

Partners In Recovery	POLICY AND STANDARDS
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*Applicable Arizona Department of Health Services Behavioral Health Licensing Rule(s):
R9-20-206*

Partners In Recovery Direct Care Clinic Policy:

Policy Number:	HR - 0003
Policy Name:	New Employee Orientation, Verification, and Training
Date of Inception:	
Previous Approval Date:	
Current Approval Date:	

Partners In Recovery Direct Care Clinics (DCC) Approvals:

Partners In Recovery, Representative Title	Date
Partners In Recovery, Representative Title	Date
Partners In Recovery, Representative Title	Date
Partners In Recovery, Representative Title	Date
Partners In Recovery, Representative Title	Date
Partners In Recovery, Representative Title	Date

Cross Reference(s)

None

Policy Statement

Partners In Recovery is committed to ensuring all new team members are oriented in a manner that ensures both seamless care and service to recipients, as well as ensuring individuals have an opportunity for success in their respective new roles.

Purpose

To establish guidelines and requirements related to Partners In Recovery New Employee Orientation & Training program and process.

Scope

Partners In Recovery Direct Care Clinics and Urgent Psychiatric Care Center.

Key Terms

Policy Terms & Definitions are available should the reader need to inquire as to the definition of a term used in this policy.

To access the *Policy Terms & Definitions Glossary* in MagIC, click on the below link:

Policy Terms & Definitions Glossary

Standards

I. New Employee Orientation

Partners In Recovery provides comprehensive orientation and training to meet all applicable federal and state regulations and requirements, as well as the requirements outlined in the Provider Manual Policies and Procedures. Partners In Recovery orientation is designed to welcome new team members, orient individuals regarding the recipients we serve, and ensure new team members have the knowledge and skills necessary to support the behavioral health delivery system and operating protocols required to successfully fulfill their roles. Both content and process of New Employee Orientation is specific to individual roles and responsibilities.

A. Content

1. Orientation content includes but is not limited to the following:
 - a) Review of recipient rights, agency policies and procedures necessary for the performance of the staff member's duties, staff member's position description, agency's evacuation path, procedures for responding to fire, hazard, medical emergency, and a recipient experiencing a crisis situation and other compliance policies, etc.
 - b) Informing the new staff member of the requirement to immediately report

suspected or alleged abuse, neglect or exploitation or violation of a recipient's rights to the administrator or clinical director; and

- c) Identification of the location of recipient records and how recipient records and information are protected
2. Learning competency profiles in Essential Learning specifically indicate applicable content for each new staff member's orientation.
3. A new staff member's orientation documentation includes the following:
 - a) Staff member's name, signature, and professional credential or job title;
 - b) The date orientation was completed;
 - c) The subjects or topics covered in the orientation;
 - d) Duration of the orientation; and
 - e) The name, signature, professional credential or job title of the person(s) providing the orientation.

B. Process

1. Clinic supervisors are accountable for ensuring all new team members successfully complete the on site OBHL Checklist form for R9-20-206.A.3 orientation requirements before providing behavioral health services. All agency New Employee Orientation requirements must be completed within 90 days of the staff member's hire date. All BHT and paraprofessional staff member's have documentation of skills and knowledge as required in 204.F prior to providing behavioral health services at the site.
2. Supervisors are accountable for ensuring both throughout orientation, and on an ongoing basis, that mechanisms are in place to monitor staff performance of duties, and provide timely direction and/or support as needed. This may include, but is not limited to mentoring arrangements, preceptor assignments, direct observation, as well as regularly scheduled meetings to discuss progress and performance.
3. Documentation of the staff member's skills and knowledge and training hours will be documented using the Essential Learning competency profiles specific to the individual's position and job responsibilities.
4. Assessment of competency will be conducted and documented using written testing, verbal questioning, and/or direct observation. This is determined by the subject matter, learning objectives and whether the instruction is delivered at the clinical site, through classroom instruction at the Partners In Recovery Learning Department, or through the Essential Learning on-line training.
5. All training, including initial training upon hire, as well as ongoing requirements necessary to ensure individuals are able to fully perform the key functions of their role, will be documented on the *Documentation of Skills and Knowledge and Training Report*

in Essential Learning. This report may be accessed and generated at any time for tracking and auditing purposes for submission with a requested personnel file.

