

Recommendations:

- 1) Review and rewrite both the grievance policy and the abuse/neglect policy to ensure that both are clear and concise. Grievances do not have to be reported to the BOV, abuse/neglect incidents do, by Montana statute, MCA 53-21-107. Provide further training to staff that specifically addresses procedure for response to grievances and to allegations of abuse and neglect. Staff needs to understand the difference between managing grievances and reporting alleged abuse/neglect.**
 - a. Staffs are all trained as part of new hire training and receive information on client grievance and rights as well as Board of Visitors, NAMI, Disability Rights, and Mental Health Ombudsman. Staff all sign off on a new hire orientation check list and review a power point with this information. LMHC believes this is very important to client care and that is why we have created specific trainings and power points surrounding rights and responsibilities. LMHC will provide this training again to all staff as a refresher to ensure increased understanding.**
 - b. Recommendation to “rewrite both the grievance policy and the abuse/neglect policy” is an agency wide decision. This has been brought to the attention of upper management and will be explored.**
- 2) The agency as a whole needs to address the development of a Cultural Effectiveness Plan, increase training and awareness of cultural, ethnic, social, historical, military services, spirituality and gender. Refer to SAMHSA manual “Improving Cultural Competence” Treatment Improvement Protocol 59.**
 - a. LMHC continually reviews training program and gaps and needs for trainings. LMHC will commit to strengthening our cultural competency by utilizing staff, and also pulling from best practices to include SAMHSA. LMHC will collaborate with Gallatin MHC on utilizing training resources within the Montana State University system.**
- 3) Provide training on “Universal Trauma Precautions” according to SAMHSA guidelines. Refer to “Trauma Informed Care in Behavioral Health Services”, SAMHSA Treatment Improvement Protocol #57.**
 - a. LMHC will include training specific to trauma as part of annual training staff receives.**