

DETROIT WAYNE INTEGRATED HEALTH NETWORK

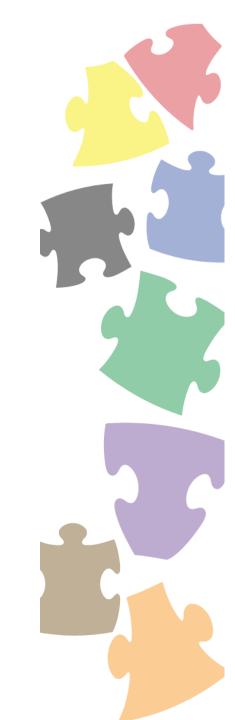
800-241-4949 www.dwihn.org



ORR Training & Monitoring Agenda Provider Meeting

(03/28/2025)





Updates: ORR Training (March 2025)

- 1. <u>New DWIHN-contracted Providers</u>-Within 30 doh, <u>ALL</u> Vendor employees and contractors providing services, must successfully complete NHRRT from DWIHN's ORR or another source <u>approved</u> by DWIHN's ORR.
- 2. ORR would like to give a big THANK YOU to all DWIHN-contracted Providers, who assure that their new employees complete New Hire RR training w/i 30 doh. We appreciate your diligence & efforts!
- 3. Please note: NHRRT vs. ARRT-NHRRT is considered "face-to-face," is conducted via Zoom & is required by the MHC. ARRT is taken via DWC website and should be taken 1 year after NHRRT date & annually thereafter. Miss 2 or more, NHRRT over again.
- 4. The addition of a 2^{nd} evening NHRRT class per month has been added to the yearly NHRRT calendar, see DW web. See MHWIN for NHRRT class dates & times. The 2^{nd} evening NHRRT will occur on the 4^{th} Tuesday of the month, from 4pm-6-pm.
- **Cancellation, Pass pertinent info to those that need it.

ORR NHRRT Information for Review:

If new staff report that they previously attended NHRRT, request evidence during the onboarding/orientation process.

NHRRT is held via the Zoom App-participants need a strong Wi-Fi signal & be familiar w/the Chat feature.

Participants <u>must</u> be present <u>online</u>, <u>with working</u> <u>cameras</u>, <u>and remain visible and available</u> to communicate <u>throughout</u> the course. Staff not allowed into training <u>5</u> <u>minutes</u> after the start time.

If your staff are <u>OBSERVED DRIVING OR OTHERWISE NOT</u> <u>ENGAGED DURING THE TRAINING</u>, they will be removed from the training and will need to be rescheduled.

Providers, if your staff isn't tech-savvy, please provide assistance when they attend NHRRT, if possible.

An email is sent on morning/evening of trg, to email address listed in MHWIN. If staff experiences any issues with the NHRRT class email, they may contact us at: orr.training@dwihn.org

ORR Trg. info located on <u>DWIHN website</u> (dwihn.org), in <u>MHWIN Newsflash</u>, & on the FAQ's form on DWIHN website.

ORR Trainers: LaShanda Neely, Michael Olver, Joyce Wells,

ORR Manager: Schakerra Pride



Updates: March 2025

- 1. ORR Monitoring dept. extends their appreciation to those locations whose site reviews were conducted & determined to be compliant. We recognize the hard work that is required of Providers and want to express our sincere appreciation to them for their efforts.
- 2. See attached: <u>ORR Staff Training Record</u> form-Completed <u>prior</u> to scheduled site review. Document: Staff Name, DOH, DOT- NHRRT & ARRT. <u>Evidence</u> of RR training should be prepared & submitted to the ORR Reviewer <u>at site visit</u>, (certificates/transcripts). If STRF/evidence <u>not</u> received during SR visit, Site Rep has <u>10</u> business days from the date of review to submit to ORR.
- 3. Detailed list of items observed during ORR site review-Requests should be sent to ORR Reviewers, E. Sims, L. Hudson, via email.

ORR Monitoring Information for Review:

ORR Site Review Visit conducted onsite (in person). Covid 19 Questionnaire-If +exposure, an alternative site review will be arranged.

ORR accepts NHRRT certificates obtained from *different* counties w/<u>evidence</u> provided & verification of validity, in <u>most</u> cases. (Oakland, Macomb, Washtenaw CMH NHRRT accepted)



Required postings, RR booklets, confidential items stored, health/safety violations, interior/exterior of facility, interview staff & members re: rights knowledge and complaint filing

Any violation(s) found requires a <u>Corrective Action Plan</u>. The Provider has <u>10-business days</u> from the date of the site visit to remedy violation.

End of site review visit, Site Rep is required to <u>sign & date of</u> <u>site review tool</u>.

Important Reminder/Contact Info:

Provider contact info and staff records should be kept <u>current</u>, as required in MHWIN.

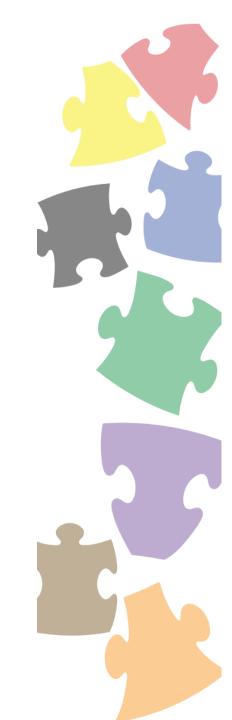
Questions re: ORR Monitoring: esims1@dwihn.org, lhudson@dwihn.org ahardrick@dwihn.org or spride@dwihn.org





QUESTIONS?





STAFF NAME: (PLEASE PRINT)	STAFF DOH:	STAFF NHRRT:	STAFF ARRT:
NAME OF FACILITY		DATE:	
NAME OF FACILITY:		DATE.	
ADDRESS:			
DWIHN ORR REVIEWER:			
SITE REP:			

^{**}PLEASE NOTE: <u>EVIDENCE</u> (CERTIFICATES/TRANSCRIPTS), WILL BE REQUIRED TO BE SUBMITTED.