

HIAWATHA BEHAVIORAL HEALTH

Administrative Policy

CHAPTER: Recipient Rights	SECTION: 6.21 – Qualifications and Training for Recipient Rights Personnel
EFFECTIVE DATE: 2/21/05	APPROVAL /REVISED DATE: 8/24/2020
REVIEW DATE: 8/25/2025	REVIEW COMMITTEE: Recipient Rights CHANGES: Yes No X

I. Purpose

To establish a policy and procedure outlining the continuing education / training requirements for all Office of Recipient Rights personnel.

II. Policy

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

III. Basic Requirements

All staff of Hiawatha Behavioral Health employed and under contract with Hiawatha Behavioral Health for the purpose of providing recipient rights services shall, within three (3) months of hire, attend and successfully complete, the Basic Skills Training curriculum as determined by the Michigan Department of Health and Human Services Office of Recipient Rights Additionally, every three (3) years during their employment, Recipient Rights Personnel including those under contract must complete Recipient Rights Update training as specified by MDHHS.

- Basic Skills- Part 1
The first part of the mandatory training, this course is designed to provide participants with the knowledge of the laws required to carry out the mandates of the Mental Health Code and the activities necessary to operate an Office of Recipient Rights in compliance with applicable laws, rules, and standards.
- Basic Skills- Part 2
The second part of the mandatory training, this course is designed to provide participants with the skills related to investigation, report writing and processing that are needed to carry out the requirements of the Michigan Mental Health Code.

IV. Definitions:

- A. CEU: Continuing Education Unit - One Continuing Education Unit (CEU) is defined as one clock hour (60 minutes) of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. The primary purpose of CEU is to provide a permanent record of the

- educational accomplishments of an individual who has completed one or more significant educational experiences.
- B. Contact Hour: 50 minutes of scheduled instruction presented to students.
- C. Category I Credits: Operations – This category includes programs that support and enhance the fundamental scope of responsibilities and effective work of recipient rights staff. This may be directly related to prevention, complaint resolution, monitoring and education that support the fundamental scope of a Rights Office’s operations. Examples include:
- Rights Office Operations Techniques
 - Enhancing Investigative Skills
 - Inpatient Rights
 - Out-of-Catchment rights protection
 - Writing effective rights-related contract language
 - Conducting effective site visits
 - How to protect rights in a dual rights protection system
- D. Category II Credits: Legal Foundations – This category includes programs that enhance the understanding and application of the Mental Health Code, Administrative Rules, Disability and Human Rights Laws, Federal Laws and Regulations and any other laws addressing the legal rights of a recipient of mental health services.
- E. Category III Credits: Leadership – This category includes programs that support and enhance the leadership abilities of rights staff. Examples include:
- Community Mental Health Services Programs (CMHSP) issues
 - 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 the organization – Customer Services, Contracts Department and how it can enhance rights.
- F. Category IV Credits: Augmented Training – This category includes training sessions that contain information that would help rights staff have a better understanding of the people they serve, their disabilities, their families; or training indirectly related to but affecting rights. These may include trainings in mental health conditions and disabilities, treatment and support modalities, recovery, and self determination as long as these topics can be ascertained to have a component that relates to assisting the attendee in the protection of rights. Examples include:
- Understanding Mental Illness / Substance Use Disorders
 - How to communicate with people with disabilities
 - Ethics
 - Health Insurance Portability Accountability Act (HIPAA) and the Mental Health Code
 - Consumers from different cultures (including deaf, deafblind and hard of hearing community)
 - Diversity Issues

V. Continuing Education

- A. All staff employed to provide recipient rights services shall receive education and training oriented toward maintenance, improvement or enhancement of the skills required to perform the functions as rights staff.
- B. A minimum of 36 contact 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 contact hours obtained must be in rights-related activities and must fall within one or more of the categories identified in the definitions above. At least 3 credits must be earned in a calendar year.
- D. A minimum of 12 contact hours must be obtained in programs classified as Category I or II.
- E. No more than 12 credits in a 3-year period may be earned through the use of online learning resources.
- F. CEU's may be received by attending programs or conferences developed by the Michigan Department of Health and Human Services, other rights-related organizations, organizations that have applied to the Office of Recipient Rights Training Division for approval of their programs or through online training.
- G. Rights staff may request approval for other educational programs by utilizing the established approval process.
- H. 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.

VI. Training Approval

- A. Training is automatically approved for continuing education credits:
 - 1. Michigan Department of Health and Human Services (MDHHS) Office of Recipient Rights (ORR) training excluding Basic Skills for new staff
 - 2. Sessions at the MDHHS ORR Annual Conference, including the Pre-Conference session
 - 3. Training provided by, or sponsored by, Michigan Department of Health and Human Services Office of Recipient Rights.

- B. 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.
 - 1. Recipient Rights Officers/Advisors of Michigan (RROAM) sponsored training
 - 2. Community Mental Health, Licensed Private Hospital/Unit sponsored training
 - 3. Training provided by other agencies, entities or professionals – law enforcement, mental health or physical health professionals, accreditation bodies, risk management, corporation counsel/lawyer, etc.
 - 4. Training provided to the Rights Officer/Advisor for their own profession's licensure.
 - 5. Other training in the community at large, including online training, if requirements as detailed are met.
- C. CEU Documentation and Notification
 - 1. Application

To apply for CEU credits for a training, complete the Michigan Department of Health and Human Services Office of Recipient Rights Continuing Education Course Summary form and send by email, mail, or fax, within 30 calendar days of the event to:

Northville, MI 48168
Fax: 248-348-9963
Email:MDHHS-ORR-Training@michigan.gov
 - 2. Verification of Attendance.

Attendance can be verified through provision of a Certificate of Attendance, copies of a training record, copy of an attendance/sign in sheet, a copy of the training agenda or outline with a self-attestation statement that the applicant did attend the training. Verification of the attendance shall be kept on file with the applicant and be readily available for review by MDHHS-ORR, if requested.
 - 3. Notification

Applicants will receive notification of approval determination for CEU credits no later than 30 business days following the receipt of the required documents. Approved courses, credit and category information will be posted on the ORR website.
 - 4. Application Review, Approval and Appeal

Applications from organizations outside the MI Department of Health and Human Services MDHHS, or applications from individuals who have attended, or plan to attend training programs shall be reviewed and approved or rejected by the MDHHS Continuing Education Committee. If an application is rejected by the Continuing Education Committee, it may be appealed to the MDHHS Director of the Office of Recipient Rights. The decision of the Director of ORR is the final MDHHS position on the application.

VII. Application

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

VIII. Cross Reference and Legal Authority

- A. Act 258 of the Public Acts, as amended, Mental Health Code, Section 330.1755
- B. HBH Director of and Recipient Rights Officer Job Description(s)
- C. MDHHS/CMHSP Managed Mental Health Supports and Services Contract
Attachment C6.3.2.3A