



ANNUAL UPDATE
TRAINING
E-LEARNING



Platform Link

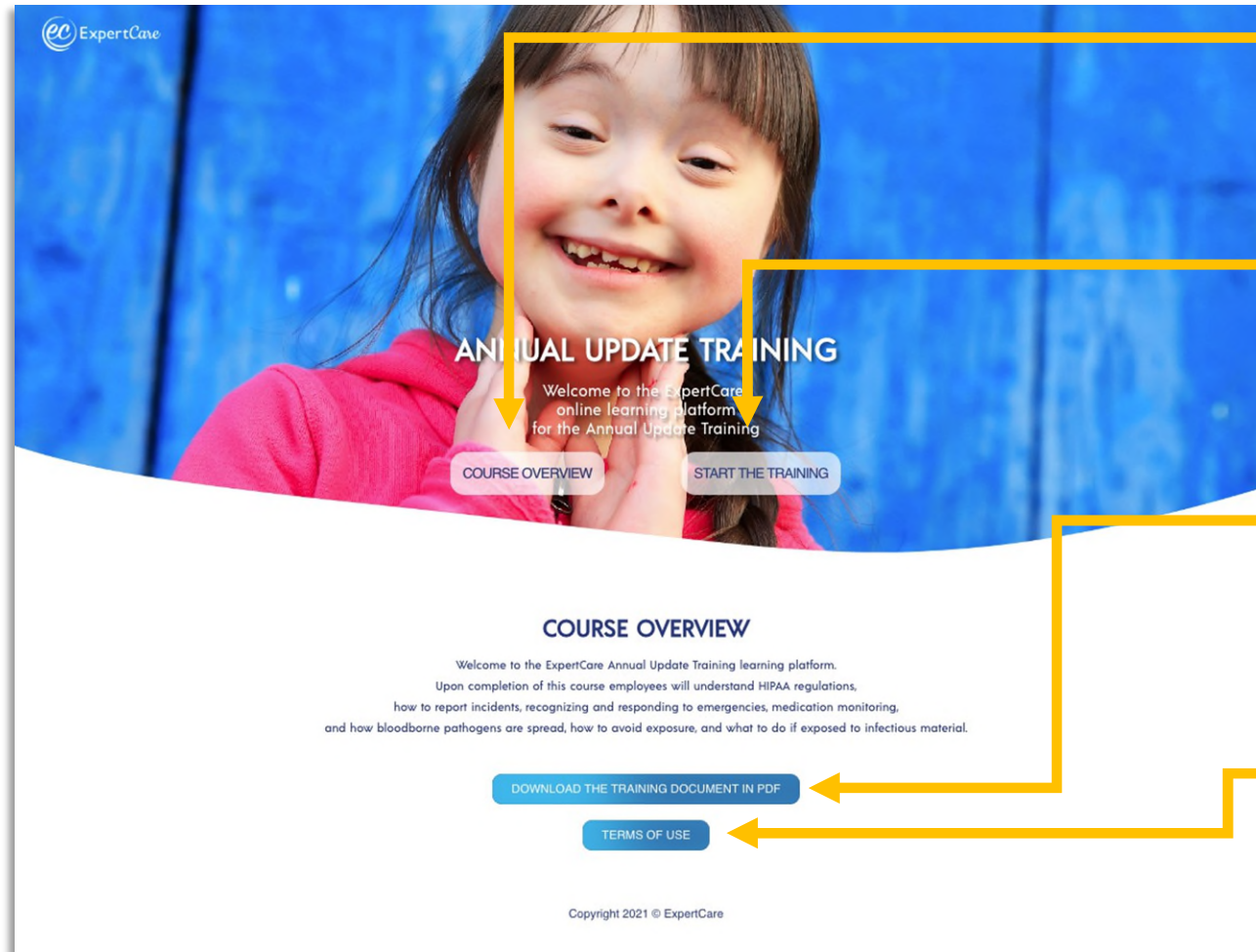
Please review the following slides for helpful tips with completing your Annual ExpertCare Update.

To start the training, please click the link below.

<https://annualupdatetraining.expertcare.com>

Please note, your completed quizzes will automatically be sent to ExpertCare after.

