

SUBJECT: MEDICAL SERVICES PLAN

APPROVED BY:

EFFECTIVE

DATE: 08-17-09 (replaces 09-13-04)

Medical Director

Reviewed (no changes): 03-21-11 _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB to provide medical management services for consumers served by the agency in mental health, developmental disabilities, and addictive diseases programs, following the policies and procedures developed to address medical management services.

Definition: Medical management services include physician, nursing, medication, pharmacy, dental, diagnostic laboratory examination, and dietary services. Physician services include: the physician's specialized assessment and therapeutic management of physiological, mental, and psychiatric manifestations in consumers; the provision of medications; an assessment of disability related needs for special medical regimens; monitoring the consumer's response to medication; and supervision of the consumer's therapeutic regimen for which the physician is responsible. A physician is responsible for all services provided by the agency to mental health and addictive diseases consumers and for all medical and psychiatric services provided by the agency to developmental disabilities consumers.

Physician supervision: Designated and approved staff may provide certain medical management activities in the course of implementing the physician's orders or in compliance with previously established protocol.

PROCEDURE

A. Medical/physician coverage:

1. The agency employs a physician who serves as the agency's Medical Director and oversees all medical services provided by the agency.
2. Each physician, registered nurse, licensed practical nurse, physician's assistant, nurse practitioner, or clinical nurse specialist who provides services is licensed by the State of Georgia. A copy of the current license is maintained in the clinician's personnel file.
3. The agency has a mechanism to provide emergency medical services not available at the agency sites within local community resources with written procedures available to staff who access these services.

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PROCEDURE (Continued)

4. The agency's plans to address the staffing pattern of physicians and other medical professionals is determined by the Medical Director in concert with the Leadership Team and the McIntosh Trail Community Service Board. The issues considered in determining medical/physician coverage are the populations served, the medical needs and other relevant characteristics of consumer populations. The agency conforms with the Medical Practice Act, Nursing Practices Act, and other applicable state and federal laws and is consistent with the requirements of state and other accrediting standards.
5. Local resources for medical services which are accessed by the agency include:
hospital emergency services, the coordination of psychiatric and medical treatment for individuals with significant medical problems with local private practitioners, coordination of psychiatric services with local medical practitioners for those individuals who are able to maintain stability with their psychiatric medications monitored and prescribed by local private physicians, and provision of medical management and physical examination by local private physicians for specialized populations.
6. The agency's medical staff is composed of physicians, nurses, and pharmacists. Physicians and advanced practice nurses are employed or on contract. The five area mental health centers are provided with physician coverage in accordance with the size of the population served. A physician is available directly or through telephone consultation to all area mental health centers every working day.

Medical staff services are available five days per week at one or more out-patient service sites within the seven county area.

A staffing chart (doctor's schedule) is developed and maintained by the agency's Medical Director and regularly updated with this information provided to each service site.

The developmental disabilities residential and service centers have access to physician services through the area mental health centers in the county where the site is located.

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The Crisis Stabilization Program provides mental health and addictive diseases residential crisis services. Urgent medical care for consumers in this service is provided through the hospitals in the county of residence of consumer or the nearest emergency medical facility, depending on the level of medical urgency and severity. Psychiatric services in the Crisis Stabilization Program are provided by on-site physician coverage, 24 hour phone access for psychiatric crisis stabilization, and collaboration with the Clinical Nurse Specialist.

Residential and day services have physician coverage according to needs.

7. The monitoring of physician coverage by the Leadership Team is based on information provided by each service site to periodically assess coverage to determine if the medical/psychiatric needs of the consumer population are being met within the current staffing pattern.
8. Licensed professionals in the category of Physician Assistants, Nurse Practitioners, and Clinical Nurse Specialists may perform many of the duties assigned to physicians, within the scope of law, and outlined in Practice Protocols. Practice Protocols will define the delegated authority to make assessments and psychiatric diagnoses, to assess the need for medication management and order necessary medications for consumers during crisis or initial assessments or to continue medication previously prescribed by the physician, as well as provide physical health assessments as indicated.

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The protocol provides for the authority to order necessary diagnostic treatments, provide documentation, and provide consultation and support to other clinical staff. The protocol authorizes the ordering of medications, including anti-depressants, anti-psychotics, anxiolytics, anti-Parkinsons, sedative hypnotics, and mood stabilizers and includes provisions for physician supervision and consultation.

B. Physician Responsibilities:

A physician is responsible for medical and psychiatric services provided by the agency for consumers of mental health, developmental disabilities, and addictive diseases services.

1. Whenever possible, consumers will be seen by medical staff according to the following: (a) all new MH consumers will be seen by MD/CNS on same day if urgent, within 30 days if routine, and within 5 business days if being discharged from State hospital; (b) ongoing consumers will be seen by MD/CNS on same day if urgent and at least every six months if routine; (c) if consumer/family request earlier appointment, consumer will be seen by MD/CNS within one week, whenever possible; (d) AD consumers will be seen by medical staff based on state contract expectations.
2. Physician supervision: Designated and approved staff may provide such medical management activities as medication administration and monitoring, screening for physiological conditions, screening for need to schedule assessments by the physician, and other tasks in the course of implementing the physician's orders.
3. The agency has policies and procedures which address the provision of medical/psychiatric services, physician responsibilities, and parameters of practice. (Policy 2110: Physicians' Responsibilities)
4. The agency's policies and procedures address medical assessment or supervision of qualified staff's assessment of physical and mental symptomatology, including physical examinations and prescription of all medical procedures and laboratory screening. (Policy 2115: Physical Health Assessment)
5. Provision of medical services also includes: coordination with the local Health Department for appropriate consumer services; coordination with community physicians to share necessary information; review of physical examination and medical reports for consumers of developmental disabilities services; and notification of consumer or supervision of notification of consumer of any medical complications or conditions identified in the assessment.
6. The agency's policies and procedures provide for the Medical Director's supervision and oversight of pharmacy services and participation on the Pharmacy and Therapeutics Committee.

