

HIAWATHA BEHAVIORAL HEALTH BOARD

Administrative Policy

Chapter: Recipient Rights

Section: Qualifications and Training For Recipient Rights Personnel (6.21)

Approved: 2/15/2010

Rescinds: Policy 6.21 dated 11/26/07

Review Committee: Recipient Rights Advisory Committee

Review Date: 1/28/2010

I. Policy

It is the policy of the Hiawatha Behavioral Health Authority to require that Recipient Rights personnel receive annual training in recipient rights protection. The Recipient Rights Officer shall have the education or equivalent of experience and required hours of training to fulfill the responsibilities of the position.

II. Basic Requirements

A. All staff of Hiawatha Behavioral Health Authority employed and under contract with Hiawatha Behavioral Health Authority for the purpose of providing recipient rights services shall attend, and successfully complete, the Basic Skills curriculum as determined by the Michigan Department of Community Health Office of Recipient Rights, within the first 90 days of employment. Additionally, every three (3) years during their employment, Recipient Rights Personnel including those under contract must complete a Recipient Rights Update training as specified by MDCH.

III. Continuing Education

A. All staff employed to provide recipient rights services shall receive education and training oriented toward maintenance, improvement or enhancement of the skill required to perform the functions as rights staff.

B. A minimum of 36 hours of education or training is required over a (3) three year period subsequent to the completion of the Basic Skills requirements, and in every (3) three year period thereafter.

C. The 36 credit hours obtained must be in rights-related activities and must fall within one or more of the following general areas:

1. Office of Recipient Rights Operations

The training sessions directly related to prevention, complaint resolution, and monitoring and education which support the fundamental scope of a Office of Recipient Rights operations. A minimum of (10) ten hours must be completed in this component, Examples include:

- Rights Office Operations Techniques
- Enhancing Investigative Skills
- Inpatient Rights
- Out-of-Catchment Rights Protection
- Writing Effective Rights - Related Contract Language
- Site Monitoring / Visit Training
- Understanding the Mental Health Code, Administrative Rules And Other Associated Laws And Rules

2. Office of Recipient Rights Leadership

Training sessions which enhance the leadership abilities of rights staff.

- Prepaid Inpatient Health Plan (PIHP) and Comprehensive Specialty Services Network (CSSN) Issues
- How to Assess Your Own Rights Office Using Attachments A & B
- How to Fix A Troubled Rights Office
- How to Establish A Rights Presence In An Organization
- Understanding Rights Data and How To Use It To Trigger Systemic Organizational Changes
- What Goes On In A Failure Mode Event Analysis (FMEA) Adverse Event Review
- Working With Key Individuals In Your Organization – Customer Services, Contract Services, and How It Can Enhance Rights

3. Office Of Recipient Rights Augmented Training

Training sessions which include information that would help the Rights Officer / Advisor better understand the people we serve, their disabilities, their families, or training indirectly related to rights but affecting rights.

- Understanding Mental Illness, Developmental Disabilities and Co-Occurring Disorders
- How To Protect Rights In a Dual rights Protection System
- How To Communicate With People With Disabilities
- Writing Simplification
- Ethics

- Health Insurance Portability And Accountability Act of 1996 (HIPAA)
- Mental Health Code
- Cultural Competency

D. Education and training may be received by attending programs or conferences developed by the Department of Community Health, other rights-related organizations, organizations that have applied to the Office of Recipient Rights Training Division for approval of their programs, or by information provided by rights staff prior to their attendance at an educational program.

E. Recipient Rights Staff shall be responsible for retaining documentation of meeting the Continuing Education Unit (CEU) requirements for a period of (4) four years from the date of attendance at an educational program. The following information shall be retained on file and available for review during Office of Recipient Rights Assessment to determine if all rights staff have met the basic and continuing education requirements.

1. Title of course and any identification number assigned to it by the Provider. The number of CEU hours completed.
2. The Providers name and identifying number as well as the date and location of the course.
3. Verification of attendance by the Provider.

IV. Training Approval

Training is automatically approved for continuing education credits:

- Michigan Department of Community Health (MDCH) Office of Recipient Rights (ORR) training excluding Basic Skills and Building Blocks
- Sessions at the MDCH ORR Annual Conference, including the Pre-Conference session, excluding General Sessions
- Training provided by, or sponsored by, MDCH

Training that may be approved for continuing education unit credits, if meeting the criteria above and with the submission of the necessary documents by the applicant.

V. Application

All recipient rights personnel employed by or under contract with the Hiawatha Behavioral Health Authority.

VI. Cross Reference and Legal Authority

- A. Act 258 of the Public Acts, as amended, Mental Health Code, Section 330.1752
- B. HBHB Recipient Rights Officer Job Description
- C. MDCH/CMHSP Master Contract FY 09, 6.3.2
- D. MDCH ORR Education Requirements For Recipient Rights Staff