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North Sound Behavioral Health Administrative Services Organization, LLC

Section 1700 – Crisis Services: Integrated Crisis Response System (ICRS) Regional Oversight

Authorizing Source: HCA Contract

Approved by: Executive Director Date: 9/4/2019

Signature:

POLICY # 1732.00

SUBJECT: CRISIS SERVICES REGIONAL OVERSIGHT

PURPOSE

Policy to outline North Sound Behavioral Health Administrative Service Organization's (North Sound BH-ASO) scope of oversight responsibilities and quality improvement activities for Integrated Crisis Response Services (ICRS) in the North Sound Region.

POLICY

North Sound BH-ASO ensures the provision of behavioral health crisis, triage and referral services in Island, San Juan, Skagit, Snohomish and Whatcom Counties. The BH-ASO oversight conducts all monitoring, on-site auditing and quality improvement activities for all behavioral health triage, stabilization and referral services. This policy is to provide the scope of North Sound BH-ASO's mission to ensure providers of crisis services are compliant with known clinical best practices, contracts, Revised Codes of Washington (RCWs), Washington Administrative Code (WAC) and federal regulations.

INTERGRATED CRISIS RESPONSE SERVICES (ICRS)

ICRS includes a broad network of triage and referral services that are intended to stabilize the individual in crisis while utilizing the least restrictive community settings possible. Crisis services include both voluntary and involuntary services and address all relevant behavioral health and substance abuse situations. Please refer to North Sound BH-ASO Policy #3045.00 Eligibility Verification.

ICRS services include, but are not limited to:

1. 24/7 Centralized Care Crisis Response (CCR) Toll-Free Line;
2. 24/7 Behavioral Health Provider Triage Toll-Free Line;
3. Crisis Outreach Services – Voluntary and Involuntary;
4. Crisis Coordination and Referral Services;
5. Short Term Crisis Stabilization Services; and
6. Inpatient Psychiatric Utilization Management (UM) for General State Funds (GSF).

In addition, North Sound BH-ASO coordinates and collaborates with Managed Care Organizations (MCOs) and Outpatient Providers for individuals identified as high utilizers of the crisis system. See North Sound BH-ASO Policy #1595.00 (Care Coordination). ICRS training modules are made available for providers and community stakeholders interested in the region's network of crisis services.

ICRS REGIONAL OVERSIGHT

North Sound BH-ASO's regional oversight for ICRS includes:

1. Program and Provider Utilization Monitoring;

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2. Onsight Quality Reviews;
3. ICRS Credentialing;
4. ICRS Delegate and Provider Internal Review Expectations;
5. ICRS Policy and Protocol Workgroups;
6. ICRS Quality Management Oversight Committee;
7. Internal Quality Management Committee (IQMC) reporting; and
8. Utilization Management – Psychiatric Inpatient Services.

North Sound BH-ASO's Medical Director provides active oversight of the ICRS, to include triage and referral protocols for all behavioral health and substance abuse situations.

Provider and Program Monitoring

Monitoring of ICRS activities ensures appropriate utilization and regional sustainability of least restrictive settings for short-term behavioral health stabilization services. Monitoring activities span clinical, Information Systems (IS) and contract departments. North Sound BH-ASO develops compliance and quality driven metrics per Policy #1733.00 with each ICRS program or contractor which is routinely evaluated against for clinical and administrative best practices.

Performance Monitoring activities include:

1. Agency or program performance metrics to include: Access, response, triage and referral outcomes;
2. Agency or program adherence to relevant RCW, WAC and contract requirements; and
3. Consumer Information System (CIS) Data Validation Reports.

North Sound BH-ASO provides member experience data and information to its delegate or providers when requested. Member experience data may include, for example:

1. Data from complaints, survey results, or customer service outcomes; and
2. Clinical performance data, to include effectiveness of care, access/availability, utilization/resource use and member experience of care.

Onsite Quality Reviews

North Sound BH-ASO conducts annual, on-site retrospective Utilization Reviews (UR) that address specific aspects of crisis services and inpatient utilization management. Quality reviews focus on RCW, WAC and Federal rule compliance and ensure all triage and referral protocols meet the following standards:

1. Address all relevant behavioral health and substance abuse situations;
2. Define the appropriate level of urgency;
3. Define the appropriate setting of care; and
4. Use licensed practitioners to make decisions that require clinical judgement.

All ICRS quality reviews are in accordance with North Sound BH-ASO's Utilization Management (UM) plan and include oversight from North Sound BH-ASO's Medical Director, Crisis Services Manager and Quality Specialists.

Onsite quality reviews may include:

1. **Review Feedback Reports:** provides a finding summary and the BHA and/or regional compliance rates for each standard; and/or

2. **Remedial Actions:** applied in circumstance in which quality or compliance standards are not met and addition actions by the provider or subdelegate need to be addressed. All remedial actions are evaluated by IQMC discussed below.

Interrater reliability activities are conducted by North Sound BH-ASO Medical Director, clinical staff and crisis providers annually and reported to North Sound BH-ASO IQMC and ICRS Quality Committee.

ICRS Delegate and Provider Credentialing and Training

North Sound BH-ASO contracted agencies and providers are required to meet current credentialing standards and laws for crisis triage and referral services. Routine agency audits are conducted by North Sound BH-ASO to ensure providers of crisis services are credentialed and licensed to make any requested clinical triage and referral decisions.