Homepage



COURSE OVERVIEW

Redirects to the course overview on the bottom half of the homepage

START THE TRAINING

Redirects you to the authentication page for profile registration

DOWNLOAD THE TRAINING DOCUMENT

Provides a PDF version of the training, if you would like one

TERMS OF USE

General conditions on the use of the platform

Authentication Page


First name

Last name

I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

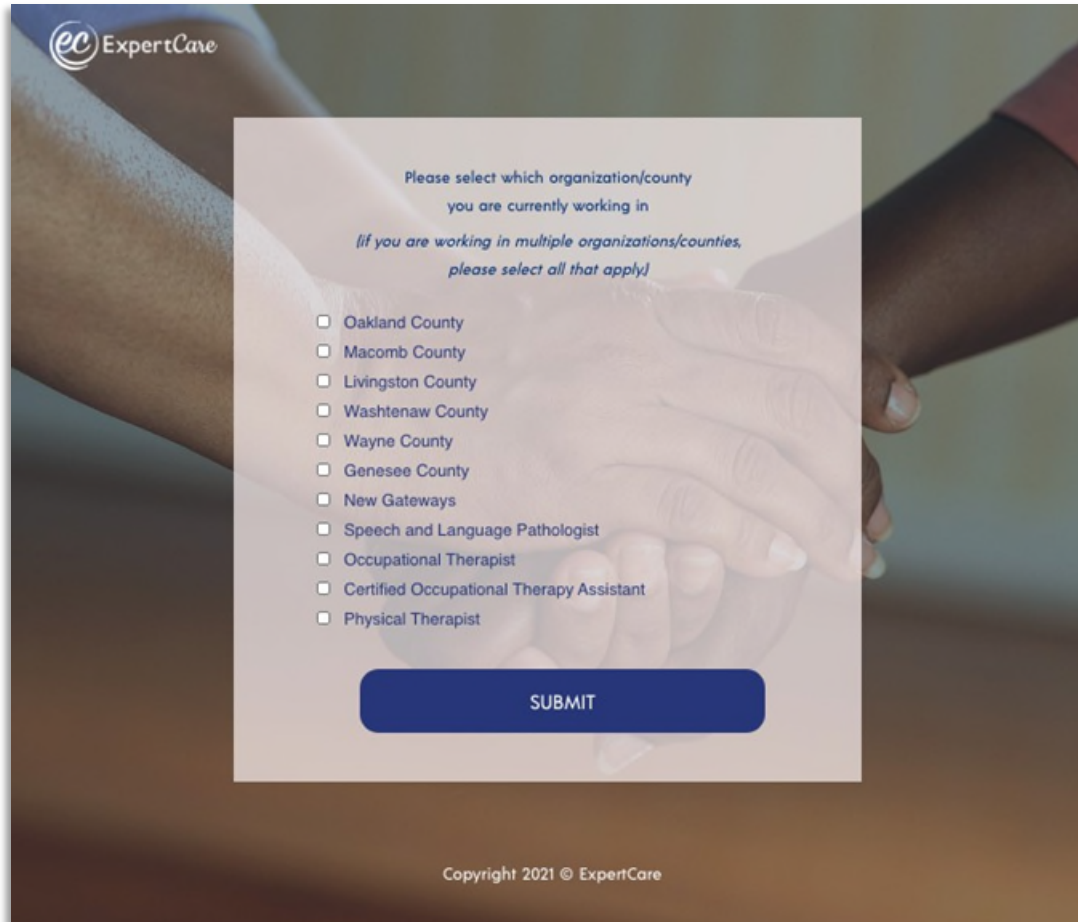
 ExpertCare

AUTHENTICATION PAGE

This page registers your first name and last name on the platform.

Please make sure that you complete the reCAPTCHA verification before clicking the Submit button.

Profile Page



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Please select which organization/county you are currently working in
(If you are working in multiple organizations/counties, please select all that apply)

- Oakland County
- Macomb County
- Livingston County
- Washtenaw County
- Wayne County
- Genesee County
- New Gateways
- Speech and Language Pathologist
- Occupational Therapist
- Certified Occupational Therapy Assistant
- Physical Therapist

