

NORTHCARE NETWORK

POLICY TITLE: Staff Competencies/Education

REVIEWED/REVISED:

POLICY EFFECTIVE DATE: June 26, 2002

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BOARD ADOPTED: June 26, 2002

BOARD ADOPTED REVISIONS:

08/27/03; 10/09/04

PURPOSE

To offer guidance regarding NorthCare's expectations that all staff employed directly by NorthCare or through contract or sub-contract are educated and trained in appropriate areas to ensure that they are able to provide adequate access and quality services to Medicaid consumers. The intensity of the training and need for advanced training will be determined by the employee's specific job description and supervisor.

POLICY

- I. All staff employed directly or through contracts or sub-contracts must be adequately trained to perform their duties. This includes, but is not limited to training requirements established by: licensing agencies, accreditation bodies, MDCH, and NorthCare. The NorthCare CMHSP Training Report offers guidance in the key areas requiring training. Training related to recipient rights protection must be received within thirty (30) days after the commencement of employment or contract and annually thereafter.
 - A. 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-Services to be provided
 - PIHP/CMHSP Subcontracting Agreement
 - PIHP/SA Subcontracting Agreement
 - MSA Bulletin (previously known as Chapter 3)
 - NorthCare Policies and Procedures
 - NorthCare Utilization Management Plan
 - NorthCare Practice Guidelines
 - NorthCare Provider Manuals
 - B. NorthCare, as the Prepaid Inpatient Health Plan for the Medicaid dollars in the Upper Peninsula, is responsible for implementing and monitoring the regulations outlined in the federal Balanced Budget Act (BBA) of 1997. To comply with the BBA staff will be oriented to an organizational culture that emphasizes customer service. It is NorthCare's expectation that all staff are able to direct a consumer/client to the appropriate person who could help them with a specific concern. 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
 - Referral systems
 - Integration of individual and family members into customer services

- operations.
- 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. 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 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

II. Training will be Continuous and Ensure Competency

A. Ongoing training will be based on the needs determined through, but not exclusive of:

- The Quality Improvement program
- Customer Feedback
- 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

III. Documentation of Training

- All training needs to be documented in the individual staff personnel or training file.
- Specific areas of training which require reporting to NorthCare will need to be documented and reported as outlined on the CMHSP/SA Provider Training Certification Form and/or plans of correction.

REFERENCES

- ✓ 42 CFR, (Balanced Budget Act of 1997), 438.214
- ✓ Medicaid Subcontract Agreement (PIHP/CMHSP), Section X
- ✓ CMHSP Training Report Form
- ✓ NorthCare Sanction Policy
- ✓ NorthCare Criminal Background Checks Policy
- ✓ NorthCare Credentialing Policy
- ✓ NorthCare Privileging Policy