



HURON BEHAVIORAL HEALTH
PROCEDURE

Procedure #: RR.2.21
Issue Date: 09/13/00
Rev. Date: 10/31/17
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Title: Recipient Rights – Services Suited to Condition Procedure

Prepared By: Recipient Rights Officer

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Purpose:

To define the guidelines for treatment suitable to a consumer's condition, medical care, medication for mental and physical health, as needed.

Scope:

This procedure applies to all employees (including full-time employees, part-time employees, contractual providers, volunteers, students, and/or interns, of Huron Behavioral Health (HBH) programs, both direct and contracted.

Information:

- A consumer is entitled to treatment suitable to his/her condition, medical care, medication for mental and physical health, as needed. Mental health services shall be provided in a safe, sanitary, and humane treatment environment.
- The consumers Individual Plan of Service refers to the Person Centered Plan (PCP) (see also "[Person-Centered Planning \(PCP\) Policy](#)" QI.1.05 and "[PCP Procedure](#)" QI.2.18).
- In accordance with Administrative Rule R330.7011 – At the time services are first requested, a provider shall inform a recipient, his or her guardian or other legal representative or the parent with legal custody of a minor recipient of the recipient's lawful rights in an understandable manner.

Procedure:

A. DENIAL OF SERVICES:

1. Consumers that have Medicaid or do not have resources for services will be referred to the Access Unit. If services are denied by the Access Unit the process outlined in the Grievance & Second Opinion Process that has been established by the Alliance will be followed and referral information for other providers will be given to the consumer.
2. Consumers that are private pay or have 3rd party insurance and are requesting services from Huron Behavioral Health will be screened by Access Unit to determine eligibility due to Serious Persistent Mental Illness (SPMI), Development Disability, or Serious Emotional Disturbance. If services are denied by the Access Unit the process outlined in the Grievance and Second Opinion Process that has been established by the Alliance will be followed and referral information for other providers will be given to the consumer.

B. PHYSICIAN APPROVED INDIVIDUAL PERSON CENTERED PLAN (PCP): The integrated, comprehensive individual PCP must cover all relevant aspects of the consumer's treatment and services and must contain:

1. Clearly stated goals and measurable objectives, derived from a comprehensive assessment, completed in preparation for developing the individual plan of service, stated in terms of specific and observable changes in behavior, skills, attitudes, or circumstances, and described in terms of attaining a more satisfactory state with the consumer, rather than just alleviating undesirable conditions.
2. The planned treatment activities and how they will assist in the consumer's goal attainment.
3. Measurable time frames for attainment of each goal and objective.

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4. Evidence that consumer's (or legally empowered representative's) input directed the development of the PCP to the maximum extent possible. The consumer should attend the PCP meeting. If attendance is not possible or is not clinically appropriate, comments should be solicited from the consumer (or representative) for consideration in treatment planning. If the goals will result in major changes in lifestyle, there must be evidence that such changes were mutually planned and agreed to by the consumer and the staff member.
5. HBH will ensure that a person centered planning process is used to develop a written PCP in partnership with the consumer. The individual will be asked who they would like to attend the team meeting, and where and when they would like their PCP meeting held. Justification for exclusion of individual chosen by the consumer to participate in the Individual Plan of Service process shall be documented in the case record.
6. HBH ensures that a consumer is given a choice of physician or mental health professional within the limits of available staff.
7. When the physician is involved in the treatment plan, his/her approval and signature will be obtained. Approval is based on a review of current written assessments including adequate clinical information and documentation.
8. For all specialty mental health and alternative services (including, but not limited to outpatient counseling and specialized residential services), a PCP must be developed and approved annually, or more often, if necessary.

C. TREATMENT PLANNING AND MONITORING: Each consumer must receive services consisting of specialized and generic training, treatment, health, and related services designated to support the individual to function as independently and with as much self-determination as possible, and to prevent or decelerate any loss of optimal functional status. The services must:

1. Be identified in a coordinated, comprehensive individual plan of service (PCP)
2. Be based on comprehensive assessments or evaluations
3. Contain programs and methodologies for attaining stated treatment goals and objectives
4. Be monitored, reviewed, and modified, as necessary, per the consumer's request but at least quarterly (see also [Periodic Review Policy SD.1.07](#))

The treatment planning and monitoring process consists of the following required components:

1. Assessments and evaluations, including annual and/or periodic reviews
2. Treatment planning
3. Treatment implementation
4. Treatment monitoring
5. Interdisciplinary treatment planning

Each consumer or guardian has the right to request the opinion of a consultant at his/her expense, or to request an in-house review of their individual treatment plan by the program supervisor.

D. ASSESSMENTS AND EVALUATIONS: Comprehensive assessments and evaluations are conducted to determine the need for services and to provide current relevant information and recommendations for the treatment planning process. Such services will include annual and/or periodic reviews. A preliminary plan of service must be in place within seven (7) days of commencement of services.

These activities are associated with the development of, and the annual or periodic review of the individual plan of service.

Treatment planning is based on background information, as well as current valid comprehensive assessments or evaluations of functional development; and behavioral, social, health, and communication status. Treatment planning must reflect the recommendations of the assessment process. The individual

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plan of service must identify the consumer's needs, treatment goals and objectives, and treatment programs to meet the goals and objectives, and coordination with other agencies.

All ongoing care and services will be based on the identified treatment needs, desires, and personal goals of the individual being served, independent of the utilization decisions made by external entities. This includes writing goals, objectives and treatment plans; designing programs and data collection methodologies; attending interdisciplinary team meetings, if applicable; and related documentation.

Participation by the consumer, his/her parent (if the consumer is a minor), or the consumer's legal guardian is required unless the participation is unobtainable or clinically inappropriate.

In an effort to maximize treatment success, all consumers and families (including support network, employers, etc.) will be evaluated for type and need for supportive educational services. The supportive educational services include, but are not limited to:

1. Facilitating the family and consumer's understanding of their mental health status, needs, care options and consequences of those care choices.
2. Encouraging participation of all concerned parties in the decision making process concerning their choices.
3. Participation by the service provider in the formal educational process through collaboration with the school service provider and procurement of appropriate records.
4. Promoting continued education for minor consumers.
5. Facilitating informed long-term planning for those with lifelong disabilities.

The focus of the educational component is to maximize therapeutic benefit and promote successful life skills.

Documentation of the education needs and services will be monitored, reviewed and modified as necessary and at regular intervals including at least an annual review.

E. TREATMENT MONITORING: The following activities are for purposes of determining and documenting the consumer's progress towards treatment goals and objectives. Activities include:

1. Case management - monthly (or more often) monitoring of services. (The provider should refer to the case management section for more information.)
2. Professional treatment monitoring consisting of reviews of treatment plans and/or services conducted by relevant professionals, as required by the interdisciplinary team.
3. Periodic reviews consisting of activities of the case manager and other relevant professionals, as indicated.
4. Treatment must be monitored regularly. There must be clear documentation in the record of how the treatment activities have assisted in progress toward the goals and objectives of treatment.
5. Except for outside contracted services, such as vocational/work services, entries are to be made in the clinical record within twenty-four (24) hours of every service encounter indicating the consumer's progress. Entries should clearly delineate the consumer's status toward each objective implemented.

F. PERIODIC REVIEWS: At periodic intervals, other qualified professional staff supervising the treatment, and the person performing the case management function must review the treatment plan, revising as necessary.

This review provides an analysis of the consumer's progress over the previous period and discusses trends from past months. The periodic review must be approved and signed by the primary worker, supervisor, clinical director, and the physician (when participating in the treatment). Reviews are the result of program observation, record review, and staff/consumer interviews. The consumer should participate in the periodic

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review process. A copy of the Periodic Reviews which includes their progress is given to the consumer.

The supervising professional(s) complete written progress reports at the frequency designated by the interdisciplinary team in the PCP. These progress reports will be reviewed by the case manager or primary therapist and incorporated into a single comprehensive periodic review that addresses each goal and objective in the individual plan of service. The periodic review will then be co-signed by the supervising professional(s) and the final approval and authorization for continuing treatment will be provided by the physician's signature on the periodic review (when involved in the treatment).

