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Behavioral Health Services

Behavioral health services are designed to improve and enhance the emotional, mental, and behavioral health of the organization’s targeted client population. Services may include but are not limited to counseling or psychotherapy, psychiatry and psychotropic medication evaluation and management, crisis intervention and emergency services, consultation, and outreach, prevention and referral services.

This chapter is applicable if any licensed or certified behavioral health clinicians are providing services. This includes psychiatrists, psychologists, licensed professional counselors, licensed social workers, licensed family and marital therapists, certified addiction counselors or any other certified or licensed behavioral health provider.

Behavioral health services are provided in accordance with all ethical practices, professional practices, and legal requirements. Such an organization has the following characteristics.

Standard	Compliance			
	SC	PC	NC	NA
A. Behavioral health services provided are limited to those approved by the governing body, consistent with the overall mission of the organization, and responsive to the diverse needs of the population being served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Goals and objectives of the behavioral health services are included in the organization’s planning process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The plan for behavioral health supports issues central to diversity, equity, and access to care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The scope of services, hours of operation and methods of delivering programs, services, and resources reflect and meet the needs of the population served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The description of services includes program goals and objectives, treatment modalities offered, and an identification of the population served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The scope of services is communicated to the population served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Behavioral health services are provided in accordance with all applicable federal, state, and local requirements, and to appropriate standards of professional ethics as reflected in the disciplines of the behavioral health providers within the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. The organization has sufficient and appropriate resources to support the delivery of quality behavioral health services. These resources include but are not limited to facilities, equipment, providers, and clinical and administrative support staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Services are readily accessible and conveniently located.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staffing patterns are adequate to provide services in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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a. Case load assignments allow for a balance between direct service hours, administrative time and case management time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Appointments are scheduled at intervals consistent with client needs/severity of symptoms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Adequate technology is provided to support the achievement of the behavioral health service's mission and goals. The technology and its use must:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. Comply with institutional policies and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Comply with relevant laws.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Protect client/patient confidentiality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Space is sufficient to ensure privacy and confidentiality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The use and placement of security cameras, panic buttons and other safety measures have been appropriately assessed and implemented without compromising the privacy or confidentiality of clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Behavioral health services are provided under the direction of a licensed professional who has been privileged by the organization's governing body to provide such oversight.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. The director has the necessary education, licensure and experience to provide leadership and direction for the coordination, recruitment, training, supervision, development, and evaluation of professional and administrative staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The director is responsible for oversight of the resources and activities of the behavioral health service, including the administration of procedures related to the quality of services provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Behavioral health services are provided only by licensed or certified health care professionals competent to perform them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Professional staff members have been granted privileges to provide specific behavioral health services, or have clearly defined job descriptions which outline the services they may provide.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Clinical supervision and case consultation are available for professional staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional staff members providing clinical supervision have the appropriate expertise, licensure/certification and training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Ongoing in-service training and professional development opportunities are provided for professional staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. There is documented evidence of annual training focusing on mandated reporting policies, such as reporting child and elder abuse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The organization provides for cultural competence training based on the population served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The organization holds staff accountable for integrating cultural competence training into their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Staff receive annual education and training on the identification, prevention and treatment of suicidal behaviors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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G. Paraprofessionals and support staff assisting in the provision or administration of behavioral health services:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Are supervised by professional personnel who possess applicable educational credentials and work experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Have adequate specialized training to carry out their duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Each client's clinical record contains initial behavioral health and medical histories.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Both qualitative and quantitative measures are used to make appropriate assessments related to client functioning, presenting problems, and treatment/disposition recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J. A written and signed informed consent of the client is present in the clinical record at the start of treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. The informed consent is inclusive of the type and scope of treatment provided, treatment expectations and parameters, potential risks and protections related to treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Instances of limited confidentiality are clearly articulated, reviewed with the client, and acknowledged by signature.