

## NORTHCARE NETWORK

<b>POLICY TITLE:</b> Training –Personnel	<b>CATEGORY:</b> Personnel	
<b>EFFECTIVE DATE:</b> 6/26/02 (separated from original Training Policy)	<b>BOARD APPROVAL DATE:</b> 6/13/18	
<b>REVIEW DATE:</b> 8/22/23	<b>REVISION(S) TO POLICY STATEMENT:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>OTHER REVISION(S):</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> HR Specialist	<b>CEO APPROVAL DATE:</b> 9/6/23 Megan Rooney, Interim CEO	

### APPLIES TO

NorthCare Network Personnel

### POLICY

All personnel employed directly or under contract must successfully complete training requirements established by licensing agencies, accreditation bodies, MDHHS/PIHP Contract, and NorthCare Network.

### PURPOSE

The policy outlines training requirements for NorthCare Network employees. The intensity of the training and need for specific and advanced training is determined by the employee's specific job description, CEO, Supervisor or Senior Clinical Director, as stated on the NorthCare Network Personnel Training Guide located at N:\Training\Training Guide.

### DEFINITIONS

N/A

### REFERENCES

- 42 CFR, (Balanced Budget Act of 1997), 438.214
- NorthCare Network Credentialing Policies
- NorthCare Network Privileging Policy
- Michigan Licensing & Certification Standards
- NorthCare Network Customer Services Policy
- NorthCare Network Compliance Program
- Improving MI Practices Training Website, [www.improvingmipractices.org](http://www.improvingmipractices.org)
- NorthCare Network Performance Evaluation Policy
- NorthCare Network Personnel Training Guide
- MDHHS/PIHP Contract  
[https://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2941\\_4868\\_4899---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4899---,00.html)
- MDHHS Policies & Practice Guidelines  
[https://www.michigan.gov/mdhhs/0,5885,7-339-71550\\_2941\\_4868\\_4900---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71550_2941_4868_4900---,00.html)

### HISTORY

NEW POLICY: 5/21/18

REVISION DATE: 3/21/19, 2/21/20, 1/12/21, 3/25/22, 8/22/23

REVIEW: 3/21/19, 2/21/20, 1/12/21, 3/25/22, 8/22/23

CEO APPROVAL: 5/29/18, 4/1/19, 2/26/20, 2/2/21, 4/5/22, 9/6/23

BOARD APPROVAL: 6/13/18

## **PROCEDURES**

- A. All employees will have access to the following documents which are available on the shared drive or NorthCare Network website [www.northcarenetwork.org](http://www.northcarenetwork.org)
1. Medicaid Provider Manual
  2. Michigan Mental Health Code
  3. MDHHS/PIHP Contract
  4. PIHP/CMHSP Contract
  5. PIHP/SUD Provider Contracts as applicable
  6. NorthCare Network Mental Health Services Provider Manual, as applicable
  7. NorthCare Network Substance Use Disorder Services Provider Operations Manual, as applicable
  8. NorthCare Network Policies, Procedures and Plans
  9. NorthCare Network Practice Guidelines, as applicable
- B. Employees will be oriented to an organizational culture that emphasizes customer service, compliance, integrity, quality administrative and clinical services and practices. Customer service, compliance with ethical and legal requirements and a commitment to quality improvement are key aspects of the culture. All employees must be able to assist or direct the individual seeking treatment to the person who can help them with their specific concern.
- C. NorthCare Personnel Training
1. All NorthCare employees are required to complete:
    - a) New NorthCare Employee Orientation
      - i. Meet with designated NC personnel within first week of employment.
      - ii. Complete assigned online trainings through LMS (My Learning Pointe) or Improving MI Practices within 30 days.
    - b) Initial and Annual Training
      - i. Trainings will be assigned by the HR Specialist
      - ii. The NorthCare Network Personnel Training Guide is located at N:\Training\Training Guide.
  2. Additional trainings are assigned according to duties outlined in job descriptions and additional tasks assigned by the CEO, Supervisor or Senior Clinical Director.
  3. The HR Specialist will review and validate that the employee's training is current at time of scheduled performance evaluation date.
- D. The HR Specialist will ensure all required trainings created by NorthCare are reviewed and updated annually with appropriate staff.