

GREATER COLUMBIA BEHAVIORAL HEALTH Policies and Procedures

Category: Quality Management
Approved On: 08/02/2005
Approved By: The Board of Directors
Revised: 00/00/00
Effective Date: 15 days from approval/ last revision date

No: QM504.00

Title: Ensuring Non-Discrimination of Service Provision for Consumers with Complex Care Needs

I. Scope:

This policy applies to GCBH, GCBH Member Governments and subcontractors.

II. Definition:

A consumer with complex care needs is an individual who requires:

- A. the services of multiple providers; or,
- B. the involvement of multiple community agencies; or,
- C. the frequent use of high intensity services; or,
- D. a level of support due to the consumer community profile (such as legal issues or media attention); or,
- E. the delivery of services to the extent that they are above the 90% percentile in terms of their cost of services.

III. Purpose:

- A. To ensure that consumers with complex care needs are not treated in a discriminatory manner due to their complexity.
- B. To address identified concerns about potential discrimination of consumers with complex care needs.

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- C. To utilize the Contract monitoring process to ensure that consumers with complex care needs are not treated in a discriminatory manner.

IV. Process/Procedures:

- A. GCBH and GCBH Member Governments/Provider Agencies will cooperate with the Ombuds Services in researching and resolving any consumer, family or provider reports of discrimination of complex care needs consumers.
- B. A pre-specified number of cases with complex care needs will be requested during Annual contract monitoring for a chart review to determine if consumers were treated in a discriminatory manner due to complexity or cost.
- C. If through the Ombuds services, periodic chart review or other areas observed during the Annual contract monitoring, any issues are identified concerning discrimination of consumers with complex care the contractor must address such issues immediately and a Plan of Correction will be provided to GCBH within 30 calendar days that details how the issues were resolved. GCBH will follow-up periodically, to ensure that the Plan of Correction was fully implemented.

V. Expected Outcome (s):

- A. That consumers with complex care needs are not penalized and receive services in a non-discriminatory manner.
- B. That GCBH and GCBH Member Governments/Provider Agencies remedy issues concerning service discrimination, if such issues surface.

VI. 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 February of odd years,
- B. by the Regional Advisory Board (RAB) by March of odd years,
- C. by the GCBH Board of Directors by April of odd years, and
- D. outside of the schedule if required.