1. North Sound BH-ASO requires its contracted agencies to comply with staffing requirements in accordance with WAC 246-341. Each staff member working with an individual receiving crisis services must:
 - a. Be clinically supervised by a mental health professional (MHP) or licensed by DOH
 - b. Receive annual violence prevention training on the safety and violence prevention topics described in RCW 49.19.030. The staff member's personnel record must document the training.
 - c. Have the ability to consult with one of the following (who has at least one (1) years' experience in the direct treatment of individuals who have a behavioral health condition):
 - i. A psychiatrist
 - ii. A Physician
 - iii. A Physician Assistant; or
 - iv. An ARNP.
2. North Sound BH-ASO will comply with Designated Crisis Responder (DCR) qualification requirements in accordance with Chapters 71.05 and 71.34 RCW and will incorporate the statewide DCR Protocols, listed on the Health Care Authority (HCA) website, into the practice of their DCRs.

ICRS agencies that provide triage and referral services must be supervised by licensed professionals with five years of post-master's clinical experience. Delegated organization or contracted providers are required to have available a licensed psychiatrist or a licensed doctor-level clinical psychologist for consultation regarding triage and referral decisions.

Additional delegate and provider credentialing requirements are found in North Sound BH-ASO Administrative Policy #1026.00.

ICRS Delegate and Provider's Internal Review Expectations

North Sound BH-ASO expects all ICRS agencies and providers to conduct internal review processes to ensure all triage and referral decisions meet administrative and clinical standards. Agency internal review processes may include, but are not limited to:

1. Interrater reliability assessments of triage and referral decisions;
2. Routine monitoring of crisis access and response metrics;
3. Quality improvement and reporting mechanisms; and
4. Licensure and credentialing reviews.

ICRS Policy and Protocol Workgroups

North Sound BH-ASO uses the ICRS Quality Management Oversight Committee workgroups to develop compliance standards of all ICRS related policies and protocols. North Sound BH-ASO's medical director and contracted provider involvement ensures all protocols are compliant with HCA, RCW and Federal standards and are responsive to the needs identified by providers of crisis services.

ICRS policy and protocol workgroup goals are to:

1. Routinely review policies and protocols against state and federal rulemaking;
2. Review best practices for all crisis, triage and referral services; and
3. Identify community needs and appropriate regional responses.

ICRS Quality Management Oversight Committee

North Sound BH-ASO's ICRS Committee is responsible for approving crisis policies, procedures and protocols that will be used by contractors to ensure documentation of all behavioral health crisis intervention outcomes and referral information. The North Sound BH-ASO maintains the ICRS Quality Oversight Committee and reports committee activities to the North Sound BH-ASO Internal Quality Management Committee (IQMC). The ICRS Committee consists of BH-ASO leadership and contracted crisis provider leadership. Additional representatives from other service systems and agencies may be invited on an as needed basis.

BH-ASO Committee Reporting

North Sound BH-ASO is responsible for conducting annual reporting of all oversight activities that are reviewed by the Internal Quality Management Committee (IQMC). IQMC ensures the documentation and tracking of quality improvement initiatives, collection and analysis of data and the evaluation of program reports to measure quality or initiate change in oversight.

Utilizing established and agreed upon methodology, North Sound BH-ASO conducts annual assessments and analysis of ICRS provider metrics to include regional utilization, clinical trends, and performance and evaluates this data to identify opportunities for improvement.

Recommendations for actions to be taken for continuous quality improvement will be documented and any recommendation for quality improvement projects will be conducted in accordance with the North Sound BH-ASO Quality Management Plan.

Utilization Management (UM) – Psychiatric Inpatient

North Sound BH-ASO provides a standardized Utilization Management (UM) protocol for inpatient psychiatric services funded solely or in part through General Funds-State (GFS). North Sound BH-ASO has established policies that outline UM methodology for determining when GFS resources are available and outlines the level of care guidelines for making authorization determinations. Please refer to North Sound BH-ASO Policy #3045.00 Eligibility Verification and Policy #1571.00 Authorization for Payment of Psychiatric Inpatient Services for General Funds - State

North Sound BH-ASO assures that all UM staff making service authorization decisions have been trained and are competent in reviewing and authorization of inpatient level of care as stipulated in Federal, State and BH-ASO HCA Contract requirements.

Delegation

North Sound BH-ASO delegates certain responsibilities in order to ensure the provision of a centralized crisis system. All delegation agreements will be mutually agreed upon and will describe the specific delegated activities and responsibilities.

North Sound BH-ASO requires any delegated organization to fulfill specific deliverables and ensures the provision of Protected Health Information (PHI) as specified in the BH-ASO delegation agreement and business associate agreement.

North Sound BH-ASO reviews delegated Quality Improvement (QI) programs which may include:

1. Annual review of the delegate QI program;
2. Annual file audit of complex case management;
3. Annual reporting with the BH-ASO Internal Quality Management Committee; and
4. Evaluation of the annual reporting

ICRS POLICIES

ICRS policies and Inpatient UM authorization criteria is made available on the North Sound BH-ASO website and a copy can be requested by calling (360) 416-7013.

ATTACHMENTS

None