WCCMH Provider Medication training process- Updated November 19, 2020

For Providers :

1. The dates of the medication zoom classes will be sent out to the provider network as well as posted on the website.
   a. **New Staff Medication Training**: There will be 2 dates per month (1st Monday of the month from 9am-11am and 3rd Wednesday of the month from 1pm-3pm) for new staff testing.
   b. **Refreshers** will not have Zoom links, providers can send name of staff, email address and provider name on the 1st and 3rd Tuesdays of the month – More below. Refreshers need to be completed in the next 3 months (before January 31, 2021) for those that have expired during COVID.
2. If providers have staff that are planning to take **new staff medication training** they need to email Brandie Hagaman- hagamanb@washtenaw.org with the staff name, provider name and staff email address (work or personal email) at least 2 business days prior to the training. If names are received after this, they will be added to the next available training.
3. Brandie will then email the provider staff the Zoom link for the next meeting. The materials below are available on the website for staff to review prior to zoom class.
   a. WCCMH Medication Administration Manual*
   b. Day 1 PowerPoint Med Training*
   c. Day 1 Practice MAR*
4. The provider staff and medication coordinator of the provider agency can access these testing materials (below form the website). Brandie will email provider staff the class marker test link- *within 2 business days of the zoom training.*
   a. WCCMH Transcribe MAR exam Q 45-50
   b. WCCMH Controlled Med count sheet Mrs. Steeds
   c. WCCMH Comprehension test Mrs. Steeds
   d. WCCMH MAR comprehension MAR Mrs. Steeds

Prior to trainings:

- Staff need to review and print the Manual, PowerPoint, MAR documents and Controlled med count sheet prior to the Zoom link meeting.

Day of training:

1. Provider staff join the Zoom link for that training and the WCCMH staff monitoring the Zoom waiting room will let the first 25 people in, therefore no pre-registration.
2. When provider staff join Zoom- they need to put their name, email address and provider name in chat area when they sign on.
3. WCCMH staff needs make sure (if not listed) to get name, provider agency and email from provider staff and add it to the WCCMH spreadsheet located on the M drive.
4. The participant video will not need to be turned on, if they have a question, use the Q and A function of Zoom.

Testing:

1. Once class completed the provider staff will get a class code through email.
2. Must take test within 3 days of class:
    a. ClassMarker.com- enter code
3. Test- multiple choice test is done on-line.
4. Manual Parts of Exam will be taken with the provider medication coordinator (or designated provider staff).:
    a. Transcribe MAR exam Q 45-50,
    b. WCCMH Controlled Med count sheet Mrs. Steeds,
    c. WCCMH Comprehension test Mrs. Steeds,
    d. WCCMH MAR Comprehension MAR Mrs. Steeds
5. The provider medication coordinator must send the above documents/answer sheets: faxed to 734- 544-2906 or scanned and emailed to Colleen O'Brien at obrienc@washtenaw.org with the staff name, provider and date on the document.
6. Once ALL documents are received tests will be graded. Providers will receive an emailed certificate for staff that passed within 3-4 business days of receiving materials.
7. If they do not pass staff can take tests up to 3 times. The medication coordinator for the provider agency will be contacted if staff do not pass.

Refreshers:

1. On the 1st and 3rd Tuesdays of the month the provider medication coordinator sends staff name, provider agency, staff email address and date of last med class to Brandie Hagaman- hagamanb@washtenaw.org at least 2 business days prior to the training. If names are received after this, they will be added to the next available training.
2. WCCMH staff will add staff name, date, email, provider to spreadsheet on M-Drive
3. Staff will receive a link/code for them to take the tests at Classmaker.com two days prior to the 1st or 3rd Tuesdays. These refreshers have no actual class time so staff can take the tests when they receive the testing link and materials.
4.   Go to ClassMarker.com- enter code
5. Test- multiple choice test is done on-line.
6. The medication coordinator (or designated provider staff) needs to then give the staff the following exam documents and oversee the completion of these testing materials. These materials are online.
    a. WCCMH Transcribe MAR exam Q 45-50
    b. WCCMH Controlled Med count sheet Mrs. Steeds
    c. WCCMH Comprehension test Mrs. Steeds
    d. WCCMH MAR Comprehension MAR
    e. Mrs. Steeds documents
7. The provider must send the testing documents: faxed to 734- 544-2906 or scanned and emailed to Colleen O'Brien at obrienc@washtenaw.org with the staff name, provider and date on the document.
8. Once ALL documents are received tests will be graded. Provider medication coordinator will receive an emailed certificate for staff that passed.

9. If they do not pass staff must take the full Zoom class. The medication coordinator for the provider agency will be contacted if staff do not pass.

Internal process:

1. Brandie will set up the Zoom links and designate WCCMH Staff to host, the other WCCMH Staff will monitor the waiting room, chat box and Q and A.
2. WCCMH staff will add to the M-Drive excel sheet for each class that lists participant names, provider, participant email and class date plus the header for the columns. This is already set up and can be cut and pasted. Once the excel sheet is updated, they will email Brandie.
3. Brandie add test scores from Class maker to the spreadsheet
4. Colleen add MAR Comprehension score to the spreadsheet
5. Colleen would indicate if staff passed or failed on the excel sheet given their test scores and email Brandie when all grades are in
6. Brandie will send out certificates to providers for those that passed.
7. Brandie will communicate with provider medication coordinator that staff failed.