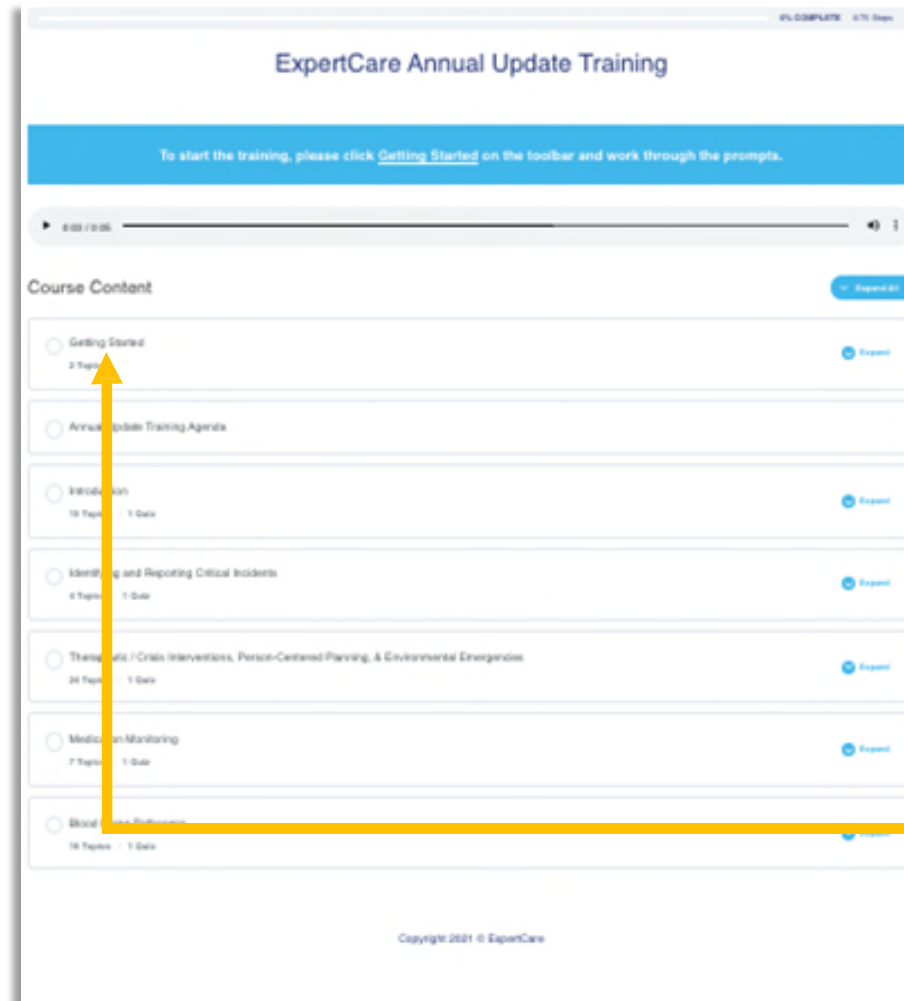
SUBMIT

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PROFILE PAGE

To generate the right resources for your profile, please tick the appropriate boxes and click the Submit button.

Training Platform



COURSE PROGRESS

The Course Progress section updates as soon as you complete the forms, topics, and quizzes.

Please note that you need to click the Mark Complete button on each page as you proceed.

COURSE MENU

The Course Menu provides an overview of the topics and quizzes that need to be completed.

To start the training, click Getting Started.

Training Platform

The screenshot displays the ExpertCare training platform interface. At the top, it shows '0% COMPLETE' and '0/104 Steps'. A 'Mark Complete' button with a checkmark is visible in the top right corner. The main content area is titled 'FORM: Job Description/Code of Conduct' and includes instructions: 'Please complete the form below and click the Submit button. Once you have submitted the form, click the Mark Complete button to update your training progress and proceed to the next step of the training.' A progress indicator shows 'IN PROGRESS'. The left sidebar, labeled 'Course Content', lists various training topics such as 'Getting Started', 'FORM: Job Description/Code of Conduct', 'FORM: Annual Update Emergency Contact', 'Annual Update Training Agenda', 'Introduction', 'Identifying and Reporting Critical Incidents', 'Therapeutic / Crisis Interventions, Person-Centered Planning, & Environmental Emergencies', 'Medication Monitoring', and 'Blood Borne Pathogens'. The main content area also features the ExpertCare logo and the title 'Code of Conduct' above a paragraph of text.

MARK COMPLETE BUTTON

COURSE PROGRESS

COURSE MENU

Please note that this is the desktop version of the platform. The tablet and mobile versions appear differently.

