

GREATER COLUMBIA BEHAVIORAL HEALTH

Policies and Procedures

Category: Clinical
Approved On: 10/31/2005
Approved By: The Board of Directors
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No: CL318.00

Title: Consumer Participation in Service Planning
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I. Scope:

This policy applies to GCBH, GCBH Providers (Member Governments and subcontractors.)

II. Purpose:

To ensure that Provider agencies that contract with GCBH provide a full range of continuum of crisis, outpatient, residential and inpatient services, designed from a “recovery oriented perspective”, to all eligible persons living in the GCBH network.

As a part of implementing a recovery based services, the provider must seek full involvement of the consumer and/or family in individualized service planning (also referred to as Treatment planning). The provider shall collaboratively develop a service plan based on the strengths and needs that will incorporate innovative approaches to providing medically necessary care, specifically tailored to the consumer and/or family with regard to their particular community, culture, age and gender.

III. Process/Procedures:

A. Providers must train all employees in the principles of recovery. Training must be documented in each employee’s training file.

1. GCBH embraces the following Principles and Values for Recovery:

- a. All people function on a continuum of wellness and move back and forth on that continuum.
- b. The expectation is that all people will return to a higher place on that continuum. Treatment should be provided to assist in this process.
- c. Mental illness is an event on that continuum. It does not define the person.

- d. We recognize and value each individual's human experience.
 - e. The person receiving the services controls the recovery process and as often as possible, will direct that treatment.
 - f. The mental health system and the person receiving services are a part of the entire community, not a segregated entity. Services offered should be integrated with the community at large.
 - g. The mental health system shall recognize the various life domains of each person. Services delivered shall connect the individual with the community to enrich each of these life domains. This connection moves the individual higher on the wellness continuum.
 - h. Recovery requires recognition by all participants of each person's unlimited potential. It compassionately encourages self-determination through respect, support, meaningful choices and understanding.
 - i. Recovery is maintained and achieved through a continuum of connected, relevant, supportive and individualized services. It should be provided in a manner that is understandable to every consumer regardless of language, culture, literacy level or cognitive ability.
- B. In order to ensure that consumer input drives the treatment planning process, providers must:
1. Write plans in general terms that consumers/family members can understand.
 2. Indicate on the plan the consumer's voice. For example use quotes to indicate the consumer's actual words or provide a section for the words of the consumer.
 3. Obtain the consumer's signature, approving the treatment plan and provide the consumer a copy of the treatment plan. The plan should also contain the names and phone numbers of the staff involved in the developing the treatment plan with the consumer.
 4. Review plans with the consumer (and/or family) as frequently as needed but no greater than at six month intervals.
 5. Due to consumers not being able to always fully participate at initiation of services, providers must ensure that regular review allows for consumer input as they continue on the path to recovery.
 6. Allow for family/significant other input in plan, at request of consumer. The consumer requests for family/significant other input must be documented on the treatment plan.
 7. Ensure that treatment plans are based on the hopes, recovery needs, resilience and strengths of the consumer.
 8. Encourages the use of natural support systems in the delivery of services and where possible promotes connections to community based systems of that also can aid in the person's recovery. Such services, whether formal or

informal, often allow for the “normalization” of an individual and may include such settings as churches, social clubs, athletics, social service agencies and/or school systems.

- C. GCBH staff will be directly responsible for developing community education about behavioral health services and stigma reduction educations about behavioral health disorders.
- D. GCBH will ensure compliance with this standard through its ongoing contract compliance audits. The concept of recovery and consumer involvement in their treatment planning (often referred to as “consumer voice”) is included in the GCBH Clinical Chart Review Tool (see attachment A).

IV. Expected Outcome (s):

- A. Consumers will have an active voice in the development of their individualize service plans.
- B. Providers will develop consistent, recovery based, treatment planning processes to ensure such participation.

V. Scheduled Review of this Policy:

The review of the GCBH policies and procedures manual is on a two year cycle. The GCBH policy review and revision approval process is a three month process. This policy is scheduled to be reviewed every second year:

- A. by GCBH staff by September of even years,
- B. by the Regional Advisory Board (RAB) by October of even years,
- C. by the GCBH Board of Directors by November of even years, and
- D. outside of the schedule if required.