

# PATIENT RESTRICTED

Coalinga State Hospital

OPERATING MANUAL

SECTION – HUMAN RESOURCES  
ADMINISTRATIVE DIRECTIVE NO. 946  
(Replaces A.D. No. 946 dated 6/15/06)

Effective Date: June 14, 2007

## SUBJECT: TRAINING

### I. PURPOSE

Coalinga State Hospital (CSH) is committed to providing quality training and education for all staff. Curricula will adhere to all Department of Mental Health, Joint Commission on Accreditation of Healthcare Organization (JCAHO) and CSH Administrative Directives and standards.

### II. AUTHORITY

California Code of Regulations, Title 22, Sections 71519, 73425 and 73429; Special Order 416.02; and JCAHO Management of Human Resources and Leadership Standards.

### III. POLICY

It is the policy of CSH to provide and make available to all hospital staff the necessary training required by licensure and accreditation agencies, hospital and department policy, and agreements between the State of California and employee organizations. The staff development and educational opportunities are provided to ensure a high level of professional skill and competence that ultimately enhance Individuals' care. Training requirements are further described in the Hospital Mandatory Training Standards available from the Training Department.

### IV. METHOD

Through classroom presentation, lectures, workshops, colloquia, e-learning, Multimedia, skills building activities and individual instruction, the Training Department will provide educational activities to enhance staff development.

### V. GOALS

The CSH will administer a professional training program which:

- A. Provides specific skill development and training necessary to improve and maintain staff competence and support an interdisciplinary approach to Individuals' care.
- B. Provides a range of activities to stimulate professional development and continued learning and to ensure that staff are kept abreast of the current developments in their respective fields.
- C. Assists staff in maximizing their career potential.

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- D. Arranges for and documents appropriate in-service training for employees, contracted service providers, and/or volunteers.
- E. Provides structured educational experiences for students, interns, residents, and fellows.

## VI. GENERAL

- A. Training is defined as the process whereby hospital employees, either individually or in groups, participate in a formalized program of instruction (with lesson plan, an instructor, or instructional device) to acquire skills and knowledge for their current or future job performance.
- B. Training Categories:
  - 1. Job Required Training – designed to assure adequate performance in a current assignment. This includes orientation, training made necessary by new assignment or technology, refresher or review training for the maintenance of ongoing programs, safety training and training mandated by law or other state authority.
  - 2. Job Related Training – designed to increase job proficiency or improve performance above the acceptable level of competency established for a specific job assignment.
  - 3. Upward Mobility Training – designed to provide equal career opportunity for employees designated as upward mobility classifications.
  - 4. Career Related Training – designed to assist in the development of career potential and is intended to help provide an opportunity for self-development while also assisting in the achievement of a department's or the state's mission. Career related training might be unrelated to a current job assignment.
- C. Training Types and Sources:
  - 1. In-Service Training – training or activities that are sponsored and administered by the state for employees of the state, wherein the state maintains a high degree of control over course content.
  - 2. Out-Service Training – training or activities that are open to the public as well as persons employed by the State; and sponsoring agencies rather than the state maintain control over the course content.

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## VII. RESPONSIBILITY

### A. General:

The primary responsibility for identifying and providing necessary In-Service and Out-Service Training lies with the Executive Staff and Program/Department Managers. The hospital Training Department staff provides consultation and fulfills other related staff functions such as generally coordinating In-Service Training programs, arranging for professional consultations, assessing, and evaluating the overall hospital training needs. The Training Officer reports directly to the Human Resources Manager.