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PROCEDURE (Continued)

7. The agency's policies and procedures also address physician documentation in the consumer record; the prescription, monitoring, modification, discontinuation of all medications; and direct involvement with coordination of the medical and psychiatric services provided to consumers of mental health, developmental diseases, and addictive diseases services. (Policy 2202: Medication Use and Monitoring; Policy 2110: Physicians' Responsibilities; and Physician's Manual)

C. Nursing Services

1. Nursing services may be provided by Registered Nurses, Nurse Practitioners, Licensed Practical Nurses, and Advance Practice Nurses including Clinical Nurse Specialists. The provision of nursing care occurs according to accepted nursing procedures.
2. Direct consumer care by nursing staff includes medical history and limited physical assessments for those individuals for whom it is indicated or ordered, administration of oral and injectable medications as ordered, and venipuncture as ordered for laboratory studies.
3. Nursing staff with appropriate clinical training also perform the duties of case management and ongoing psychotherapy.
4. Nursing staff by virtue of their medical training are sources of information to consumers about the psychiatric and medical aspects of their illnesses, medication reactions and side effects, and consultation/education for families and caretakers as well as non-medical clinical staff.
5. Nursing services provided by the agency are performed within the scope of the Nursing Practices Act.
6. When the provision of nursing care involves administration of medication, supervision of self-administration of medication or any procedure for laboratory study, the nurse will utilize at least two forms of patient identification to insure safety and accuracy.

D. Medication

The agency has written, implemented policies and procedures which relate to the prescription of medication by an agency physician, procedures for obtaining a preliminary drug and medication history, procedures for ongoing evaluation of medication, and procedures regarding medication administration, self-administration of medications, adverse drug reactions, medication monitoring, medication and drug allergies, and use of previously prescribed medications. (Policy 2110: Physicians' Responsibilities; Policies 2202, 2205, 2206, 2207, and 2208 - Pharmacy Section)

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E. Pharmacy Services

1. Pharmacy services are coordinated, supervised, and operated by a Registered Pharmacist under supervision of the Medical Director in keeping with all state and federal regulations relating to such activities.
2. The agency's policies and procedures cover pharmacy services, including policies relating to pharmacy operations, drug utilization, medication monitoring, Pharmacy and Therapeutics Committee, adverse drug events, medication incidents, medication administration and supervision of self-administration, and Pine Woods policies related to medication and pharmaceutical services through community based local pharmacies. (Policies 2201 thru 2218 - Pharmacy Section)
3. In-service training is available to staff and consultation/education to consumers on issues of basic pharmacology, including medication side effects.

F. Dental Services

Dental services are not provided directly as an agency service but are facilitated for consumers on a referral basis. Consumers of mental health and developmental disabilities residential services should receive an annual dental screening. Results of the dental screenings and follow-up for dental treatments, if appropriate, are documented in the consumers' records.

G. Diagnostic Laboratory and Examination Services

1. Diagnostic laboratory and examination services, other than waive testing, are not offered directly by the agency. Such tests would be ordered by a physician or advance practice nurse to provide monitoring of a consumer's physiological status, to facilitate diagnosis or monitoring of disability and to provide monitoring as appropriate to medications prescribed. Appropriate local or contract laboratories are utilized.
2. The agency's policies and procedures address the review of results of such diagnostic laboratory tests, including appropriate communication and documentation. (Policy 2202: Medication Use and Monitoring; Policy 2206: Use of Clozapine; and Physician's Manual)
3. Waived testing is conducted where certified.

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H. Nutrition:

1. Review of nutritional status is provided for each consumer through the initial biopsychosocial assessment which is reviewed by the physician.
2. Meals, when offered by the agency as part of the agency operated residential or day service, provide good nutrition and accommodate the medically prescribed special dietary needs of the consumers to whom food is served.
3. Meals served to consumers are obtained through an environmental health approved source with dietitian consultation available for consumers with special dietary needs.

I. Pain Screening:

- A. All consumers are screened for pain as part of the initial biopsychosocial assessment. Clinicians will insure that consumers understand and complete the screening questions.
- B. The consumer's perceptions related to the severity, management and effects of pain are incorporated in the integrated summary.
- C. Medical staff will review the pain screening during the initial psychiatric assessment and as part of the review of the biopsychosocial assessment.
 1. Medical staff will recommend referral for management of pain when functional effects are rated severe and when current management is ineffective.
 2. Medical staff will monitor and reassess pain complaints and management as part of ongoing physical health assessment at subsequent office visits.
 3. The scope of treatment of this agency does not include the regular prescription of treatments for chronic or acute pain management. The scope of treatment may include recommendations for non-prescription pain management techniques.