

# North Sound Behavioral Health Organization

## Section 1700 – ICRS: Urgent Contacts & Follow-Up Services

Authorizing Source: WACs 388-877A-0230, 0240, 0260, and 0270 and Contract

Cancels: Policy 1514.00

See Also:

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

Responsible Staff: Deputy Director

Approved by: Executive Director

Date: 3/7/2016

Signature:

### **POLICY #1717.00**

### **SUBJECT: ICRS – URGENT CONTACTS & FOLLOW-UP SERVICES**

#### **PURPOSE**

To define urgent and follow up individual contacts and services within the Integrated Crisis Response Services (ICRS) system; to clarify the process for triaging and providing individuals with urgent contacts and follow-up services when indicated.

#### **POLICY**

For individuals calling Volunteers of America (VOA) Care Crisis Response Services (CCRS) in crisis, CCRS Clinicians determine the urgency of the caller's crisis and initiate the crisis services contact with North Sound Behavioral Health Organization (BHO) providers. There are three (3) levels of face-to-face responses available in the ICRS system:

- A. Emergent Contact: Calls in this category require a response within two (2) hours of the dispatch of outreach staff by the VOA CCRS Clinician (see North Sound BHO Policy 1702, ICRS Outreach Screening, Crisis Line Pre- and Post-Dispatch, for additional policy and procedures related to Emergent contacts).
- B. Urgent Contact: Calls in this category shall provide individuals in crisis with timely access to face-to-face mental health evaluation/intervention services when needed, to prevent the individual's situation from deteriorating to the point that Emergent care is necessary. These calls require a response by the North Sound BHO provider within 24 hours of the VOA CCRS Clinician's notification.
- C. Follow-up Services: Follow-up appointments are offered when the caller does not require "Emergent" or "Urgent" intervention but there is an indication that without prompt assessment/intervention further decompensation is likely. This appointment may be initiated at the request of the VOA CCRS Clinician or by any other Clinician within the ICRS system. Follow-up services may also be offered to non-enrolled individuals needing follow-up contact while awaiting transition into ongoing care.

#### **PROCEDURES**

##### **A. Urgent Contacts**

1. Individuals with an open outpatient episode:
  - a) During typical business hours, individuals who are currently enrolled with a North Sound Behavioral Health Agency (BHA) shall be seen, whenever possible, by their Behavioral Health Care Provider (BHCP)/team. If the BHCP is unavailable, the program supervisor will be contacted to determine if another member of the treatment team can see the individual. In those rare circumstances where support through the treatment team is unavailable, ICRS staff may be dispatched by VOA CCRS Clinician.
  - b) When the BHCP will be unavailable to the VOA CCRS Clinician within 24 hours of the identified need for contact (e.g., the need is identified on a Friday evening), the ICRS staff shall be contacted, briefed and requested to respond via face-to-face intervention within 24 hours.

2. Individuals without an open outpatient episode:
  - a) Designated ICRS Providers shall maintain a Monday through Friday schedule of available appointment times and shall make this schedule available to VOA CCRS Clinicians.
  - b) VOA CCRS Clinicians shall schedule an available Urgent Appointment for callers, within 24 hours of the call to VOA.
  - c) VOA CCRS Clinicians shall notify the BHA as soon as possible regarding the scheduled contact and shall provide summarized clinical information in a standard format.
  - d) When an appointment is not available within 24 hours (e.g., the need is identified on a Friday evening), the ICRS staff shall be contacted, briefed and requested to respond via face-to-face intervention within 24 hours. Disposition will follow the ICRS process.

**B. Follow-Up Services**

1. Individuals with an open outpatient episode:
  - a) Follow-up services for these individuals shall be provided by the BHCP or another member of the clinical team. ICRS is not responsible for providing follow-up services to enrolled individuals.
  - b) The VOA CCRS Clinician or Emergency Services (ES) staff referring an enrolled individual for follow-up services shall notify the BHA as soon as possible and shall provide summarized information in a standard format.
2. Individuals without an open outpatient episode:
  - a) VOA CCRS Clinicians shall notify the Designated ICRS providers regarding the referral and shall provide summarized clinical information in a standard format. Disposition will follow the ICRS process.

During this period of ICRS emergency follow-up services, ES staff shall communicate directly with the individual regarding scheduling appointments, etc., as needed.
  - b) ES staff is responsible for providing clinically necessary follow-up services to non-enrolled individuals in crisis when needed, until the crisis is stabilized and/or until the referral to ongoing services is complete.

**ATTACHMENTS**

None