- G. **INTERDISCIPLINARY TREATMENT PLANNING:** Except for persons who receive only outpatient, or as otherwise specified under program guidelines, each consumer's PCP will be developed by an interdisciplinary team representing the professional(s), disciplines, and/or service areas relevant to and/or desired by, the individual.

Appropriate staff must participate in interdisciplinary team meetings including participation by other agencies serving the consumer. Participation by the consumer, his/her parent (if the consumer is a minor), or the consumer's legal guardian is required unless that participation is unattainable or clinically inappropriate.

Interdisciplinary treatment planning is required for consumers who are in specialized residential, or who are consumers of an enrolled Assertive Community Treatment (ACT) program and may be applicable to other consumers according to clinical judgment. Interdisciplinary team members must meet licensing and/or certification requirements of their professional field. These teams must:

1. Evaluate the consumer's needs
2. Provide written assessments
3. Recommend an individualized plan of service to meet the consumer's identified needs
4. Review, according to intervals established in the individual plan of service, the consumer's responses to the program and revise the program accordingly

The interdisciplinary team must also review, revise as necessary, and approve the consumer's PCP according to regular intervals as established in the plan or at other times, such as when significant changes have been recommended by any of the mental health professionals supervising treatment. At a minimum, team treatment planning must be done annually.

Complaint Process:

A consumer or another individual on behalf of a consumer has the right to file a complaint for a decision regarding services suited to condition. Complaints may be filed with HBH Recipient Rights Office.

Definitions/Acronyms:

ACT – Assertive Community Treatment

HBH – Huron Behavioral Health

PCP – Person Centered Plan

Forms:

N/A

Records:

Records of services are retained in the consumer's case record in accordance with the [HBH Record Retention and Storage Policy \(QI.1.23\)](#).

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Mental Health Code: 330.1708, 330.1712, 330.1713, 330.1705, 330.1409, 330.1752

[BM.1.01 Behavior Management Policy](#)[BM.2.01 Behavior Management Committee Procedure](#)[QI.1.05 PCP Policy](#)[QI.1.23 HBH Record Retention and Storage Policy](#)[QI.2.18 PCP Procedure](#)[SD.1.07 Periodic Review Policy](#)**Change History:**

Change Letter	Date of Change(s)	Changes
A	03/27/03	Documentation brought into the new procedure format and numbered for tracking, minimal changes made to content
B	08/11/03	Added references ER.3.03 & BM.2.01 to link this procedure more clearly to second opinion documentation (to comply with DCH Recipient Rights Audit POC)
C	03/01/06	Changed "plan of service" to "Person Centered Plan – PCP" throughout the procedure, "D.4" changed "every six months" to "quarterly" to align with HBH Periodic Review Policy (SD.1.07), in "G. Periodic Review" section, added last sentence in second paragraph (copy to consumer), in "G" – removed psycho-social rehabilitation in "H", removed "Day Programs", added references QI.1.05, QI.1.23, QI.2.18, SD.1.07, added hyperlinks, changed formatting.
D	03/23/09	Reworded B.7 to remove doctor signature on all PCPs, reworded E.5 to remove "day program" terminology and replaced with vocational/work services", in section "F" – reworded 2 nd sentence in 2 nd paragraph, and in the 3 rd paragraph added "(when involved in the treatment)" Added Administrative Rule R330.701 to the information section, deleted section "B – Physician Supervision" and added language throughout for doctor's supervision, and signature to clarify existing practices.
E	04/23/12	Procedure- A1- added last sentence, A2- removed "assessed by HBH" and the last sentence. Added "screened by Access ...", removed A3, D- removed second paragraph, E5- removed the word "for" and added "such as", removed the last two sentences. References- removed ER.3.03. 04/23/12 approved by the Recipient Rights Advisory Committee.
F	05/15/13	Reviewed by HBH Recipient Rights Advisory Council – no content changes made
G	04/28/15	Reviewed by HBH Recipient Rights Advisory Council – no content changes made
H	02/07/17	Reviewed by the Recipient Rights Advisory Committee – no content changes made.
I	10/31/17	In "Information" section 1 st bullet added second sentence, in "References" section added "330.1708" – Reviewed and approved by the Recipient Rights Advisory Committee 10/30/17.