Connecticut Valley Hospital &
Whiting Forensic Hospital

Staff Education and Training

November 21, 2019

Connecticut Department of Mental Health and Addiction Services
CVH/WFH Direct Care Staff Training

Prior to inclusion in the staff pattern:
4 weeks of training for MHA/FTS staff
6 weeks of training for RN staff

DMHAS New Employee Training
2 days

Direct Care Staff Orientation and Training
2 additional weeks for MHA and FTS; 3 additional weeks for nurses

On-site Training
10 shifts on unit; 15 shifts on unit for RNs

Workforce Development
Ongoing

Connecticut Department of Mental Health and Addiction Services
DMHAS New Employee Orientation

- Human Resources
  - Completion of Required Forms
  - Policies & Procedures
  - FMLA-Workers Compensation
  - Benefits & Information on Time and Attendance Payroll
  - Diversity Training
  - Labor Relations Policy & Procedures
- Affirmative Action
- Compliance Program
  - Ethics
  - HIPAA and IT Security Training
- Electronic Health Record
- Workforce Development
  - Ergonomic Awareness
  - Hazardous Communication
  - Fire Safety Training
- Workplace Violence Prevention Training
- Recovery and Consumer Affairs
- Multicultural Healthcare Equality
- Employee Assistance Program
- Union Rep (1199 and NP2)
9-Day Direct Care Staff Training

Includes:

- Infection Control
- Patient Panel
- Recovery Support Specialists
- Dysphagia
- Patient Privileges
- Elopement
- Patient Safety in the Community
- Patient Searches
- Admission/Transfer Discharge
- Emergency & Involuntary Meds
- Dental

- Understanding Effects of Psychotropic Meds
- WITS
- Recovery Management System
- Restraint and Seclusion Procedures
- Routine and Special Observations
- Understanding Trauma
- Therapeutic Communication
- Suicidality
- Neuroleptic Malignant Syndrome
Population-Specific Competencies

• Forensics
• Age-specific
  – Young adult
  – Geriatric
• Substance Use Disorders
• Acquired Brain Injuries/Traumatic Brain Injuries
CVH/WFH Direct Staff Orientation and Training

Trainings align with regulatory and accrediting body standards

- Collaborative Safety Strategies (CSS)
  – 3 full days of training
- CPR
- Hospital-Specific Policies and Procedures
- Restraint/Seclusion Procedures
- Routine/Special Observation Procedures
Collaborative Safety Strategies (CSS)

Module 1: Introductions and Overview

Module 2: Creating Safe and Therapeutic Relationships and Environments of Care

Module 3: Risk Management

Module 4: Protective Physical Skills

Module 5: Therapeutic Interventions for Enhancing Safety and Interrupting the Cycle (Communication Strategies)

Module 6: Safety Strategies for Escalating and Crisis Situations

Module 7: Physical Crisis Techniques

Connecticut Department of Mental Health and Addiction Services
DMHAS Learning Management System

• Staff enroll in instructor-led training and complete web-based training on LMS (mandatory and elective)
• Staff assigned mandatory training by facility, job role, etc.
• Staff can view their requirements in LMS
• Compliance Reports are generated by LMS and disseminated to facility stakeholders
Workforce Development

• Focus on Direct Care Training
• Three training catalogs issued annually (Fall, Winter, Spring)
• Instructor-led and Web-based trainings
  – Free for all DMHAS staff and staff of DMHAS-funded programs
  – Continuing Education Credit
• Connecticut Certification Board trainings
Self-Directed Web-Based Training
Focus on Direct Care

Trainings available online via Learning Management System (LMS)
Accessible 24/7 from anywhere
Ideal for staff on inpatient units
Total Trainings Offered by All DMHAS Facilities

• Instructor-led: 1,844
  Completed trainings: 21,654

• Web-based: 327
  Completed trainings: 59,384
The End