

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 DWIHNcontracted 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-toface," is conducted via Zoom & is required by the MHC. ARRT is taken via DWC website and should be taken <u>1</u> year *after* NHRRT date & annually thereafter. Miss 2 or more, NHRRT over again.

4. The addition of a <u>2nd evening NHRRT</u> class per month has been added to the yearly NHRRT calendar, see DW web. See MHWIN for NHRRT class dates & times. The 2nd evening NHRRT will occur on the <u>4th Tuesday of the month, from 4pm-6-pm</u>. **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.

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

Participants <u>must</u> be present <u>online, with working</u> <u>cameras, 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: <u>orr.training@dwihn.org</u>

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)

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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

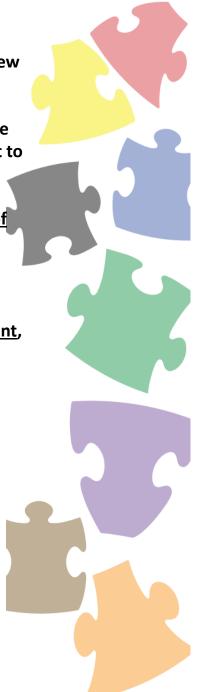
Any violation(s) found requires a <u>Corrective Action Plan</u>. The Provider has <u>10-business days</u> from the date of the site visit to remedy violation.

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

Important Reminder/Contact Info:

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

Questions re: ORR Monitoring: <u>esims1@dwihn.org</u>, <u>lhudson@dwihn.org</u> <u>ahardrick@dwihn.org</u> or spride@dwihn.org



QUESTIONS?



STAFF NAME: (<i>PLEASE PRINT</i>)	STAFF DOH:	STAFF NHRRT:	STAFF ARRT:
AME OF FACILITY:		DATE:	
DDRESS:			
WIHN ORR REVIEWER:			

SITE REP:

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