II. Ongoing Training

- A. Partners In Recovery Learning & Performance team works in collaboration with clinic management to provide employees with ongoing training and education related to changes in the Provider Manual and/or operating policies or protocols, continuing education requirements set by licensure, as well as best practice initiatives. Ongoing required training is conducted and completion is documented to ensure all team members meet emerging and ongoing needs.
1. The Clinical Director of the clinic or their designee is responsible for developing and implementing a written training plan that includes a description of the training required for Behavioral Health Professionals, Behavioral Health Technicians and Behavioral Health Paraprofessionals in order to:
 - a) Maintain current knowledge and skills;
 - b) Obtain or enhance skills and knowledge in the services that the clinics are authorized to provide; and
 - c) Meet the unique needs of the recipient populations served by the clinics.
 2. Partners In Recovery ensures that each staff member, except for a Behavioral Health Professional who is required by state law to complete continuing education to maintain the Behavioral Health Professional's license, completes:
 - a) At least 48 hours of training during the first 12 months of full-time employment or contract service, or the equivalent amount for part-time employment or contract service, after the new employee's start date of employment or contracted service, which may include time spent in orientation; and
 - b) At least 24 hours of training every 12 months of full-time employment or contract service or the equivalent amount for part-time employment or contract service, after the new employee's first 12 months of employment or contract service.
 3. All training, including documentation of skills and knowledge, is documented on the *Documentation of Skills and Knowledge and Training Report* in Essential Learning and meets the documentation requirements for R-9-20-204(G) and 206(B)(4) including:
 - a) The staff member's name, signature, and professional credential or job title;
 - b) Date of the training;
 - c) Subject or topics covered in the training;
 - d) Duration of the training;
 - e) Name, signature, and professional credential or job title of the individual providing the training;

- f) Date skills and knowledge were verified;
 - g) Method of verification used for skills and knowledge (defined in Section I.B.4);
 - h) Signature and professional credential or job title of the individual who verified the staff member's skills and knowledge.
4. Behavioral Health Professionals who are licensed to practice independently by the State are subject to the training requirements mandated by their respective licensing boards.

B. Content

1. Ongoing training content is designed to ensure employees maintain current skills and knowledge, obtain or enhance skills and knowledge in the behavioral health agency, and/or meet unique needs of recipient populations served. Additionally, ongoing training/education is essential to maintaining professional licensure and/or certifications required by state law.
2. Specific content of ongoing training/education is dependent upon role, recipient population served, agency initiatives, and individual development needs.
3. Training for Behavioral Health Technicians and Behavioral Health Paraprofessionals focuses on topics to ensure that these staff members have the skills and knowledge necessary to perform their jobs including but not limited to:
 - a) Protection of recipient rights;
 - b) Treatment that promotes recipient's dignity, independence, individuality, strengths, privacy and choice;
 - c) Symptoms of a mental disorder, personality disorder, or substance abuse;
 - d) Ability to provide the services the clinic is authorized to provide and that the staff member is qualified to provide;
 - e) Meet the unique needs of the population served at the clinic;
 - f) Confidentiality of recipient records and information;
 - g) Recognition and respect of cultural differences;
 - h) Ability to recognize, prevent and respond to a situation in which a recipient:
 - i. May be a danger to self or others;
 - ii. Behaves in an aggressive or destructive manner;
 - iii. May be experiencing a crisis situation; or
 - iv. May be experiencing a medical emergency.
 - i) Ability to read and implement a treatment plan;
 - j) Assist a recipient in accessing community services and resources;

- k) Record and document recipient information;
- l) Demonstrate ethical behavior, by respecting other staff members, respecting recipient boundaries and recognizing the inappropriateness of receiving gratuities from a recipient;
- m) Identify types of medication commonly prescribed for conditions treated at the clinic and know the common side effects and adverse reactions of the medications;
- n) Recognize and respond to a fire, disaster, hazard, and medical emergency; and
- o) Provide the activities of behavioral health services identified in the staff member's job description or the clinic program description.

C. Process

1. Supervisors are accountable for ensuring all team members successfully complete ongoing training/education requirements.
2. The Partners In Recovery Learning Department is responsible for verifying the above skills and knowledge on the *Documentation of Skills and Knowledge and Training Report* in Essential Learning. This is signified by a BHP signature, professional credential, and job title on the report.
3. The completion of all training/education requirements will be documented in Essential Learning and the *Documentation of Skills and Knowledge and Training Report* is generated upon request to review a staff member's personnel file.

Associated Partners In Recovery Direct Care Clinics Forms & Attachments

None

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