

## NORTHCARE NETWORK

<b>PROCEDURE TITLE:</b> Staff Training – Individual Consumer IPOS Goals and Objectives	<b>CATEGORY:</b> Provider Network Management
<b>EFFECTIVE DATE:</b> 10/1/15	
<b>REVIEWED DATE:</b> 6/13/19	<b>REVISION(S) TO PROCEDURE:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> Clinical Practices Coordinator	<b>CEO APPROVAL DATE:</b> 7/2/19 Dr. Tim Kangas

**APPLIES TO:**

NorthCare Personnel  
Network Providers

**PURPOSE:**

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

*Evidence of direct care staff training on the individual's IPOS includes documentation for specific training on the treatment plan & 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:**

- A. When a new IPOS is developed or when an IPOS is being amended and new services are being added, all staff who work directly on the treatment goals and objectives are to be trained on the specific, individual components of the service. Staff must have a documented understanding and skill in implementing the individual plan of services and report on activities performed. Staff are trained on all specialty protocols they are responsible to implement by a professional practicing within the scope of their practice.
- B. The trainers are the providers of the specialty services. Preferred training methodology is face to face training however staff may review a video tape version of the training. Understanding and competency of each staff providing the service must be assessed using post video quiz or similar method.
- C. The preferred documentation is the regional form, NC Training for Specific Consumer. This form captures the critical information to meet all the requirements for Waiver consumers as well as provides Medical Records staff with the information to file it in the correct version of the IPOS.
- D. The Team Consult Note in ELMER may be used provided all required fields from the regional form are included.
- E. Training must be completed and documented prior to the provision of services.
- F. NorthCare recognizes that there may be times where training must occur where and when there is no electronic capability. At such a time, the best available

format should be used and sent to Medical records for scanning as an attachment to the IPOS, ensuring required data as noted on the regional form.

G. Each CMHSP maintains a written process for the responsibilities of:

- assuring training is being provided;
- how training is being entered into the electronic medical record;
- and how this is monitored on a regular basis.

H. Training for medication administration using the direct care toolbox is acceptable provided initial and an annual training is provided by an RN.

**REFERENCES:**

NorthCare Policies

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

NC Training for Specific Consumer Form