



DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

www.dwihn.org

ORR Recipient Rights Training

Updates: April 2024

- ❑ Collaborations-Other depts, i.e., LARA, Compliance, MCO, Quality-compliance. All new staff must take NHRRT within the first 30 days of employment.
- ❑ New Procedure-Please check MHWIN no later than the end of business on Friday to make sure your staff have *attended AND completed* the training. If they have not, please reschedule them or email orr.training for assistance. We will need the person's name, DOH, MHWIN number and desired training date to register them.

ORR NHRRT Information:

- ❑ NHRRT conducted **Mon-Wed** from **10am-12pm**. Evening NHRRT-2nd Tuesday of the month from **4pm-6pm**. Check MHWIN for available training dates.
- ❑ If new staff report they previously attended NHRRT, request *evidence* **during the onboarding/orientation process.**
- ❑ NHRRT is held via the Zoom App-participants need **strong Wi-Fi signal** & be familiar w/the Chat feature.
- ❑ If Providers need to **cancel/reschedule** their staff for NHRRT, notify ORR Trainers at orr.training@dwihn.org, **do not mark them as canceled in MHWIN.**

- ❑ Participants must be present **online**, with working cameras, and remain **visible** and available to communicate **throughout** the course. Staff are **not** allowed into the training 5 minutes after the start time.
- ❑ If your staff are **OBSERVED DRIVING OR OTHERWISE NOT ENGAGED DURING THE TRAINING**, they will be removed from the training and will need to be rescheduled.
- ❑ Providers, if you know that your staff are not technology savvy, please have them come into the office to take the training, where you are able to assist them.
- ❑ An email is sent on morning of training to email address listed in MHWIN. If your staff experiences any issues with the NHRRT class email, you may contact us at: orr.training@dwihn.org
- ❑ NHRRT vs. ARRT-NHRRT: Virtual ZOOM new staff; ARRT: DWC website (1year after NHRRT training date, and annually thereafter)
- ❑ ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN, & on the FAQ's form-See under: "Provider tab/ORR training info"
- ❑ ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells

OFFICE OF RECIPIENT RIGHTS: MONITORING (SITE REVIEWS)

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- ▶ Other organizations/DWIHN Depts-Monitoring checks also, i.e, LARA; to assist with compliance re: Recipient Rights compliance (monit).
- ▶ Providers-please assist ORR by assuring your staff adhere to the MMHC requirements re: NHRRT-The score's percentage IS improving-not there yet.

ORR Monitoring Information:

- ▶ ORR Site Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged
- ▶ Review new staff hired since the previous site review-NHRRT must be completed w/i 30 doh
- ▶ ORR accepts NHRRT obtained from *different* counties w/evidence provided & verification of validity, in most cases (Oakland, Macomb, Washtenaw)

- ▶ ORR Reviewer looks for during site review request:
- ▶ List: Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interviews staff & members re: rights awareness and complaint filing
- ▶ Any violation(s) found requires a Corrective Action Plan. Provider has 10-business days from the date of the site visit to remedy violation
- ▶ End of site review visit, Site Rep **required to sign & date page #4 of site review tool**

Important Reminders:

- ▶ Provider contact info and staff records should be kept current, as required in MHWIN
- ▶ Questions re: ORR Monitoring: esims1@dwihn.org, ludson@dwihn.org or spride@dwihn.org