Completing Forms

The screenshot displays the ExpertCare training interface. The main heading is "FORM: Job Description/Code of Conduct". Below the heading, there is a progress indicator showing "0% COMPLETE" and "0/104 Steps". The form content includes the ExpertCare logo and the text: "ExpertCare is dedicated to maintaining excellence and integrity in all aspects of its operations and its professional and business conduct. One of the fundamental principles on which we operate is..." followed by a "Date" field with the value "01/05/2021" and a "Submit" button. At the bottom of the form, there is a "Mark Complete" button. A yellow arrow points from the "Submit" button to the "Mark Complete" button, indicating the next step in the process.

The first part of the training requires completion of forms.

Please ensure that you complete each form by scrolling down until you see the Submit button located on the bottom of the form.

After clicking Submit, please click Mark Complete to update your training progress.

Training Progress Tracker

The screenshot displays the ExpertCare training interface. At the top, it shows '6% COMPLETE' and '7/104 Steps'. The main content area is titled 'ExpertCare Policies to enforce FCA' and is marked as 'IN PROGRESS'. A list of policies is provided, including rules about timesheets, signatures, and audits. The left sidebar shows a course menu with various topics, some of which are completed.

ExpertCare Policies to enforce FCA

Course Content > Introduction > ExpertCare Policies to enforce FCA

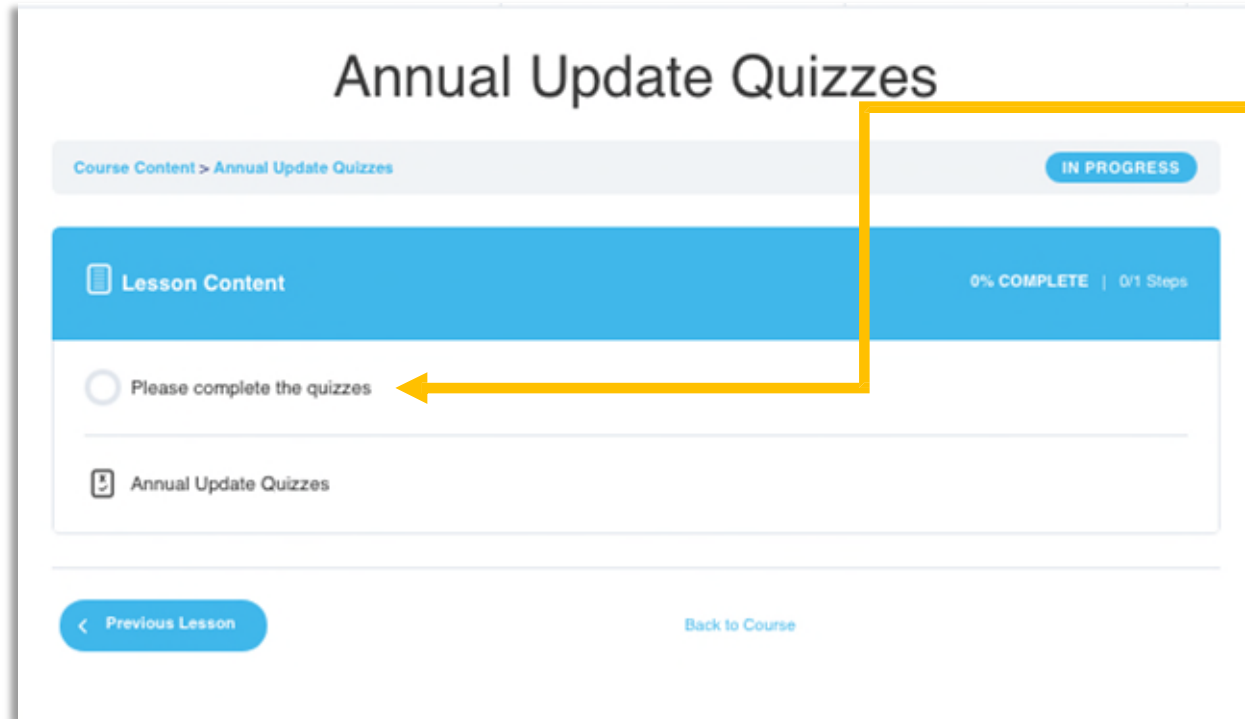
ExpertCare Policies to enforce FCA:

- No white out on timesheets
- Changes made on timesheets must be signed by consumer and initialed by caregiver
- Authorized signature needed each week after the timesheet is filled out
- "X" on timesheet on days not worked
- One timesheet per consumer per week
- Timesheets cannot be filled out in advance of shift
- Progress notes must accompany timesheets for each shift
- Exact hours worked must be used
- Any time not with the consumer can NOT be on the timesheet
- Complete only one timesheet for a consumer on a weekly basis
- Random audit of timesheets

ExpertCare Restoring Lives. Renewing Spirits

Each time you click "Mark Complete" when you finish a form, topic or quiz, the platform will provide the number of steps you have completed. The course menu also gets updated.

