



WCCMH Quarterly Provider Meeting Minutes
January 18, 2022
10:00 AM- 12:00 PM, Via Zoom

Meeting Minutes: Delissa Weston

AGENDA ITEM	Presenter	Discussion Points
I. State and Local Updates	Trish Cortes	- Supplementals are being presented to the legislators. One of the supplementals is surrounding recruiting, hiring, and training in the behavioral health field. - Senator Shirkey and Representative Mary Whiteford are still pushing their proposal. - Allen Jansen, Senior Deputy Director of MDHHS' BHDDA, is working on a special project to help address long-term and short-term strategies of the workforce issues to present to the Governor's office. - MDHHS recently sent requests to CMHs inquiring about the number of COVID tests they'd want to receive. WCCMH requested 400 COVID tests to start, but we are unsure if we will get the amount requested. - CMH directors requested that MDHHS be lenient with provider qualifications and other administrative duties during this time while the workforce is facing so many challenges. - Planning and discussions are still being had for provider stabilization payments. - WCCMH continues to struggle to fill positions at the clinical level. Given this, WCCMH has been working with Washtenaw County and Labor Management to help stabilize their workforce.

		• WCCMH is still waiting to get clarification from MDHHS regarding the COVID Vaccine Mandate. • The Board of Commissioners is seeking clarification surrounding the Open Meeting Acts. • The CMH Board meeting schedule has changed. • WCCMH is working with CHRT to help develop a document that will be shared with legislators regarding the state of our workforce.
II. Medication Administration Training Update	• Brandie Hagaman	• Please see the attached document called "WCCMH Provider Medication training process." • Please contact Brandie Hagaman if you have any questions: hagamanb@washtenaw.org
III. Recipient Rights Updates	• Sara Smith	• Sarah Smith is the new Recipient Rights Officer for Washtenaw County. • The Office of Recipient Rights achieved full compliance with their state assessment. • Remedial actions need to be reported as soon as possible. • Recipient Rights issues need to be reported within 24 hours.
IV. COVID-19 Vaccination Requirements	• Heather Linky	• WCCMH is working closely with Washtenaw County's Corporation Counsel for interpretation and clarification on OSHA rulings and the CMS rule (about being 100% compliant for Medicare and Medicaid funded entities and CMH centers).
V. New Training Platform	• Delissa Weston	• The CMHPSM training page on the CMHPSM's website will no longer directly host trainings, and all available online trainings will be hosted on the Learn Worlds Training platform. • Please see attached Learn Worlds Training letter.

VI. Something Positive	• Everyone	• Valory from Home Sweet Home shared that they are doing a little more hiring and the importance of valuing staff. • Vicki from Saints Inc. shared her gratitude towards her staff and the CMH staff. She also shared words of encouragement to keep pushing forward. • Sherri from Adult Learning Systems completed their CARF accreditation with no recommendations. She also shared her gratitude for her staff and the CMH staff.
VII. Next Meeting	April 19, 2022, Via Zoom, 10:00am–12:00pm	Future agenda items: • None suggested.

New testing process starts January 1, 2022

For Providers :

- a. **New Staff Medication Training:** A new self-guided power point presentation pre-recording for the new staff for medication training will be located on the CMHPSM website for staff to view at their convenience. Staff must register at least 3 days prior to the testing dates to receive the link for the online portion of the testing. Testing will also be in-person, see below for more information.
 - b. **Refreshers:** Providers can send name of staff, email address (work or personal), and provider name at least 3 days prior to the in-person testing dates to receive the testing link.
 - c. **Part 1 testing is online and Part 2 testing is in-person testing.**
2. If providers have staff that are planning to test for the new staff medication training OR the refresher training they need to email Brandie Hagaman- hagamanb@washtenaw.org or Lindsay Gibson at gisbonl@washtenaw.org with the staff name, staff email address (work or personal), provider name at least 3 business days prior to the in person testing. If names are received after this, they will be added to the next available training.
 3. Lindsay will then email the provider staff the link for the Part 1 online testing. The materials below are available on the website ([Training Resources | cmhpsm](#)) for staff to review prior to their testing.
 - a. WCCMH Medication Administration Manual
 - b. Med training independent power point
 - c. Day 1 Practice MAR (Blank MAR)
 4. Following the medication class or the refresher dates staff must take the in-person tests during the next two times offered. A schedule will be provided.

Part 1: Self-guided power point slide show presentation for new staff medication training:

1. In preparation for the self-guided power point presentation, staff will need the medication management manual, MAR documents and Controlled Med Count Sheet.
2. Is located on the CMHPSM, website and staff can view this at their convenience.
3. Once staff are registered, they will receive the Part 1 online link.
4. Staff must take Part 1 online testing before in-person testing can take place:
 - a. ClassMarker.com- enter code
 - b. Online Multiple-choice test can only be taken one time, if taken more than once the 1st attempt will be the score

Part 2: New staff medication training in-person testing for both new medication training will include the following tests:

- a. MAR transcription exam
- b. WCCMH comprehension exam

*****Staff must take the online test portion prior to the in-person testing, scores will be confirmed at the in-person testing site with CMH staff

