

SUBJECT: ADMISSION/READMISSION PROCESS (NON-EMERGENCY)

EFFECTIVE
DATE: 04-05-11 (replaces 06-15-10)

APPROVED BY:

Reviewed (no changes): _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB to provide for the timely and orderly intake and admission/readmission of consumers into the appropriate services. If the CSB cannot provide services needed by the consumer, or if consumer needs services beyond the scope of what McIntosh CSB provides, referral and transfer to the appropriate external provider is an integral part of this process. The admission/readmission process is a critical first step in providing an orderly continuum of care.

PROCEDURE

- A. Admission/Readmission Process can occur by phone call to schedule appointment or by walk-in at the different outpatient sites at McIntosh Trail CSB.
1. The initial screening will start with the consumer's first contact. The first step is to begin completion of the SPOE (Single Point of Entry) process when the consumer presents in person or by phone.
 2. Once the initial questions of residency and payor source is answered and it is determined that McIntosh Trail is the most appropriate provider of care, a brief screening is conducted.
 3. Referrals are given to those not meeting core customer criteria or those needing services beyond the scope of those provided at McIntosh Trail.
 4. Once the consumer is determined eligible and the fee for care is determined, a process of completing a full biopsychosocial assessment begins. The assessor with the consumer completes the data collection and documentation necessary to determine initial problem list and level of care services. A preliminary diagnostic impression is given and a level of care determination takes place.
 5. The biopsychosocial assessment and the interpretive/integrated summary is completed. This summary is based on data from the assessment, is used in the development of the treatment plan and identifies any co-occurring disabilities which will be addressed in the development of the treatment plan.
 6. The consumer and the assessor complete the MICP/IPS/OTR and signs the plan.
 7. The case coordinator is identified for coordinating the appropriate care and service settings in accordance with the treatment plan (ISRP).

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PROCEDURE (CONTINUED)

8. Various screening tools are administered uniformly and utilized by trained staff including the CAFAS, GAF, LOCUS, BECK Depression Scale, ASAM Levels, SAD, etc.
 9. The psychiatric assessment is completed by a Psychiatrist or a Clinical Nurse Specialist and the diagnosis verified. The course of treatment is ordered.
- B. Time Frame for Admission/Readmission Process:
1. The time to get individuals into treatment varies depending on geographic location, but the agency follows as closely as possible the contractual agreement with the Department of Behavioral Health and Developmental Disabilities.
 2. The MICP/OTR/ISP is to be completed no later than 30 days from the first point of contact. APS Healthcare (Medicaid third party administrator) recommends that a Registration MICP is to be completed within 2 days and an Ongoing and/or a New Episode MICP is to be completed in 7 days. OTRs are to be completed per the CMO Requirements for authorizations.
- C. Consumer Education and Orientation during the Admission/Readmission Process:
- During the admission/readmission process, clinical, paraprofessional staff and clerical staff are responsible to provide information to the consumer/family/guardian that is appropriate to his or her or their needs and the type of services provided that is understandable to the individual/s being served. The orientation includes an explanation of:
- a. The rights and responsibilities of consumers in treatment, grievance and appeal procedures, and ways in which input can be given to the quality of care, achievement of outcomes, and satisfaction of consumers served.
 - b. McIntosh Trail CSBs services and activities, expectations, hours of operation, access to after-hours services, code of ethics, confidentiality policy, and requirements for follow-up for the mandated consumer served, regardless of his or her discharge outcome.
 - c. Financial obligations, fees, or financial arrangements for services provided by the agency.
 - d. Oriented to emergency exits, fire suppression equipment and first aid kits.
 - e. The program's policies regarding seclusion and restraint, tobacco usage, smoking, illicit or licit drugs brought to the treatment site and weapons brought to the treatment site are included for those individuals without internet access. All policies and procedures are on website at www.mctrail.org

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- f. Identification of the person who is assigned the case coordination.
- g. A copy of the program rules that identifies any restrictions the program may place on the consumer; events, behaviors, or attitudes that may lead to the loss of rights or privileges for the consumers served; means by which consumers may regain rights or privileges.
- h. Education of any advanced directives, if appropriate.
- i. Identification of the purpose and process of the assessment, a description of how the plan will be developed with a partnership of the consumer and his/her participation in the development of the plan, and information regarding transition criteria and procedures.
- j. When applicable, an explanation of the agency's activities which include expectations for consistent court appearances, and identification of therapeutic interventions such as sanctions, interventions, incentives and administrative discharge criteria are included.

Acronyms:

MICP = Multipurpose Information Consumer Profile
OTR = Order of Treatment Record
ISP = Individualized Treatment Plan
CAFAS = Children & Adolescent Functioning Assessment Scale
GAF = Global Assessment of Functioning
LOCUS = Level of Care Utilization System
ASAM = American Society of Addiction Medicine
SAD = Person's Scale (Suicide Assessment)
CMO = Care Management Company