### B. Program/Department Management Responsibilities:

1. Ensure their staff completes the required New Employee Orientation classes within 30 days of employment including an appropriate work area orientation beginning on the first day of assignment at the work location. Nursing services staff shall not be counted in coverage until completion of the orientation process.
2. Ensure their staff attends ongoing required training in accordance with the Hospital Training Standards.
3. Ensure their staff receives the training required to complete their assigned tasks.
4. Provides the Training Department with records of employee orientation and training using the standard Training Department forms.
5. Notifies and coordinates all training activities that have hospital wide impact with the Training Department.
6. Submits a formal training plan and budget request prior to the beginning of each fiscal year.
7. May assign an employee to coordinate their training efforts and act as a liaison to the Training Department.

### C. Professional Service Responsibility:

1. All professional services and departments will coordinate scheduling of all training and educational activities with the master training calendar to eliminate time and location conflicts.
2. Submits formal training plan and budget request prior to the beginning of each fiscal year that describes the specific needs of the service. In most cases, these proposals will reflect service-wide needs, such as those identified by licensing and to improve discipline skills. Hospital in-service courses will be the general means of meeting these needs.

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3. Provides the Training Department with a current outline of the service orientation. Ensure new professional service members receive professional service orientation no later than 30 days after employment begins. Provides the Training Department with records of service members' orientation using the standard Training Department forms.
  4. Monitors service members' training based on approved discipline standards.
  5. Service members' training will be coordinated with the program manager/supervisor.
  6. Provides ongoing resources to their professional services continuing education program in accordance with the appropriate Board guidelines.
- D. Training Department Responsibilities:
1. Coordinates the hospital training activities and maintains a master training calendar.
  2. Coordinates the annual review of the hospital's staff education and In-Service Training program.
  3. Maintains the overall hospital training records. Provide quarterly summaries of attendance and individual training needs to program and department managers and the executive staff.
  4. Develops and publish the orientation and review class schedules.
  5. Coordinates classroom schedules and provides needed class supplies and equipment.
  6. Sets all required class standards, develop class curriculum, and establish minimum and maximum class size.
  7. Trains, certifies, and provides instructors for required classes.
  8. Provides ongoing resources to nursing service's continuing education program in accordance with Board of Registered Nursing guidelines. To obtain nursing continuing education hours, attendees must attend 50 minutes of an hour's presentation as required by CCR Title 16, Section 1450 (a)(5).
  9. Maintains records of all training expenditures.
  10. Collects and reviews course evaluations to meet quality assessment and improvement standards.
  11. Coordinates and submit the hospitals training plan and budget to the Executive Director prior to the beginning of each fiscal year.

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12. Coordinates the hospital's Supervision Development Program (SB409) as mandated by Government Code 19995.4.

13. Assigns an instructor to act as liaison to programs and departments in support of their training efforts.

E. Hospital Police Officer (HPO) Responsibility: All newly hired HPOs will successfully complete the training as required by Special Order 416.02 and DPS prior to the completion of the probationary period.

## VIII. STAFF DEVELOPMENT PLAN AND BUDGET

The hospital's annual Staff Development Plan and Budget will be developed prior to the beginning of the fiscal year and evaluated annually. The plan will be developed from proposals submitted by programs, departments, professional services, and executive staff. Through the Assistant Hospital Administrator, the Human Resources PMT and Training Officer will review the proposals and make recommendations to the Executive Director.

## IX. STUDENTS

Students/Interns may be employees or volunteers. In all cases, a direct line supervisor/preceptor will be assigned to each student. The supervisor/preceptor is responsible for the student and ensuring contracts, hiring documents, evaluations and orientation/training are completed.

## X. VOLUNTEER, CONTRACTORS & SERVICE PROVIDERS

All volunteers, contractors and service providers working at CSH must attend a Hospital Orientation overview. Those individuals working in proximity with Individuals or in direct contact with Individuals must attend a Prevention and Management of Assaultive Behaviors (PMAB) course. All volunteers, contractors and service providers will receive a work site orientation. The Executive Director or Hospital Administrator may modify this requirement on a case-by-case basis.



BEN MCLAIN  
Executive Director (Acting)

Cross-Reference(s):  
DMH Policy Directive No. 308 Training