

**TECHNICAL REQUIREMENT
RECIPIENT RIGHTS DATA REPORTING REQUIREMENTS**

I. Background/Regulatory Overview

The purpose of this Technical Requirement is to establish processes for mandated data reporting requirements for Community Mental Health Services Programs (CMHSP) set forth in the following sections of the Michigan Mental Health Code:

330.1232 (a) (1) Subject to section 114a, the department shall promulgate rules to establish standards for certification and the certification review process for community mental health services programs. The standards shall include but not be limited to all of the following:(b) Promotion and protection of recipient rights.

330.1232 (a) (6) The department shall conduct an annual review of each community mental health services program's recipient rights system to ensure compliance with standards established under subsection (1)(b). An on-site review shall be conducted once every 3 years.

330.1755 (5) Each office of recipient rights established under this section shall do all of the following:
(j)Semiannually provide summary complaint data consistent with the annual report required in subsection (6), together with a summary of remedial action taken on substantiated complaints by category, to the department and to the recipient rights advisory committee of the community mental health services program or licensed hospital.

330.1755 (6) The executive director or hospital director shall submit to the board of the community mental health services program or the governing board of the licensed hospital and the department an annual report prepared by the office of recipient rights on the current status of recipient rights in the community mental health services program system or licensed hospital system and a review of the operations of the office of recipient rights.

II. Reporting Requirements for CMHSP Triennial On-Site Assessments

- A. Every January, MDHHS-ORR will provide notice to all CMHSPs of the reporting requirements and assessment dates for on-site assessments during that year.
- B. CMHSP-ORRs will be required to provide requested data to MDHHS-ORR no later than 30 business days prior to the start date of the assessment. Data requested will address, at a minimum,
 - i. Complete case log information (redacting the names of complainants and recipients)*;
 - ii. Complete information (dates of visits, remedial action requested, and results of plans of correction) regarding all visits to service sites for the three year period prior to the start date of the assessment*;
 - iii. Dates of hire and dates of recipient rights training for all persons hired by the CMHSP and all of its contractual providers*;
 - iv. One signed, current contract for each type of service provided:
 - a) Residential providers (both in and out of service area)
 - b) Other service providers
 - c) Inpatient psychiatric units (both in and out of service area)

- d) Professional staff (psychiatrists, OTs, PTs, etc.)
- v. The training checklist identifying where each item on the Required Training Standards (Attachment 5.3.2.3B) can be found within your training materials and all materials used in Recipient Rights training.
- vi. The ORR Policy Review Standards document, identifying the name and number of the policy as well as the page numbers where policy elements can be found.
*Note: Information for items B i,ii,and iii must be provided utilizing the excel templates provided by MDHHS-ORR in the January distribution of assessment information,

C. At the time of the on-site visit the CMHSP will be required to provide the following items:

- i. Agency organization chart.
- ii. Job description for rights officer and rights advisors.
- iii. A list of recipient rights advisory committee members.
- iv. A list of categories represented on the committee.
- v. Minutes of the RRAC committee for the assessment period.
- vi. Informational packets/brochures given to the public or consumers. (Include any poster which identifies the Rights Officer/Advisors and the means of contacting them).
- vii. Documentation from all site monitoring activities for the period covered in the excel spreadsheet.
- viii. Access to policies/procedures of any service providers allowed by contract to develop their own policies.
- ix. Records that document attendance at rights training for all agency staff and all contract employees.
- x. Documents reflecting approved training received by all staff employed by the rights office since the last assessment.

III. Reporting Requirements for the Semi-Annual Data Report

- A. The period covered for the semi-annual report will be from October 1 – March 31.
- B. The report is due to MDCH-ORR on June 30 of each year.
- C. An Excel spreadsheet must be utilized to submit the required data and information. The Excel template will be provided to CMHSP rights offices by March 31st of each year.
- D. Content will include statistical data on complaints received for the reporting period and a summary of remedial action taken on substantiated complaints by category.

IV. Reporting Requirements for the Annual Data Report

- A. The period covered for the semi-annual report will be from October 1 – March 31.
- B. The report is due to MDCH-ORR on December 30 of each year.
- C. An Excel spreadsheet must be utilized to submit the required data and information. The Excel template will be provided to CMHSP rights offices by September 30 of each year.
- D. Content will include:
 - i. Summary data by category regarding the rights of recipients receiving services from the community mental health services program or licensed hospital including complaints received, the number of reports filed, and the number of reports investigated by provider.
 - ii. The number of substantiated rights violations by category and provider.
 - iii. The remedial actions taken on substantiated rights violations by category and provider.

MDHHS/CMHSP Managed Specialty Supports and Services Contract: FY 20 Attachment C6.5.1.1
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- iv. Training received by staff of the office of recipient rights.
- v. Training provided by the office of recipient rights to contract providers.
- vi. Desired outcomes established for the office of recipient rights and progress toward these outcomes.
- vii. Recommendations to the community mental health services program board.