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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: 5/3/2022 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) 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 North Sound BH-ASO oversight conducts all monitoring, on-site auditing and quality improvement activities for all behavioral health mobile crisis response, 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 contracts, Revised Codes of Washington (RCWs), Washington Administrative Code (WAC), state protocols, federal regulations and applicable North Sound BH-ASO policies.

INTERGRATED CRISIS RESPONSE SERVICES (ICRS)

ICRS includes a broad network of mobile crisis response, Crisis Stabilization, 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.

ICRS services include, but are not limited to:

1. 24/7 Toll-Free Regional Crisis Line (RCL);
2. Mobile Crisis Outreach Response;
3. Crisis Care Coordination and Referral Services;
4. Crisis Stabilization and Triage Services;
5. Substance Use Disorder Withdrawal Management; and
6. Community based outreach and referral programs

In addition, North Sound BH-ASO coordinates and collaborates with Managed Care Organizations (MCOs) and Behavioral Health Agencies (BHAs) for individuals identified as high utilizers of the crisis system. See North Sound BH-ASO Policy #1595.00 Care Coordination. North Sound BH-ASO Regional Crisis 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 oversight activities for ICRS includes:

1. Program and Provider Utilization Management Monitoring;
2. Onsite Quality Reviews;
3. Credentialing;
4. Delegate and Provider Internal Review Expectations;
5. Policy and Protocol Workgroups;
6. Quality Management Oversight Committee; and
7. Internal Quality Management Committee (IQMC) reporting

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

Provider and Program Monitoring

Monitoring of ICRS services ensures appropriate utilization and regional sustainability of least restrictive settings for behavioral health crisis and stabilization services. Monitoring activities span North Sound BH-ASO's Clinical Oversight Team (COT), Information Systems (IS), Fiscal and Contract departments. North Sound BH-ASO develops compliance and quality driven metrics 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, and service outcomes;
2. Agency or program adherence to relevant Revised Code of Washington (RCW), Washington Administrative Code (WAC) contract requirements or other applicable standards; and
3. 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. Service outcome data, to include effectiveness of care, access/availability, utilization/resource use and member experience of care.

Onsite Quality Reviews

North Sound BH-ASO conducts auditing activities that address relevant RCW, WAC, and State protocols or Federal rule compliance and ensures 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 Quality Management (QM) Plan and include oversight from North Sound BH-ASO's Internal Quality Management Committee (IQMC).

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.

Designated Crisis Responder (DCR) Provider Credentialing

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. North Sound BH-ASO requires its contracted agencies to comply with staffing requirements in accordance with WAC 246-341.

1. 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.
 - a. North Sound BH-ASO provides designation to all Regional Service Area (RSA) DCRs or confirms if the designation process is retained by the County under the authority of the North Sound BH-ASO Interlocal Agreement and the HCA contract.
 - b. Individuals seeking DCR designation provide the following documentation for review:
 - i. Attestation that the individual meets experience criteria in RCW 71.05.
 - ii. Active WA License, Qualifying Degree, or MHP designation documents.
 - iii. Copy of DCR bootcamp registration or certificate (to include 2-day SUD training certificate if completed prior to January 1,2020).
 - iv. Safety Training documentation within the past 24 months.
 - v. Professional Ethics training documentation within the past 24 months.
 - vi. DOH approved Suicide Prevention training documentation within the past 24 months.
 - vii. Any additional supporting documentation to support the application.
 - viii. Any additional supporting documentation requested during the designation process.
 - c. North Sound BH-ASO reviews all documentation submitted.
 - d. North Sound BH-ASO verifies eligibility based on information provided.
 - e. Each designee and the affiliated agency will receive a written letter of designation upon completion of document review which will occur within 15 calendar days.
 - i. Absence of qualifications will result in written notification of denial of designation.
 - f. North Sound BH-ASO DCR designation (or the County's confirmed designation) will be reported to its Credentialing Committee where it is endorsed and tracked.

ICRS agencies that provide triage and referral services must be supervised by licensed professionals. 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's Operations Committee and Leadership develop policies and protocols. North Sound BH-ASO's medical director and contracted provider involvement ensures all protocols are compliant with HCA, RCW, WAC, and Federal standards and are responsive to the needs identified by providers of crisis services.

Operational Committee 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

North Sound BH-ASO's Leadership is responsible for approving policies, procedures and protocols that will be used by contractors to ensure documentation of all behavioral health crisis intervention outcomes and referral information. This activity is reported to North Sound BH-ASO Internal Quality Management Committee (IQMC) and Leadership.

Crisis System Reporting

North Sound BH-ASO provides crisis system reports to include quarterly and annual reports. HCA reporting must include, but not limited to:

1. A summary and analysis about the North Sound region's crisis system, to include information from the quarterly Crisis System Metrics Report, callers funding sources (Medicaid, non-Medicaid, other) and caller demographics including age, gender, and ethnicity.
2. A summary of crisis system coordination activities with external entities, including successes and challenges. External entities addressed in the summary must include but are not limited to regional MCOs, community behavioral health providers, First Responders, partners within the criminal justice system, and Tribal entities.
3. A summary of how Individuals' crisis prevention plans are used to inform DCRs dispatched on crisis visits, reduce unnecessary crisis system utilization and maintain the Individual's stability. Include in the summary an analysis of the consistency of use and effectiveness of the crisis prevention plans.
4. Provide a summary of the development, implementation, and outcomes of activities and strategies used to improve the crisis system.

Behavioral Health ITA Services

North Sound BH-ASO has established standardized Utilization Management (UM) program for inpatient behavioral 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*.

Delegation

North Sound BH-ASO delegates certain responsibilities to ensure compliance with all crisis system operational requirements. 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.

ATTACHMENTS

None