

CHAPTER Service Delivery	CHAPTER 02	SECTION 004	SUBJECT 30
SECTION Clinical and Support Services		DESCRIPTION Emergency Services Staffing Coverage	
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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 provide emergency interventions twenty-four 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 need.
- C. Triage and emergency services team utilizes statewide crisis reporting system Michigan Crisis and Access Line (MiCAL).

PROCEDURES:

- A. During open clinic hours, the Triage Clinical Supervisor is responsible for ensuring a person presenting in a crisis is seen by triage staff within 30 minutes.
 - 1. The Triage Supervisor assigns primary and secondary (back-up) Triage staff to cover each workday.

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- a. A staff member does not schedule appointments for their assigned coverage time. If an assigned staff member attends a meeting in the building, they must inform the reception desk staff of their whereabouts so they can be notified of a crisis call or walk-in. If an assigned staff member has a planned vacation or day off, it is their responsibility to meet with their supervisor to discuss coverage. The assigned staff member must notify the reception desk staff of change in coverage.
2. When a person calls or walks into the agency and indicates they are in crisis, the receptionist notifies the Triage staff on duty. Staff assess the situation and determine what further services are needed.
- B. Support Staff are provided with the Triage coverage schedule. If clarification is required (due to staff absence, etc.), support staff informs the Triage Clinical supervisor immediately. Information calls regarding the location of the agency, appointment times, etc., are handled at the reception desk. Calls from persons served with open cases are referred to the primary case holder. Any calls from hospitals are referred immediately to the hospital liaison or the Clinical supervisor.
 - C. The staff providing Triage coverage meets on a daily basis with the Clinical supervisor. During these meetings, problems are addressed, and resolutions are sought to assure quality care is provided. In addition, during these meetings, the Clinical supervisor provides skills training sessions to meet staff needs.
 - D. The agency has contracted with Protocall to provide crisis intervention and notify LCCMH Triage staff in case of after-hours emergencies needing additional interventions. Protocall receives calls any time the agency is closed.
 1. At the close of the business day, the last clerical support staff person on duty at the agency's reception desk has the responsibility of switching telephone service to enable in-coming calls to be transferred to Protocall.
 - E. After-hours emergency services are provided by master-level clinical staff. A schedule of workers designated for specific weeks is prepared by the Clinical

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supervisor. For these purposes, each week begins on Monday at 5:00 p.m. and ends the following Monday at 8:00 a.m., although the schedule may vary from time to time. In the event the agency is closed because of a holiday or staff development, Triage staff discusses coverage for those days in the daily Triage Meeting. If an occasion arises when a staff person is not able to provide emergency service coverage for their designated week, the staff person is responsible for contacting the Clinical supervisor to discuss coverage.

1. The Triage worker on duty is responsible for taking the cell phone with them at 5:00 p.m. on Monday and passing it to the next emergency worker on rotation at the end of the assigned coverage time.
 2. A Triage staff member may be required to complete a face-to-face assessment, evaluate or interview a person served during closed clinic hours. It is recommended such after-hours, face-to-face emergency services be conducted at the local hospital emergency room or the county jail.
- F. 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. A reimbursement request (LCCMH Form #38a) is to be completed by the assigned Triage worker, submitted to the Triage Supervisor for signature, and entered on the electronic timesheet.
- G. MiCAL is a component of LCCMH's comprehensive crisis system to support crisis alerts, initiate contact with individuals in crisis, and referrals to services. 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. As part of engaging with care coordination with MiCAL Triage and emergency services team:
1. Logs into their account, receives, and acknowledges referrals at least once during a business day.

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2. Updates and completes any agency account details in the MiCAL secure portal regarding a person served identified by the emergency services and triage team who has potential to engage with the MiCAL crisis system.
3. Follows up on referrals from the MiCAL alert system within one business day through preferred contact method detailed in reporting system for the provision of crisis services, handoffs, and referrals to treatment.
4. Utilizes crisis alert function, and exchanges information in MiCAL's secure portal as needed for the safety of community and agency needs.

REFERENCES:

LCCMH Form #38a

TW: js

This policy supersedes
#10/08061 dated 10/29/2008.