*****Staff must attend one of the next two testing session after viewing the slideshow

Testing dates:

- 1st Thursday of the month 9-11am
- 2nd Monday of the month 1-3pm
- 4th Monday of the month 1-3pm
- 4th Thursday of the month 9-11am

Testing Location and Information:

- Washtenaw County Learning Resource Center (LRC) : 4135 Washtenaw Ave, Ann Arbor, MI 48108. If location changes an email will be sent to participants and medication coordinator of that in-person testing session.
- Testing will be staffed by WCCMH Staff
- WCCMH staff will be at the testing times 30 minutes PRIOR to the testing start time to answer any questions staff might have from the self-guided power point presentation.
- Staff tests will be graded at the in-person testing. Certificates will be generated there and handed out to staff if they pass.
- If staff do not pass, staff will have 2 more attempts (3 attempts total).
- Staff names, providers and testing dates will be tracked through WCCMH spreadsheet.

Part 1 for Refresher:

1. At least 3 days prior to the in-person testing dates, provider medication coordinator sends staff name, provider agency, staff's email address (work or personal) and date of last med class to Brandie Hagaman- hagamanb@washtenaw.org or Lindsay Gibson gibsonl@washtenaw.org. If names are received after this, they will be added to the next available date.
2. WCCMH staff will add staff name, date, email, provider to spreadsheet on M-Drive
3. Staff will receive a link/code for them to take the tests at Classmaker.com.
 - a. ClassMarker.com- enter code
 - b. Test can only be taken one time, if taken more than once the 1st attempt will be the score
 - c. Test- multiple choice test is done online.

Part 2: In-person testing for refresher course will include the following tests:

- a. MAR transcription exam
- b. WCCMH Comprehension exam

*****Staff must take the online test portion prior to the in-person testing

*****Staff must attend one of the next two testing session after the refresher course date

Testing Dates:

- 1st Thursday of the month 9-11am
- 2nd Monday of the month 1-3pm
- 4th Monday of the month 1-3pm
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Testing Location and Information:

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- Testing will be staffed by WCCMH Staff
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- Staff tests will be graded at the in-person testing. Certificates will be generated there and handed out to staff if they pass.
- If staff do not pass the refresher, staff will have 2 more attempts and must take the new staff medication training (3 attempts total).
- Staff names, providers and testing dates will be tracked through WCCMH spreadsheet.

Internal Process:

1. WCCMH staff will make sure the self-guided power point presentation remains current on the CMHPSM website.
2. WCCMH staff will add to the M-Drive excel sheet for each class that lists participant names, provider, participant email and class date plus the header for the columns. This is already set up and can be cut and pasted. Once the excel sheet is updated, they will email Brandie.
3. Brandie/Lindsay adds test scores from Class maker to the spreadsheet
4. Nursing staff will add the MAR transcribing and comprehension score to the spreadsheet
5. Nursing staff would indicate if staff passed or failed on the excel sheet
6. Certificates will be handed out at the in-person testing if they passed
7. Lindsay/Brandie will check the spreadsheet after testing to see who did not pass and will reach out to provider staff.



CMHPSM

Provider Network

Informational Bulletin

Date: November 30, 2021

Topic: Online Training Module for Mental Health Service Providers

Information:

The CMHPSM region is transitioning to an online training platform for the majority of our mental health service provider network staff trainings beginning December 1, 2021.

Beginning on December 1, 2021 the CMHPSM and our four partner CMHSPs will be moving to a new online hosted training platform for the majority of our mental health service provider trainings. The new platform is hosted here: <https://cmhpsm.learnworlds.com/>

The new platform will require individual employees to login by creating their own individual user account. The CMHPSM hopes to improve the training experience for providers within the region with this new online platform. Each individual will have their own training transcript and will be able to download and/or print certificates when completing trainings. Providers should attempt to obtain training certificates directly from their employees but the CMHPSM help desk will have access to all training records. The CMHPSM Help Desk can be reached at help@cmhpsm.org.

Beginning December 1, 2021:

Learnworlds Online Mental Health Service Provider Training Courses

- **Bloodborne Infectious Diseases**
- **Cultural Competency**
- **Due Process / Grievance and Appeals**
- **Emergency Preparedness**
- **Limited English Proficiency (LEP) Training**
- **Medicaid Integrity**
- **Person Centered Planning**
- **Recipient Rights Day One Orientation**
- **Recipient Rights & Confidentiality**

In-Person Mental Health Service Provider Training Courses

- **Medication Administration Training**



CMHPSM

Provider Network

Informational Bulletin

The CMHPSM training page on our website will no longer directly host trainings and all available online trainings will be hosted on our new CMHPSM Learnworlds platform. As such, providers will no longer be able to reference the www.cmhpsm.org/training page for any mental health training documents, quizzes or answer sheets.

The CMHPSM Learnworlds platform will be updated in the future with statewide reciprocity enhancements, additional courses and additional upgrades. We hope to improve both the training experience for individuals and provider agencies with this change. We also hope to improve the efficiency of audits and training record review in the future as training begins to occur in the module.

Please direct any questions to help@cmhpsm.org or your CMHSP contract contact for further information.