



North Sound Behavioral Health Organization, LLC

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North Sound BHO Contract Memorandum 2018-001-1

Date: March 13, 2018

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Jenny Billings, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest
Claudia D'Allegri, Sea Mar
Cammy Hart-Anderson, Snohomish County MH/CD/Vets Division Manager
Phil Smith, Volunteers of America
Shanon Hardie, Unity Care NW
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services
Beratta Gomillion, Center for Human Services
Corky Hundahl, Phoenix Recovery Services
Julie Lord, Pioneer Human Services
Linda Grant, Evergreen Recovery Services
Marli Bricker, Therapeutic Health Services

From: Joe Valentine

Subject: Updated Policy

Greetings BHA Providers:

Somehow, I had the wrong version of Policy 1530.00. The correct version was approved by the Quality Management Oversight Committee (QMOC) 12/13/17. The policy was

Policy 1530.00 – Cross-System Coordination

This **revised** policy has been through the review and approval process. The Executive Director signed and approved this policy March 13, 2018.

Please ensure all appropriate staff receives this information.

The NM contains policies below for your convenience.

Full implementation of this policy should occur no later than 60 days after this memo.

A redlined copy of Policies 1530.00 and 1571.00 will be included as separate attachments via the email.

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cc: Cindy Ferraro, Bridgeways
Becky Olson-Hernandez, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Richard Sprague, Unity Care NW
Danae Bergman, Center for Human Services
Jackie Henderson, Island County Coordinator
Barbara LaBrash, San Juan County Coordinator
Rebecca Clark, Mental Health Program Coordinator Skagit County
Anji Jorstad, Snohomish County Coordinator
Anne Deacon, Whatcom County Coordinator
Marsh Kellegrew, Evergreen Recovery Services
Rowell Dela Cruz, Pioneer Human Services
Perry Mowery, Whatcom County
Contract File

Effective Date: 1/10/2018; 7/13/2005
Revised Date: 12/29/2017
Review Date: 12/29/2017

North Sound Behavioral Health Organization

Section 1500 – Clinical: Cross-System Coordination

Authorizing Source: DBHR & North Sound BHO PIHP Contract

Cancels:

See Also:

Provider must comply with this policy and may develop

Individualized implementation guidelines as needed

Responsible Staff: Deputy Director

Executive Directors Signature:

Approved by: Executive Director

Date: 3/13/2018

POLICY #1530.00

SUBJECT: CROSS-SYSTEM COORDINATION

PURPOSE

To outline the respective roles and activities of Behavioral Health Agencies (BHA) and North Sound Behavioral Health Organization (North Sound BHO) in coordinating with allied systems and to define expectations for ongoing collaboration. Allied systems include, but are not limited to, the following:

1. DSHS Division of Vocational Rehabilitation (DVR);
2. DSHS Aging and Long-Term Care Services Administration (AL TSA);
3. Developmental Disabilities Administration (DDA);
4. DSHS Children’s Administration (CA);
5. Community Health Clinics, Federally Qualified Health Centers (FQHC);
6. Apple Health Plans;
7. Educational Service Districts (ESDs);
8. Criminal Justice (courts, jails, law enforcement, public defender, Department of Corrections [DOC]);
9. DSHS Juvenile Rehabilitation (JR);
10. Offender Re-entry Community Safety Programs (ORCSP); and
11. Informal and natural support systems.

POLICY

BHAs shall refer individuals to appropriate providers when needs that lie beyond the scope of behavioral health services are identified throughout the course of treatment (see North Sound BHO Policy #1517.00 for more on collaboration with healthcare providers for individuals with co-morbid medical diagnoses). BHA staff will collaborate with representatives of other systems and supports with which individuals are involved as necessary and appropriate to support their recovery.

North Sound BHO will collaborate with allied systems as necessary and appropriate to coordinate care for individuals, develop working agreements and protocols for delivering services and to address unmet needs in the region.

PROCEDURE

BHA staff shall identify needs beyond behavioral health at intake and throughout the treatment episode. Those needs must be addressed in the Recovery and Resiliency Plan in accordance with North Sound BHO Policy # 1551.00. All identified needs shall be assessed collaboratively with the individual.

BHA staff shall work with the individual to define identified needs and determine whether they are best addressed by referring to another resource or by deferring until other needs have been met in an order that makes sense to both the individual and the provider. The individual's consent for collaboration between the BHA and the representative of the other system or support shall be obtained in writing as soon as possible. Needs that were referred out must be reflected in progress notes to ensure coordination is ongoing unless the individual indicates they do not want the BHA to engage in this activity. In that case, the attempt to obtain the authorization for Release(s) of Information (ROI) shall be documented in the clinical record.

North Sound BHO monitors clinical records to ensure collaboration takes place as appropriate.

North Sound BHO will strive to develop strong working relationships with allied systems. This effort may include developing protocols as needed and ensuring appropriate representation at work groups and committees. When the situation warrants it, North Sound BHO shall coordinate care for individuals (see North Sound BHO Policy #1560.00). Finally, North Sound BHO will develop working agreements with allied systems.

ATTACHMENTS

None