mandates.)								
Training Title	Who is Required to Complete This Training*						Required At:	
	Admin Support	Clinical Staff	DCS	ACM	Board	Contract Providers	Orient	Update
Advanced Directives/Crisis Plan		X	Per job/contract require			B1/2	Yes	PRN
Medicaid Provider Manual/NC Benefit Plan	Per Job Require.	X	X	X	X	Basic At Orient.	Yes	PRN
Medicaid Provider Manual/NC Benefit Plan II	Per Job Require.	X					Yes	PRN
Cultural Diversity	X	X	X		X	A/B1/C	Yes	Annual
Customer Services	X	X	Per job/contract require				Yes	PRN
Customer Services II	X						Yes	PRN
LEP	X	X	X				Yes	PRN
Eligibility and Medical Necessity Criteria	Per Job Require.	X					Yes	PRN
Compliance	X	X	X	X	X	B1	Yes	Annual
Ethics	X	X	X	X	X	B1	Yes	Annual
Environmental Emergencies/Safety	X	X	X			A/B1/C	Yes	Annual
Evidence-Based Practices		X					Yes	PRN
Grievance & Appeals	Per Job Require.	X	X				Yes	PRN
HIPAA Security	X	X	Per job/contract require		Basic Orient.	If using CMH Computer	Yes	PRN
NorthCare Network	X	X	X	X	X		Yes	PRN
Person Centered Planning	X	X	X	X	X	A/B/C	Yes	Annual
Person Centered Planning II		X				??	Yes	Annual
Practice Guidelines	X	X					Yes	PRN
Recipient Rights	X	X	X	X	X	A/B/C/D	Yes	Annual
Privacy & Confidentiality	X	X	X	X	X	A/B/C/D	Yes	Annual

*Categories of Staff for the purposes of core training requirements are:

Administrative Support Staff – includes Accounting, Data Entry, HR, Maintenance, Reception, Access staff, etc.; **ACM** – Advisory Council/Committee Members

Clinical Staff – licensed/registered employees who provide direct services, which includes Social Workers, Psychologists, RN's, OT's, ST's, PT's, Case Managers, Access staff, etc.

Direct Care Staff – any employee who provides direct care in a community or residential setting, which includes ACT Advocates, Job Coaches, Mental Health/Community Support Aides, Life Skill Technicians, Supports Workers, Group Home Staff, etc.

Contract Providers: **A** – Licensed Residential Facilities **B** – Clinical Contracts **1** – On-site; **2** – Off-site **C** – Pre Vocational/Vocational
D – Primary Care Physician

5. Revisions to Training Modules
 - A. NorthCare core training modules will be reviewed at least every two years.
 - B. NorthCare core training modules will be updated as needed based on the needs and changes determined through, but not exclusive of:
 - The Quality Improvement program
 - Feedback from Stakeholders
 - New mandates from the Department of Community Health or the Federal Government
 - Requirements for Accreditation and from other regulatory agencies
 - Individual staff needs as determined through supervision
 - NorthCare Practice Guidelines
 - Utilization Review
 - Audit Findings
6. Documentation of Training
 - All mandatory training will be recorded in the regional Learning Management System.

REFERENCES

- ✓ 42 CFR, (Balanced Budget Act of 1997), 438.214
- ✓ Medicaid Subcontract Agreement (PIHP/CMHSP), Section X
- ✓ NorthCare Credentialing Policy
- ✓ NorthCare Privileging Policy
- ✓ Pertinent Licensing Standards
- ✓ CARF Standards
- ✓ NorthCare Customer Services Policy
- ✓ NorthCare Compliance Program

BOARD ADOPTED/REVIEWED DATE

6/26/02; 08/27/03; 10/09/04

COO APPROVAL

1/13/11

HISTORY

REVIEW DATES: 3/24/05; 01/19/07; 7/8/08; 7/28/09; 01/11/11

REVISION DATES: