

CHAPTER Service Delivery	CHAPTER 02	SECTION 004	SUBJECT 30
SECTION Clinical and Support Services		DESCRIPTION Emergency Services Staffing Coverage	
WRITTEN BY Roy Ramirez, M.S., Clinical Supervisor	REVISED BY Taylor Volpe, LMSW, Triage Supervisor		AUTHORIZED BY Brooke Sankiewicz, LMSW, CADC, CEO

APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) provides emergency mental health services.

STANDARDS:

- A. Triage Staff provides emergency interventions 24 hours a day, seven days a week.
- B. Each request for service in an emergency receives an initial evaluation and disposition based on the level of an individual's need.
- C. Triage and emergency services team utilizes statewide crisis reporting system, Michigan Crisis and Access Line (MiCAL).
- D. During open clinic hours, the Triage supervisor is responsible for ensuring a person presenting in a crisis is seen by staff within 15 minutes.

PROCEDURES:

- A. The Triage supervisor assigns primary and secondary (back-up) Triage staff to cover each workday.

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1. A staff member does not schedule appointments for their assigned coverage time.
 2. Support Staff are provided with the Triage coverage schedule.
 3. Refer to 02.004.30 Emergency Services Staffing Coverage work instructions.
- B. When a person calls or walks into the agency, an unlocked outpatient facility, and indicates they are in crisis, the receptionist notifies the Triage staff on duty. Staff assess the situation and determines what further services are needed.
1. Staff are available to meet the demand of the crisis, including nursing staff, behavioral health clinicians, prescribers (may be virtual), peer support specialists and/or recovery coaches, as needed.
 2. Identify the immediate needs of the person served, de-escalate the crisis, and offer the least restrictive setting for the person served.
 3. Assessments may include:
 - a. Physical health screen
 - b. Level of care determination
 - c. Short term stabilization, and/or
 - d. Support facilitating transitions of the person served
- C. Triage staff meet daily with the Triage supervisor. During these meetings, problems are addressed and resolutions are sought to ensure quality care is provided. Additionally, the Triage supervisor provides skills training sessions to meet staff needs.

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- D. LCCMH contracts with an after-hours on-call crisis response service to provide crisis intervention and notify LCCMH Triage staff in case of after-hours emergencies needing staff deployed, including tele-health and face-to-face contact with a mobile team. The after-hours on-call crisis response service provider receives calls any time the agency is closed.
- E. Compensation for after-hours work is subject to the terms specified in the collective bargaining contract or the provider contract covering the services of the assigned staff. See LCCMH Policy 05.001.75 Time Sheets Absence from Scheduled Work.
- F. The MiCAL Care Coordination agreement ensures effective communication, data exchange, and coordinated care between MiCAL and the agency supporting timely crisis intervention and ongoing client support.

DEFINITION:

Michigan Crisis and Access Line (MiCAL) - a component of LCCMH's comprehensive crisis system to support crisis alerts, initiate contact with individuals in crisis, and referrals to services.

REFERENCES:

LCCMH 02.004.30 Emergency Services Staffing Coverage Work Instructions
LCCMH Policy 05.001.75 Time Sheets Absence from Scheduled Work

TV:js/rb

Supersedes: #10/08061 dated 10/29/2008