



**DWIHN**  
Your Link to Holistic Healthcare



Detroit Free Press

# DETROIT WAYNE INTEGRATED HEALTH NETWORK

800-241-4949

[www.dwihn.org](http://www.dwihn.org)



# ORR Training & Monitoring Agenda Provider Meeting (03/28/2025)



## Updates: ORR Training (March 2025)

1. New DWIHN-contracted Providers-Within 30 doh, ALL Vendor employees and contractors providing services, must successfully complete NHRRT from DWIHN's ORR or another source approved 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<sup>nd</sup> 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<sup>nd</sup> evening NHRRT will occur on the 4<sup>th</sup> Tuesday of the month, from 4pm-6pm.  
\*\*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 must be present online, with working cameras, and remain visible and available to communicate throughout the course. Staff not allowed into 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 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](mailto:orr.training@dwihn.org)

ORR Trg. info located on DWIHN website (dwihn.org), in MHWIN Newsflash, & 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: ORR Staff Training Record form-Completed prior to scheduled site review. Document: Staff Name, DOH, DOT- NHRRT & ARRT. Evidence of RR training should be prepared & submitted to the ORR Reviewer at site visit, (certificates/transcripts). If STRF/evidence not received during SR visit, Site Rep has 10 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/evidence provided & verification of validity, in most cases. (Oakland, Macomb, Washtenaw CMH NHRRT accepted)



#### During site review ORR Reviewer looks for the following:

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 Corrective Action Plan. The Provider has 10-business days from the date of the site visit to remedy violation.

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

#### Important Reminder/Contact Info:

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

Questions re: ORR Monitoring: [esims1@dwihn.org](mailto:esims1@dwihn.org), [lhudson@dwihn.org](mailto:lhudson@dwihn.org) [ahardrick@dwihn.org](mailto:ahardrick@dwihn.org) or [spride@dwihn.org](mailto:spride@dwihn.org)



# QUESTIONS?



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STAFF NAME: <i>(PLEASE PRINT)</i>	STAFF DOH:	STAFF NHRRT:	STAFF ARRT:

NAME OF FACILITY: \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DWIHN ORR REVIEWER: \_\_\_\_\_

SITE REP: \_\_\_\_\_

**\*\*PLEASE NOTE: EVIDENCE (CERTIFICATES/TRANSCRIPTS), WILL BE REQUIRED TO BE SUBMITTED.**