

MISSISSIPPI DEPARTMENT OF MENTAL HEALTH

Policy Development Guidelines for Interested and Certified Providers

The Mississippi Department of Mental Health requires interested and certified providers to develop policies and procedures in accordance with the most current *DMH Operational Standards* located at: www.dmh.ms.gov/providers/documents

Policies and procedures (P&P) establish the rules of conduct within your organization outlining the responsibilities of both employees and employers. It is a roadmap of how employees should implement and carry out day-to-day activities to meet expectations of the organization and adhere to federal, state and local laws and professional code of ethics. Policies and procedures are established to protect the rights of individuals being served, rights and benefits of employees as well as the business interest of the employer.

As an interested or certified provider of the Mississippi Department of Mental Health services, your agency must develop policies and procedures in accordance with the most current *DMH Operational Standards*. The *DMH Operational Standards* that must be addressed in your agency policies and procedures are as follows:

- Chapter 9: Quality Assurance** 9.1.A.1 through 9.A.4, 9.B-E.1-4 (as applicable)
- Chapter 10: Fiscal Management**
- Chapter 11: Human Resources**
- Chapter 12: Staff Orientation, Development, and Continuing Education**
- Chapter 13: Health and Safety** 13.1 through 13.7, 13.8-13.11 (as applicable per certified service), and 13.13
- Chapter 14: Rights of People Receiving Services**
- Chapter 15: Incident Reporting**
- Chapter 16: Service Organization**
- Chapter 17: Individual Planning of Treatment, Services, and Supports**

In addition to the above referenced Chapters that must be addressed in your agency's policies and procedures, you must also include policies and procedures that are related to individual service areas. For example: if you are seeking to or currently provide Substance Use Disorder (SUD) services you will develop policies and procedures for the above referenced *DMH Operational Standard* chapters **and** chapters associated with those SUD services you are seeking certification and/or are currently certified to provide.

Policies and procedures must include a table of contents and corresponding page numbers within the policies and procedures document. Policies and procedures received without a table of contents and corresponding page numbers will be rejected. The following is an example of a **Table of Contents** with corresponding **page numbers**. Examples of Table of Contents can also be found with Google search.

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Rule 9.1 Quality Assurance page 45

POLICIES AND PROCEDURES

ABC agency has in place quality management strategies that allow for the collection of performance measures as required by DMH. Policies and procedures are developed and will be implemented for oversight of collection and reporting of DMH required performance measures as designated by the Bureau of Behavioral Health Services Division of Substance Use Disorders (or your service area(s), e.g. ID/DD, C&Y, SMI). ABC agency will perform systematic analysis of serious incidents, periodic analysis of DMH required client-level data collection, review of agency provider-wide Recovery and Resiliency Activities, and oversight for the development and implementation of DMH required Plans of Compliance at least quarterly or more often as needed. ABC agency will collect required demographic data to monitor and evaluate cultural competency and the need for Limited English Proficiency services. ABC agency will adhere to any DMH required cultural competency and linguistic check list to ensure agency compliance.

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No need for additional information for SUD service provision; however, Rule 9.1.A.4 will need to be addressed for all IDD HCBS service providers.

Another example of policy development is as follows:

Chapter 12: Staff Orientation, Development, and Continuing Education

Rule 12.1 General Information

- A. ABC agency will develop and maintain personnel records on all staff members including full-time, part-time, seasonal, contractual, volunteer, and/or student interns. These personnel records will include General Orientation training, Annual Staff Development Plan, Continuing Education (CE) opportunities dependent upon job classification, and population-specific training (e.g. Narcan training, poly pharmacy training, etc.).
- B. Individualized staff development plans are outlined in other sections of these policies and procedures.
- C. ABC agency will include initial and continuing training and educational activities which will enable staff to perform their duties effectively, efficiently, and competently.
- D. ABC agency will adhere to all DMH-required educational activities, including, but not limited to, the required cultural competency training listed in chapter 12 of the *DMH Operational Standards*. The training will be aligned with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) to advance health equity, improve quality of services, and eliminate disparities.

