



## **Detroit Wayne Integrated Health Network**

707 W. Milwaukee St.  
Detroit, MI 48202-2943  
Phone: (313) 833-2500  
[www.dwihn.org](http://www.dwihn.org)

FAX: (313) 833-2156  
TDD: (800) 630-1044 RR/TDD: (888) 339-5588

### **Residential Provider Meeting Friday, September 3, 2021 Virtual Meeting 11:30 am –12:30 pm Agenda**

**Zoom Link: <https://dwihn-org.zoom.us/j/92653624476>**

- I. Welcome/Introductions
- II. Clinical Specialist- Alicia Oliver- **Attachments A,B,C,D**
  - Follow up after hospitalization measure and policies/procedures
- III. Crisis Services- Jacquelyn Davis
  - Legal/Consents/Correspondence Module in MH-WIN
- III. Residential – Shirley Hirsch, Kelly McGhee and Kate Mancani
  - COVID Updates
  - Detroit Health Department Initiative
  - Vaccination Card Uploads
  - Vacancy Notifications
  - Waiting Lists
  - Authorization Refresher Trainings
- IV. Self Determination- Lucinda Brown
  - Transition to Residential services for members with Self-Direct services
- V. Recipient Rights
  - Recipient Rights Training (Mike Olver, ORR Trainer)- **Attachment E**
  - Recipient Rights Monitoring (Ed Sims, ORR Monitor)- **Attachment F**
- VI. Information Technology- Manny Singla
  - Distribution of Technology Equipment
  - EVV Status
- VII. Managed Care Operations – June White & Sharon Matthews
  - Annual Provider/Practitioner Survey
  - Provider Responsibilities- **Attachment H**
- VIII. Administrative Updates – Eric Doeh, President and CEO
- IX. Questions
- X. Adjourn

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## Regular Check-Ups are Important

### Why are Check-Ups Important?

Having a regular health exam or check-up may help to detect a problem before it starts. Early detection and intervention increase your chances of living a long, healthy life. There are a number of factors that impact your health care needs including your family history, age, and lifestyle choices (i.e. level of physical activity, smoking, stress level, etc.). Check-ups are an opportunity to work with your health professional to develop a strategy that addresses your current health issues and prevents future health problems.

### Where Can I Go for Health Services?

Your regular health care provider is the best place to go for your health care services. If you do not have one, the link below provides other options.

Detroit Wayne Integrated Health Network (DWIHN)

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

### What Health Services and Screenings are Recommended?

- Breast and Cervical Cancer Early Detection
- Cholesterol
- Colorectal Cancer Screening
- High Blood Pressure
- Immunization Schedules
- Oral Health for Adults
- Prostate Cancer Screening
- Skin Cancer: Basic Information
- HIV/AIDS
- Viral Hepatitis



### How Can I Prepare for My Appointment?

Write down all of your medical problems, and also the names and the dosages of the medications you're taking.

Source: Centers for Disease Control and Prevention. (2015). Regular Check-Ups are Important.

<https://www.cdc.gov/family/checkup/>

# TAKING ANTIDEPRESSANTS

These tips can help your medication work for you

**It is important to follow your doctor's instructions.**

Here are some tips to help you remember your medication.

**1. TAKE YOUR MEDICATION AT THE SAME TIME EACH DAY**

- Use a pill box
- Mark a calendar each time you take your medication
- Use a mobile app for text and email reminders

**2. REMEMBER TO REFILL BEFORE YOUR MEDICATION RUNS OUT**

- Your pharmacist may be able to send refill reminders
- Use a calendar to remind you of your next refill date

**3. GIVE YOUR ANTIDEPRESSANT TIME TO WORK**

- Don't stop taking your medication
- It takes 6 to 8 weeks to feel the benefits
- Your doctor will change the dosage or try a different drug if the antidepressant does not seem to work.
- Call your doctor's office for any questions or concerns

It is very important that you do not stop taking your medication without consulting your doctor. If you suddenly stop taking your medication you are putting yourself at risk of side effects or worsening your symptoms.

