



North Sound Behavioral Health Organization, LLC

301 Valley Mall Way, Suite 110, Mount Vernon, WA 98273
<http://northsoundbho.org> • 360.416.7013 • 800.684.3555 • F 360.416.7017

North Sound BHO Contract Memorandum 2016-004

Date: May 2, 2016

To: Tom Sebastian, Compass Health and Compass Whatcom
Donna Konicki, Bridgeways
Michael Watson, Lake Whatcom RTC
Will Rice, Catholic Community Services Northwest
Claudia D'Allegri, Sea Mar
Jim Lovick, Snohomish County Executive
Phil Smith, Volunteers of America
Randy Polidan, Interfaith
Sue Closser, Sunrise Services
Robert Sullivan, Pioneer Human Services
Beratta Gomillion, Center for Human Services

From: Joe Valentine, Executive Director

Subject: Revised Policy

Policy 1577.00 – Evaluation and Treatment Facilities Refusal and Review Process

This revised policy has been through the complete review and approval process. The Executive Director signed and approved this policy April 29, 2016.

Full implementation of this policy should occur no later than 60 days after this memo.

cc: Cindy Ferraro, Bridgeways
Heather Fennell, Compass Health
Kay Burbidge, Lake Whatcom RTC
Pat Morris, Volunteers of America
Katherine Scott, Sea Mar
Richard Sprague, Interfaith
Danae Bergman, Center for Human Services
Jackie Henderson, Island County Coordinator
Barbara LaBrash, San Juan County Coordinator
Rebecca Clark, Mental Health Program Coordinator Skagit County
Anji Jorstad, Snohomish County Coordinator
Anne Deacon, Whatcom County Coordinator
Contract File

Effective Date: 6/17/2010; 1/7/2010; 9/15/2009
Revised Date: 2/25/2016
Review Date: 2/25/2016

North Sound Behavioral Health Organization

Section 1500 – Clinical: Evaluation and Treatment Facilities Refusal and Review Process

Authorizing Source: RCW 71.05, 71.24, WAC 388-865, WAC 246-337

Cancels:

See Also:

Providers must comply with this policy and may develop individualized implementation guidelines as needed

Approved by: Executive Director

Date: 4/29/2016

Responsible Staff: Deputy Director

Signature:

POLICY #1577.00

SUBJECT: EVALUATION AND TREATMENT FACILITIES REFUSAL AND REVIEW PROCESS

PURPOSE

To define a standardized review process when a request for admission is refused by North Sound Behavioral Health Organization (BHO) Regional Evaluation and Treatment facilities (E&Ts).

POLICY

The North Sound BHO contracts with Compass Health and TELECARE to provide E&T services to individuals in the region.

Disagreements regarding the appropriateness of an admission to the E&Ts may occur between Emergency Department (ED) providers, Designated Mental Health Professionals (DMHP) and the E&T staff. If E&T staff has made a decision not to accept an individual for admission, the procedure outlined below shall be followed.

PROCEDURE

- A. Refusals of admission to the E&Ts shall be made by the E&T psychiatric provider or designee.
- B. If a request for admission to the E&T is refused, the ED physician or DMHP Manager or designee may ask for a consultation with the E&T psychiatric provider or designee to attempt to resolve the disagreement over the decision.
- C. If that consultation does not resolve the disagreement, either party may request a review of the decision with North Sound BHO within one (1) business day of the disputed refusal. This can be done by secure email or by calling North Sound BHO at 1-360-416-7013. Documentation supporting the disputed refusal will need to be submitted to North Sound BHO within three (3) business days of the initial request.
- D. North Sound BHO will review the denial as a retrospective review in consultation with the North Sound Medical Director.
- E. North Sound BHO/North Sound BHO's Medical Director will provide consultation/review findings to all parties if requested.
- F. E&T staff shall maintain documentation of all refused admissions to the regional E&Ts. At a minimum, the documentation shall include the name and date of birth of the individual refused admission, the time and date of request for admission, the time and date of the decision to refuse admission and the reason for the refusal.

ATTACHMENTS

None