

Document Type:¹

☒ Policy & Procedure ☐ Process Guideline
☐ Plan ☐ System Description

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Document Scope: (applies to Policy & Procedure only)

- ☒ The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- ☐ The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers².
- ☐ The requirements herein apply to both GCBH BH-ASO and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To ensure Network Provider Staff are qualified to become Designated Crisis Responders (DCRs) in the Greater Columbia Behavioral Health, LLC BH-ASO (RSA) and meet State established DCR guidelines.

DEFINITIONS

- I. Designated Crisis Responder (DCR): A behavioral health professional who is designated by the county or other authority authorized in rule, to perform civil commitment duties such as determining if a person in crisis presents a harm to self/others/property, or is gravely disabled and is at imminent risk, or if there is a non-emergent risk due to a substance use or mental disorder, or is in need of assisted outpatient behavioral health treatment as described in RCW 71.05 and 71.34. Within the GCBH BH-ASO, the terms "DCR" and "Mobile Crisis Response Team" are interchangeable because the response teams contain DCRs.
- II. DCR Protocols: Statewide protocols developed by the Health Care Authority that are utilized by professional persons and county designated mental health professionals in administration of this chapter and chapter 10.77 RCW. The protocols shall provide uniform development and application of criteria in evaluation and commitment recommendations, of persons who have, or are alleged to have mental disorders and are subject to this chapter

POLICY

- A. The Counties that make up the Greater Columbia Regional Service Area (GCBH RSA) may delegate the responsibility of appointing DCRs to Greater Columbia Behavioral Health, LLC BH-ASO (GCBH BH-ASO). These approvals are under the oversight of the GCBH BH-ASO Credentialing Committee.
- B. Those Counties that choose to retain DCR appointment responsibilities will demonstrate that they are approving DCRs that meet State and ASO expectations. The GCBH BH-ASO Credentialing Committee reviews and approves such appointments.
- C. GCBH BH-ASO ensures compliance with DCR qualification requirements in accordance with Chapters 71.05 and 71.34 RCW and be licensed by the DOH under WAC 246-341-0912.

- D. By Contract, Crisis Service Providers that deliver DCR services will monitor their performance to ensure that there is adherence to the statewide DCR Protocols as listed on the HCA website.

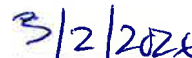
PROCEDURE

1. In order for GCBH BH-ASO to approve of the appointment of a DCR, the following are required:
 - a. Letter from the requesting Network Provider, identifying the staff member seeking designation, to include the staff member's:
 - i. Full name
 - ii. Date of birth
 - iii. Titles
 - iv. Location(s) they provide services
 - b. Completed DCR training certificate
 - c. A copy of the staff member's license
 - d. GCBH BH-ASO's DCR application form and attachments
2. Subsequent to receiving the above, the information is reviewed by the GCBH BH-ASO Credentials Committee within 30 days.
 - a. The Committee (or designee) verifies eligibility based on information provided.
 - b. Each designee and the affiliated agency will receive a written letter of designation upon completion of document review.
3. If the Committee is unable to reach a decision or determines that the individual does not meet criteria for approval, the affiliated agency will be notified and provided an opportunity to either correct the submission or withdraw it.
4. If a County chooses to retain appointment responsibilities, their processes and documentation will be audited for adherence to the ASO expectations on an annual basis.
 - a. The affiliated agency will notify the ASO of those individuals that they have been approved so that the ASO can maintain a master list of all approved DCRs in the region.
5. GCBH BH-ASO maintains agreements with Crisis Service Providers in its RSA to provide services in accordance with HCA DCR Protocols.
 - a. GCBH BH-ASO Crisis Services Providers shall have a sufficient number of staff available twenty-four (24) hours a day, seven (7) days a week, 365 days a year, and sufficient DCRs to respond to requests for behavioral health involuntary treatment services or other mobile crisis outreach requests. Crisis staff shall have training in triage and management for individuals of all ages and behavioral health conditions, including SMI, SUDs, and co-occurring disorders.
 - i. Sufficiency of staff will be assured by meeting HCA-ASO contract expectations.

1. Mobile crisis outreach (AKA DCRs) shall respond within two (2) hours of the referral to an emergent crisis and within 24 hours for referral to an urgent crisis.
- b. DCRs performing these duties will have the necessary training required to perform these duties.
- c. GCBH BH-ASO will monitor its Crisis Service Providers to assure that DCR Protocols are adhered to during their regularly scheduled Clinical Audits.
 - i. The results of these Audits is reviewed in QMOC and as needed, corrective interventions are requested in the case the Protocols are not being followed.
- d. GCBH BH-ASO will review DCR (AKA Mobile Crisis) response times in the monthly Crisis Provider Committee meeting and also in QMOC to ensure Providers have sufficient staff available, including DCRs, to respond to requests for Crisis Services and ITA services. Crisis Provider Committee members are also queried regarding DCR sufficiency or availability issues.
 - i. The results are also reviewed in QMOC and as needed, corrective interventions are requested in the case the response times are not meeting contract requirements.
6. GCBH BH-ASO will provide designation services, support, and monitoring of Tribal DCRs as described in its contract with HCA and applicable State established DCR guidelines.

APPROVAL


Karen Richardson or Sindi Saunders, Co-Directors


Date