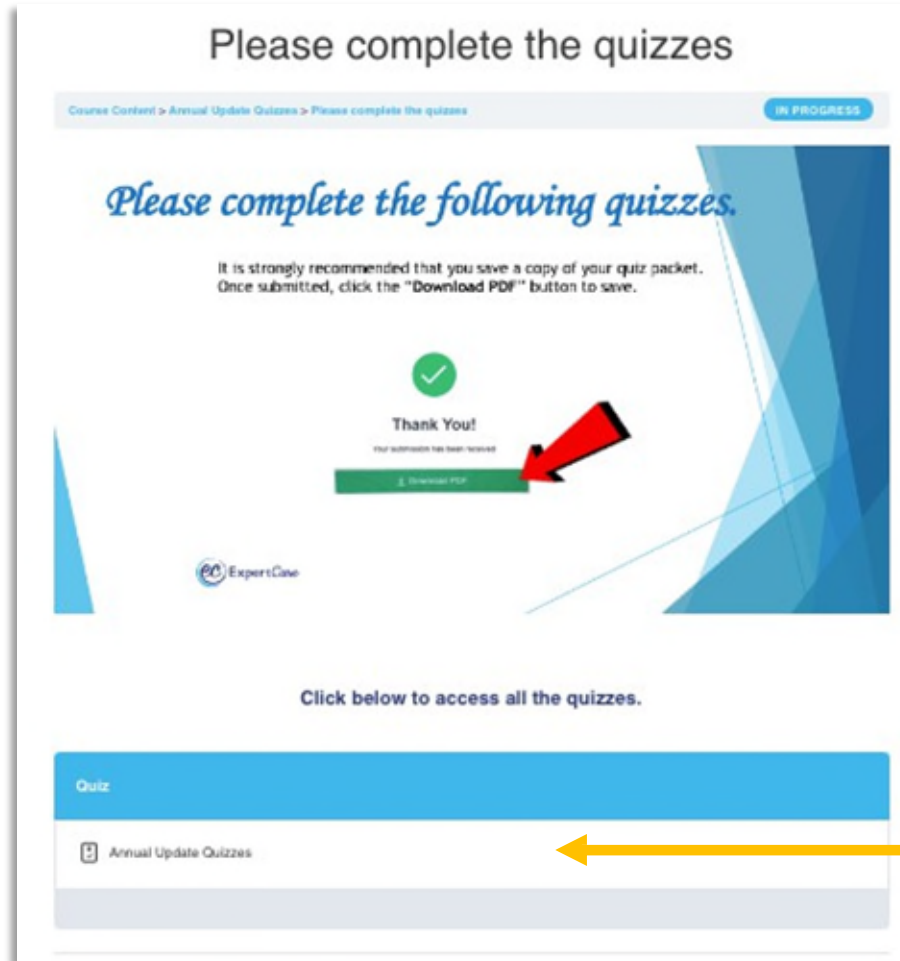
Completing Quizzes



At the end of the training, you will be prompted to complete the quizzes.

Please click Complete the Quizzes to proceed.

Completing Quizzes (continuation)



Click the Annual Update Quizzes link on the bottom of the page to proceed.


Completing Quizzes (continuation)

Annual Update Quizzes

Course Content > Annual Update Quizzes > Please complete the quizzes > Annual Update Quizzes

Please be reminded that all quizzes must have a passing score of 80% or higher.

Once you have submitted your quizzes, kindly SAVE A COPY of your quiz packet.

 ExpertCare

Purpose/Philosophy

ExpertCare Management Services is a provider agency which services Community Mental Health Agencies, Private Homecare and their affiliates. Staff is required to take this annually.

The following topics have been covered with me during the training.

- Deficit Reduction Act
- False Claims Act
- Whistleblowers Act
- HIPAA
- Identifying and Reporting Critical Incidents
- Therapeutic / Crisis interventions
- Person-Centered Planning
- Environmental Emergencies
- Medication Monitoring
- Blood Borne Pathogens

By signing below, I acknowledge the above topics have been reviewed and discussed during my attendance at the Annual Update Class with ExpertCare Management Services.

