

Effective Date: 7/6/2007  
Revised Date: 3/8/2017  
Review Date: 3/8/2017

## North Sound Behavioral Health Organization

### Section 1500 – Clinical: Care Coordination

Authorizing Source: DBHR & North Sound BHO Contracts;

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Approved by: Executive Director

Responsible Staff: Deputy Director

Signature:

Date: 3/24/2017

## POLICY #1560.00

### SUBJECT: CARE COORDINATION

#### PURPOSE

To ensure the behavioral health needs of individuals and families in the North Sound region are met through the provision of high-quality and high-value behavioral health care by addressing issues that create barriers to accessing these services.

#### DEFINITIONS

##### Allied Systems

Systems individuals may be involved with in addition to the behavioral health services system. Allied systems include, but are not limited to:

- 1 Department of Social and Health Services (DSHS) Aging and Long Term Care Services Administration (ALTA);
- 2 DSHS Children's Administration;
- 3 Community Health Clinics, Federally Qualified Health Centers (FQHCs) and Apple Health Managed Care Plans;
- 4 Educational Service Districts (ESDs);
- 5 Criminal Justice (courts, jails, law enforcement, public defenders);
- 6 Department of Corrections (DOC);
- 7 DSHS Division of Vocational Rehabilitation (DVR);
- 8 DSHS Juvenile Justice and Rehabilitation Administration (JJRA); and
- 9 Offender Re-entry Community Safety Program (ORCSP).

##### Capacity

Per RCW 71.32.020, capacity is the ability to make treatment decisions by an adult who has not been found to be incompetent pursuant to RCW 11.88.010 (1)(e).

##### High-Risk

Individuals are considered at high-risk based on patterns of utilization of inpatient, outpatient and crisis services which clinically indicate a high probability of undesirable outcomes. Engagement in risky activities due to behavioral health conditions may also put an individual at high-risk.

### **Incompetent**

Per RCW 71.32.020, an adult is incompetent when that individual: (a) is unable to understand the nature, character and anticipated results of proposed treatment or alternatives, including non-treatment; or communicate his or her understanding of treatment decisions; or (b) has been found to be incompetent pursuant to RCW 11.88.010 (1)(e).

### **Service Team**

A service team is a group of individuals who share the common goal of promoting the recovery of an individual. Service teams usually include individuals receiving care, their representatives if they are considered incompetent to make decisions or are under the age of 13, professionals providing services, natural supports (family, friends and other members of the community the individual identifies as part of his/her personal support system) and representatives of allied systems the individual may be involved with.

### **POLICY**

Care coordination activities promote individual recovery by identifying and addressing systems issues that create barriers and interfere with care. North Sound BHO Care Coordinators organize care activities and share information with service teams in alignment with the needs and preferences of those individuals receiving services to the greatest possible degree.

### **PROCEDURE**

North Sound BHO Care Coordinators ensure the behavioral health needs of individuals in the region are met by:

- 1 Monitoring engagement and service activities of individuals at high-risk;
- 2 Facilitating communication and collaboration between members of service teams and ensuring the needs and preferences of the individual in services are known by either including the individual with capacity in decision-making or their legal agent if they are considered incompetent;
- 3 Providing discharge planning support to psychiatric inpatient units when barriers are encountered; and/or
- 4 Engaging allied systems to address service gaps and resource shortages.

Activities include, but are not limited to:

- 1 Participation in meetings with allied systems, including collaboration on projects intended to address barriers which interfere with recovery efforts;
- 2 Data gathering, including review of treatment records and contact with members of service teams;
- 3 Consultation with North Sound BHO clinical staff and subject matter experts outside of North Sound BHO;
- 4 Providing service recommendations; and
- 5 Requiring follow-up from BHAs.

Individuals identified for care coordination services come to North Sound BHO's attention in a variety of ways including, but not limited to:

- 1 Children's Long-Term Inpatient Program (CLIP) Referrals;
- 2 Western State Hospital (WSH) Referrals;
- 3 BHAs;
- 4 Apple Health MCOs;
- 5 Ombuds;
- 6 Community Hospitals and Evaluation and Treatment (E&T) facilities;
- 7 Community Members;
- 8 Utilization Management Data;
- 9 Allied System Partners; and
- 10 Grievances.

**ATTACHMENTS**

None