The National Alliance on Mental Illness Michigan offers help, including support groups, for people with depression and their families. Visit <http://namimi.org/> for more information. You can also call NAMI: **1-800-950-6264**



# TAKING ANTIPSYCHOTICS

These tips can help your medication work for you

**It is important to follow your doctor's instructions.**

## What can you do?

- Talk to your doctor about the benefits and drawbacks of taking drugs to manage your blood sugar, blood pressure, or cholesterol. If you are diagnosed with diabetes these medications can help.
- Ask your doctor about the risk for weight gain with your medication.
- If you are overweight, try to lose weight. Even a pound or two weight loss can really help reduce your risk of diabetes.
- Get moderate exercise ( doctor recommended exercises)
- See your medical doctor as recommended.

## Here are some tips to help you remember your medication.

1. **TAKE YOUR MEDICATION AT THE SAME TIME EACH DAY**
  - Use a pill box
  - Mark a calendar each time you take your medication
  - Use a mobile app for text and email reminders
2. **REMEMBER TO REFILL BEFORE YOUR MEDICATION RUNS OUT**
  - Your pharmacist may be able to send refill reminders
  - Use a calendar to remind you of your next refill date
3. **GIVE YOUR ANTIPSYCHOTIC TIME TO WORK**
  - Don't stop taking your medication
  - It takes 6 to 8 weeks to feel the benefits
  - Your doctor will change the dosage or try a different drug if the antipsychotic does not seem to work.
  - Call your doctor's office for any questions or concerns

It is very important that you do not stop taking your medication without consulting your doctor. If you suddenly stop taking your medication you are putting yourself at risk of side effects or worsening your symptoms.

The National Alliance on Mental Illness Michigan offers help, including support groups. Visit <http://namimi.org/> for more information. You can also call 1-800-950-6264



## **Why follow up care is important**

### **A follow-up visit is important because:**

- Good follow-up care helps lower the risk of repeat trips to the hospital.
- You may need extra support right after leaving the hospital.
- If you are on medication, it allows your doctor to evaluate and adjust your medication and order laboratory tests if needed.
- It helps ensure support for your transition back home and back to work or school.
- It allows you to keep building on the progress you made during your hospital stay.

### **What you need to do:**

1. Call to make an appointment to see your doctor within 7 days of discharge.
2. Bring all of your medications to your appointment (including supplements, herbs, and over-the-counter drugs)

**Your Appointment is scheduled for: Date**\_\_\_\_\_ **Time**\_\_\_\_\_

**Provider Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**E-mail address:** \_\_\_\_\_

# New Hire Recipient Rights Training

- ❑ Trainings are currently open for Registration in MHWIN 2 months in advance.
- ❑ **Staff Record**-Ensure the record is completely filled in especially the provider name and location as well as the date of hire and the email address.
- ❑ The email address in the staff record should be that of the participant. This will ensure that they receive the correct training documents.
- ❑ Participants must be present online, with working cameras, and remain visible and available to communicate with us throughout the course.
- ❑ If your staff are seen driving during the training or laying down/asleep, they will be removed from the training.
- ❑ **Course Completion**-Staff must participate in the virtual- live training using the Zooms app AND pass the quiz with a score of 80% or greater. The cut off time to return the quiz is 3pm the day of class. Incomplete or late exams will not be accepted.
- ❑ **Contract Sanctions** will begin to be enforced regarding a \$50 fee for each staff who is not trained in face to face New Hire Recipient Rights Training (NHRRT) within 30 days of hire (providing a CMH service). More information is forthcoming from DWIHN ORR Administration.
- ❑ **To avoid penalty**- Register your staff for NHRRT staff during the onboarding process.

