**Supervisors New Hire Guide**

**All Staff**

**First week:**

\_\_\_\_ Review Job Descriptions, expectations, objectives, chain of command, etc.

\_\_\_\_Review the work hours and break times. (Flex options and flexible schedule form if available; *BA152)*

\_\_\_\_Review the call in procedure for your department & leave procedure.

\_\_\_\_Review Payroll Procedures (overtime, adjusting time sheets, on-call, timesheet due dates, codes: 242-Clinic, 230-Care

 Management, 248-Children’s, 216-Jail/Court, 693-on call, 215-hospital liaison, 300-BTC, 065-CCBHC, etc.) Can download app on

 phone.

\_\_\_\_Introduce them to current employees and tour\_\_\_\_ Ehardt, \_\_\_\_CE, \_\_\_ Administration \_\_\_Croswell *(Different days)*,

 breakrooms, parking, bathrooms, in/out board if applicable.

\_\_\_\_Review emergency supply location and emergency situations procedures (i.e.: meeting locations for tornados & fire drills, bomb threats).

 *BA006 Emergency Policy Handbook. Issued by HR.*

\_\_\_\_Distribute office supplies and see storage areas. Explain mail procedure, shredding, and faxing. Add to scanning on printer

 (Need to contact IT).

\_\_\_\_ Review Security Door Bars – How to Use [https://www.youtube.com/watch?v=luC\_NnyMB1I&feature=youtu.be](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DluC_NnyMB1I%26feature%3Dyoutu.be&data=04%7C01%7Cjosborn%40sanilaccmh.org%7C7d1229eac1004beb2dfa08d8c6eb09a6%7C234a5851eec942c687a7dcc08621030b%7C0%7C0%7C637478060084016535%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=KJ8HEJk9FKAZshEH4I6NLDL%2BqeALBTW15D3LFITWBwo%3D&reserved=0)

\_\_\_\_Receive Keys (IT issued-ID/Fob).

\_\_\_\_ Order name badge for door, white board, set up mailbox, and request business cards from reception staff (credentials,

 extension, email, job title, the fax number to your department).

\_\_\_\_Review process for reserving agency vehicles/conference rooms, filling vehicles-provide gas code for your department, and

 vehicle rules (no smoking, eating, cleaning vehicle, etc.)

 *BA135 Travel, Mileage and Vehicle Processes*

\_\_\_\_Sign out process for MiFi.

\_\_\_\_Obtain panic button.

\_\_\_\_Create voicemail in Switchvox.

\_\_\_\_Create signature in email. (\*Encrypt all outgoing emails with PHI)

\_\_\_\_Inform of Meeting Schedule for your department. (Staff meeting, Divisional, on call, individual supervision)

\_\_\_\_Review dress code regarding position held. *BA064 Personal Appearance of Employees Issued by HR.*

\_\_\_\_Sign up for inclement weather texting.

\_\_\_\_Explain staff vouchers and how these can be spent.

\_\_\_\_Introduce mentor that is shown on the schedule.

**Second week:**

\_\_\_\_Check To Do List in OASIS regularly and how to use Service Activity Log for meetings and trainings. Show option of dashboard.

\_\_\_\_See Clinical Coordinator for CC360 and LOCUS/MichiCANS/DECA training.

\_\_\_\_See OBRA coordinator to sign up for OBRA site and obtain needed materials and training (if going to be on OBRA rotation).

*\_\_\_\_* Agency Cell Phone Usage *– Form 0532*

*\_\_\_\_*Review Tobacco Use *– BA163 Weapons and Illegal Substances*

\_\_\_\_Review Outlook Oasis Calendars and how to schedule and attach to notes. Enter meetings, crisis days, days off.

\_\_\_\_Review necessary documents and review document guides (BPS, IPOS, Periodic Review, Amendment, Discharge, ABN).

\_\_\_\_Review proper note writing for department (note: e-signatures are legal signatures, “individuals”).

\_\_\_\_Review confidentiality with position, reminder to shred all confidential documentation and not have documentation displayed in

 office. Records requests go through Deb Morden.

*–Form 0061 Confidentiality Statement Send to Human Resources for file.*

\_\_\_\_Explain performance review dates.  *BA111 Performance Evaluations*

\_\_\_\_Explain PIHP (Prepaid Inpatient Health Plan, Alliance Lapeer, St. Clair, Sanilac, Genesee).

\_\_\_\_Explain programs and services offered at CMH, CMH board, Personal Growth Center, and our contract with Sanilac

 Transportation for individuals.

**Clinical Staff**

\_\_\_\_Medical necessity and CCBHC criteria, who we serve.

\_\_\_\_PIHP Procedure Codes that will be utilized by individual. Explain utilization management and GF grid/CCBHC grid.

\_\_\_\_Review GF plans/Impacts.

\_\_\_\_Level I and Level II Authorization process.

 *-DC1011 Authorization of Level 1 Services by Primary Caseholders & DC1004 Authorization of Services by Doctors or Licensed Practitioners.*

\_\_\_\_Grievance and Appeals *- BA040 Grievance, Second Opinion and Change in Type of Treatment Process.*

\_\_\_\_Review desktop folder for department and where to find forms (AFC placement, guardianship, intakes, crisis, assessments). (IT needs to

 provide access for desktop folder). Review referral/transfer form, CMH Dashboard (travel, conference request, funding request,

 BTC.)

\_\_\_\_Crisis Training /Procedures. (Obtain crisis binder from hospital liaison). Explain crisis line.

\_\_\_\_ Review Visitors Policy *BC007 Visitor Policy*

\_\_\_\_How to send documents to public guardian. DocuSign system.

\_\_\_\_Review Document and service deadlines for department- *see DC1030.*

\_\_\_\_ Check Relias Learning for trainings and complete. (Need 24 children’s hours for children’s department, development plan for

 CAADC/CADC)

\_\_\_\_Add to agency birthday list if desired.

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 Supervisor Signature Date Staff Signature Date