Full Name *

First and Last Name

Signature *

You will be redirected to this page. Please follow the prompts.

Once you have answered all of the quizzes, click **SUBMIT**.

The completed quizzes will automatically be sent to ExpertCare.


Saving Your Quiz Submission

Annual Update Quizzes

[Course Content](#) > [Annual Update Quizzes](#) > [Please complete the quizzes](#) > [Annual Update Quizzes](#)

Please be reminded that all quizzes must have a passing score of 80% or higher.

Once you have submitted your quizzes, kindly [SAVE A COPY](#) of your quiz packet.

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Thank You!

Your submission has been received

[Download PDF](#)

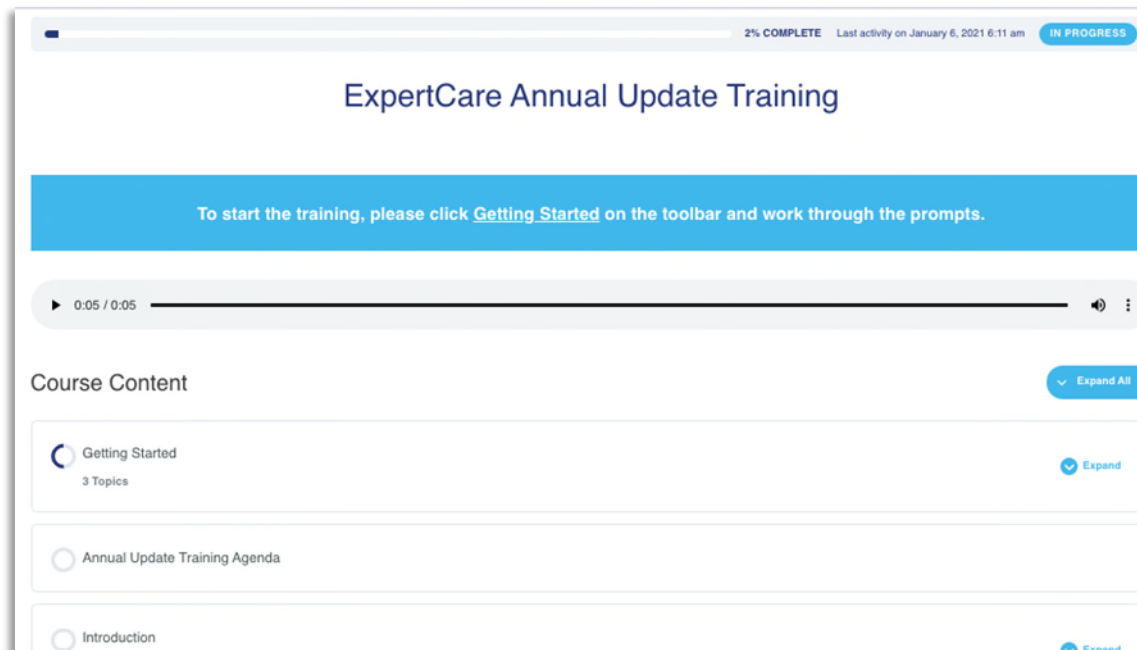
Option to download quiz, by pressing Download PDF button.

[Confirm Submission](#)

Confirm your submission to print your Certificate of Completion.

Important Point

- ✓ You MUST be logged in to track your progress. If you decide to log out, you will go through the same process by verifying your name and your profile. Your progress tracker should provide the last time you logged in and where you left off.



The screenshot displays the 'ExpertCare Annual Update Training' interface. At the top, it shows '2% COMPLETE' and 'Last activity on January 6, 2021 6:11 am' next to an 'IN PROGRESS' button. Below the title is a blue instruction bar: 'To start the training, please click [Getting Started](#) on the toolbar and work through the prompts.' A video player shows a progress bar at '0:05 / 0:05'. The 'Course Content' section includes an 'Expand All' button and three items: 'Getting Started' (3 Topics, with an 'Expand' button), 'Annual Update Training Agenda', and 'Introduction' (with an 'Expand' button).

Platform Link

Thank you for going through ExpertCare's Annual Update Training guide.

To start the training, please click the link below.

<https://annualupdatetraining.expertcare.com>

Please note, your completed quizzes will automatically be sent to ExpertCare after.

Contact an ExpertCare Trainer at 248-643-8900 for assistance.

Thank you for all the care you provide for your ExpertCare Recipient. We appreciate you!