# New Hire Recipient Rights Training

- ❑ During the month of July there were **469 participants registered**, with **239 complete** and **230 incomplete and No Shows**.
- ❑ There are 9 to 11 trainings held each month.
- ❑ To unregister a participant or for any questions regarding training, email us at **[orr.training@dwihn.org](mailto:orr.training@dwihn.org)**
- ❑ Review DWIHN website and/or the MHWIN newsflash for updates regarding NHRRT.
- ❑ During the week of September 21-24 ORR Trainers will be in attendance at the 28<sup>th</sup> Virtual Recipient Rights Conference. NHRRT will not take place that week, however, the same number of trainings will be held for September.
- ❑ Please join us in welcoming our newest ORR Trainer LaShanda Neely, to the ORR Training Team.
- ❑ ORR Trainers remain available at **[orr.training@dwihn.org](mailto:orr.training@dwihn.org)** to partner with Providers and ensure compliance with regulatory standards and DWIHN policies related to ORR Training requirements.

## **Residential & Outpatient Provider Meeting**

### **ORR Monitoring Agenda**

**Friday, 09/03/21**

**By: Edward Sims, ORR Monitor**

**The end of FY21 is fast approaching, and it is very important that all Providers coordinate with the ORR Reviewers, to schedule a convenient date and time to conduct the annual site review for their facility:**

- ORR has until **09/30/21**, to complete **ALL** FY21 annual site reviews
- ORR Reviewers are willing to work with all Providers, in scheduling & completing the annual site reviews
- The ORR Reviewer's goal is to work with DWIHN contracted Providers to ensure compliance with **ALL** mandated regulatory standards & DWHIN policies/procedures
- ORR is currently scheduling/conducting annual assessments of the DWIHN contracted IPH/U's
- Total number of site reviews conducted for FY21, as of **07/31/21**-**386**
- Total number of site reviews to be conducted by **09/30/21**-**100+**
- ORR requests that DWIHN contracted Providers submit all requested documentation timely, i.e, staff training evidence, required postings, booklets, complaint forms etc



- ORR requires Providers or their designated Site Rep. make themselves available to assist with scheduling/completing the annual site reviews
- During the site reviews, ORR requires staff & recipients are made available for interviews, with permission of recipients, re: the Recipient Rights Complaint process
- Any IT issues or questions should be brought to the attention of the ORR Reviewer, prior to the date of the site review i.e, no internet, unfamiliar or lack of electronic equipment to conduct the SR virtually (cell phone, laptop, etc)
- Questions??
- ORR Monitor's contact info: Edward Sims, ORR Monitor: [esims1@dwihn.org](mailto:esims1@dwihn.org)
- ORR Monitoring Manager's contact info: Schakerra Pride-[spride@dwihn.org](mailto:spride@dwihn.org)



## **DWIHN Provider Responsibilities**

Detroit Wayne Integrated Health Network (DWIHN) Contracted Providers are required to notify DWIHN of changes to information regarding their organization. This requirement is identified in the provider contract and in DWIHN policy.

Providers must notify DWIHN of any changes listed below at least 30 calendar days prior to the effective date of change:

- Provider Name
- Provider Office Hours
- Provider Telephone Number
- No longer accepting new patients
- Provider Affiliation Change (i.e. Merger)
- Addition or deletion of service(s)
- Addition/change in program location (new or existing)
- Sanctions, suspensions or termination of credential practitioner staff members of your organization
- Provider Closure (sites or locations)
- Requirement-Update Staff Records in MHWIN

Only in emergency situation, where member's health and safety are at risk, the provider must notify DWIHN immediately.

**Members must receive a notice** of the relevant change at least 30 calendar days prior to effective date of change.

### **How to notify DWIHN of changes:**

Providers must notify DWIHN Provider Network Support Specialist of impending changes by emailing [pihpprovidernetwork@dwihn.org](mailto:pihpprovidernetwork@dwihn.org) within 48 business hours of deciding to change or knowledge of a change needed. Verbal updates and changes must be followed up by written notification.

Email all relevant information regarding the change to the following email address [pihpprovidernetwork@dwihn.org](mailto:pihpprovidernetwork@dwihn.org).

*\*\*\*It is imperative that you adhere to these responsibilities listed above as they are directly linked to the providers' performance report card matrix for contract renewal. \*\*\**