

PATHWAYS CMH

PROCEDURE TITLE: Staff Training-Individual IPOS Goals and Objectives	CATEGORY: Clinical Practices
EFFECTIVE DATE: October 01, 2015	BOARD APPROVAL DATE: N/A
REVIEWED DATE: 07/01/15; 04/05/16; 04/16/18	REVISION(S) TO PROCEDURE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
RESPONSIBLE PARTY/APPROVAL: Clinical Practices Supervisor	

PURPOSE:

To assure all staff providing direct care to individual's receiving services are trained on the specific treatment goals and objectives outlined in an individual's IPOS before they provide the service or treatment. Per Pathways Training Policy:

Evidence of direct care staff training on the individual's IPOS includes documentation for specific training on the treatment plan and amendments to treatment plan including specialty services goals and objectives; behavior treatment plans (whether monitored by the BTC or not); and must be available for review either in the electronic chart or upon request from the contract provider.

The training must be provided by the specialist (or their trained designee) who has written the treatment goals and objectives. Training must occur before the service or treatment is provided by the staff.

PROCEDURES:

MDHHS, in a webinar on the Children's Waiver, references the Medicaid Provider Manual as stating staff "has a documented understanding and skill in implementing the individual plan of services and report on activities performed". Staff must be trained on all specialty protocols they are responsible to implement by a professional practicing within the scope of their practice.

- A. When a new IPOS is developed all staff who works directly on the treatment goals and objectives are to be trained on the specific, individual components of the service.
- B. When an IPOS Amendment is completed to add new services, all staff who work directly on the new treatment services, goals, or objectives are to be trained on the specific, individual components of the service. Reminder: All staff are to be trained prior to the implementation date of the change.
- C. The trainers are the Case Managers (for the overall IPOS) or the providers of the specialty services. Videotaping the training is an option with some method of assuring staff understanding of the plan such as a post video quiz.

The Case Manager will contact the Home Manager and/or Supervisor or Coordinator and discuss with them the best way to get their staff trained, i.e. CSM train all the staff at a staff meeting or train the Home Manager or Supervisor who then trains the staff.

Pathways Case Manager and/or Specialty Services Clinician may train the Home Manager/Assistant Home Manager and/or Supervisor or Coordinator of direct care staff on the

treatment plan. The Home Manager/Assistant Home Manager and/or Supervisor or Coordinator may then be responsible for training the direct care staff working with the individual.

- C. The required documentation is the Pathways Treatment Plan Training Documentation Form. This form captures the critical information to meet all the requirements for individuals on a Waiver as well as provides Medical Records staff with the information to file it in the correct version of the IPOS. (See attached form.) Once all staff have been trained, the form is to be submitted to Pathways Medical Records and will be electronically attached to the appropriate IPOS.

Home Manager, Assistant Manager, and/or Supervisor or Coordinator will also maintain the form on site for future audit purposes. New hires will be added to the form when trained but the form will not be faxed each time someone new is trained.

- D. Pathways will maintain a written process for the responsibilities of:

- Assuring training is being provided.
- How the training is being entered into the electronic medical record.
- How this is monitored on a regular basis.

- E. Exception: Pathways does not require additional training for medication administration as that is a standard training in the direct care toolbox and approved by MDHHS. The CMHSP policies for training of direct care staff to provide medication services should outline the requirement for initial and annual medication checks with an RN to assure proficiency.

REFERENCES:

1915(c) Waivers Quality Improvement Project 06.29.15

MDHHS CWP May 28, 2015 Webinar, Q & A

NorthCare and Pathways Policies

- Qualifications & Supervision of Non-Credentialed Staff Policy
- Training Policy
- Treatment Planning for Integrated Healthcare Policy