- E. Trainers providing DMH-required orientation, staff development, and continuing education activities/training topics must be qualified as evidenced by their education, training, credential(s), and/or experience whether from ABC agency or from external agencies.
- F. Documentation of staff orientation, development, education, and training activities must be included in the staff training and/or personnel records. This documentation may include certificates of completion, official transcripts, and/or the following information:
1. Name of training,
 2. Trainer(s) name and credentials,
 3. Date of training,
 4. Length of time spent in training,
 5. Topics covered.

Documentation of employee General Orientation must be kept in the employee's personnel file. An example of documentation is as follows:

EMPLOYEE NAME:	HIRE DATE:	DATE OF TRAINING
Inigo Montoya	January 1, 2025	January 2-10, 2025
POSITION	F/T OR VOLUNTEER	
Therapist	Full-time	

Topic covered	Date of Training	Trainer	Time/Format	Employee Signature
Overview of Agency P&P and Mission	1/02/2025	Susie May, Clinical Director	1 hr/In-Person	
DMH Operational Standards	1/02/2025	Susie May, Clinical Director	1 hr/In-Person	
DMH Record Keeping	1/02/2025	Susie May, Clinical Director	30 min/In-Person	
Basic First Aid	1/03/2025	Jaque Russo, RN	1 hr/In-Person	
CPR	1/03/2025	Jaque Russo, RN	5 hr/In-Person	
Infection Control	1/06/2025	Jaque Russo, RN	Self-paced/Relias	
a. Universal Precautions	1/06/2025	Jaque Russo, RN	Self-paced/Relias	
b. Handwashing	1/06/2025	Jaque Russo, RN	Self-paced/Relias	
c. Food Safety and Handling	n/a	n/a	n/a	
Workplace Safety				

(a) Fire and disaster training	1/06/2025	Mark Ingles, ABC Safety Officer	Self-paced/Relias	
(b) Emergency/disaster response	1/06/2025	Mark Ingles, ABC Safety Officer	Self-paced/Relias	
(c) Incident reporting	1/06/2025	Mark Ingles, ABC Safety Officer	Self-paced/Relias	
(d) Vulnerable Persons Act/reporting of suspected abuse, neglect, or exploitation (including signed acknowledgement of reporting responsibilities)	Signed attestation 1/02/2025	Mark Ingles, ABC Safety Officer	Self-paced/Relias	
Rights of People Receiving Services	1/06/2025	Glenda Fields, MSW	30 min	
Confidentiality	1/06/2025	Glenda Fields, MSW	30 min	
Family Cultural Issues and Respecting Cultural Differences	1/06/2025	Glenda Fields, MSW	1 hr	
Basic standards of ethical and professional conduct	1/06/2025	Glenda Fields, MSW	1 hr	
(a) Drug Free Workplace	1/06/2025	Glenda Fields, MSW	30 min	
(b) Sexual Harassment	1/06/2025	Glenda Fields, MSW	30 min	
(c) Acceptable professional organization/credentialing standards and guidelines as appropriate to discipline (e.g., Principles of Ethical and Professional Conduct, ACA Code of Ethics, Social Work Code of Ethics, APA Code of Ethics, or NADSP Code of Ethics)	1/06/2025	Glenda Fields, MSW	30 min	
Principles and Procedures for Behavior Support	1/6/2025	John Locke, ABC Training Director	Relias	
Overdose management and other emergency procedures				
Clinical and pharmacotherapy issues				

Special populations to include women and seniors				
Poly-drug addiction				
Human Immunodeficiency Virus (HIV)/AIDS, Tuberculosis (TB), and other infectious diseases.				

Agencies may include internal processes and procedures within policies and procedures addressing DMH Operational Standards but cannot eliminate required DMH policies.

*****IMPORTANT NOTE:** Policies and Procedures is not the Agency Handbook.

Please note that each component under a Standard/Rule must be addressed. For example:

Rule 9.1 **Quality Assurance**

This standard has 9.1.A.1 through 9.1.E.4.(d) Your agency must address each standard: 9.1.A.1; 9.1.A.2; 9.1.A.3 and 9.1.A.4 (if applicable), 9.1.B, 9.1.C, 9.1.D, 9.1.E.1-4 (if applicable)

*****IMPORTANT NOTE:** If a Standard/Rule is not applicable to your agency/program of service, please indicate Not Applicable (N/A) for that standard.