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North Sound Behavioral Health Organization

Section 1500 – Clinical: Cross-System Coordination

Authorizing Source: North Sound BHO

Cancels:

See Also:

Provider must comply with this policy and may develop
Individualized implementation guidelines as needed

Responsible Staff: Deputy Director

Approved by: Executive Director

Signature:

Date: 1/11/2018

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. Department of Social and Health Services (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 (FQHCs) and Apple Health Plans;
6. Educational Service Districts (ESDs);
7. Criminal Justice (courts, jails, law enforcement, public defender, Department of Corrections);
8. DSHS Juvenile Rehabilitation (JR);
9. Offender Re-entry Community Safety Programs (ORCSP) Tribes and Tribal service providers;
and
10. 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 for more on collaboration with healthcare providers for individuals with co-morbid medical and/or behavioral health 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.

If a member of a Federally Recognized Tribe is referred to or presents for non-crisis services and they, or their legal representative, complete a release of information and request coordination, the BHA must make documented efforts to notify the Tribal Authority or Recognized American Indian Organization requesting assistance in treatment planning and service provision. If the BHA has difficulty determining an appropriate contact person, they should contact the BHO for assistance. The BHA is encouraged to look beyond official tribal enrollment, consider which tribal entities may be current or potential supports for the individual, and coordinate with these supports to enhance 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. All identified needs shall be assessed collaboratively with the individual in terms of:

1. Nature of the individual's concern;
2. Individual's desired outcome;
3. Resources that have been tried; and
4. Resources that are currently in place.

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 shall 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). Finally, North Sound BHO will develop working agreements with allied systems.

ATTACHMENTS

None