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Client/patient consent is obtained for the coordination of care with family members and/or significant others who play a role in the plan of care or treatment of the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K. The client-centered behavioral health treatment plan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Includes goals of treatment and specific measurable objectives which are achievable, time specific and appropriate based on the needs of the client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Lists therapies, medication management, and other modalities of care and treatment, as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Is developed with the participation of the client, and there is documented evidence of the client's participation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Is updated periodically based on client status and progress on objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L. The clinical record is periodically updated with documentation related to the assessment and management of:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Risk of harm to self or others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. All known or potential co-morbidity disorders including addictive behaviors and substance abuse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Client self-understanding and level of motivation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Mental status, presenting symptoms and current functioning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Progress on client-centered measureable goals and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Client self-management strategies that assist clients in practicing activities that reduce negative symptoms and improve quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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M. Clinical record entries also address:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Discharge/termination planning, as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Collaborative after-care plans and transitions to other services, as applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N. If psychiatric care and psychotropic medication evaluation and management are provided:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. A comprehensive psychiatric and medical health history is present in the clinical record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Timely follow up of medication evaluation is documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Documentation regarding the efficacy of the medication regimen is conducted on a regular basis and side effects are routinely assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Collaboration between services is documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O. Behavioral health care is coordinated with medical care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. The clinical record contains documentation of any consultation, referrals and follow-up between medical care and behavioral health professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. There is a system in place for medical care and behavioral health to communicate regarding shared clients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Relevant information such as the client/patient problem list, medications, allergies, and progress on objectives is available to all treating providers in medical care and behavioral health.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P. The organization has adopted written policies and procedures regarding:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Consistent client confidentiality and privacy assurances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. Release of information practices assure that information is released only at the written request or concurrence of a client who has full knowledge of the nature of the information being released and of the parties to whom it is released.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Statements of ethical standards specify limits in which disclosure to appropriate authorities without consent is authorized or mandated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Safety and security of staff, clients, and the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The security, confidentiality, and backup of data, as well as compliance with privacy laws.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q. The organization has adopted written policies for:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. The appropriate and timely triage of clients based on presenting symptoms, acuity and level of care required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. There is a written policy which addresses the initial and periodic assessment of alcohol and other drug use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The management and follow-up of client/patients who miss appointments and/or drop out of treatment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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4. The behavioral health treatment of minors, if applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. If the organization provides consultation services, it has adopted written policies for the provision of consultation services as needed to other appropriate entities, staff, caregivers and the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R. The behavioral health service actively participates in the organization's peer review, quality improvement and risk management programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Policies are in place for staff input and participation in quality improvement activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. A system is in place for the documentation and reporting of incidents and adverse events consistent with organizational policies and AAAHC Standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Professional staff members participate in regular peer review activities consistent with organizational policies and AAAHC Standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S. The behavioral health service has a system in place for consistent assessment and evaluation of services, including client satisfaction with services and outcome-based evaluation related to treatment efficacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T. Crisis intervention and emergency services are directly provided or coordinated with other departments/agencies to meet the diverse needs of the population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Psychiatric services are available and can be accessed in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Staff has the necessary training and education to appropriately provide assessment services related to the urgent behavioral health needs of the population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Written policies are in place for the appropriate referral of clients who may be in crisis, or who require a higher level of care than can be provided by the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Written policies are in place for the documentation of timely follow-up and tracking of referrals and coordinated care plans.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Counseling services have procedures and guidelines consistent with institutional policy for responding to threats, emergencies, and crisis situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Systems and procedures are in place to disseminate timely and accurate information to clients, the community, and appropriate external organizations during emergency situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Clients presenting with high acuity, imminent danger, and/or high-risk behaviors are adequately monitored with appropriate treatment planning and service provision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ethical principles, relevant statutes, and local mental health guidelines are used in responding to crisis situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Behavioral health staff members have access to legal counsel when necessary and are provided with information regarding legal issues such as the handling of subpoenas, warrants, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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U. Referral services are provided:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Information on referral resources within the institution and in the community is provided to the client and his/her family, as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Referral resources are consistently evaluated for availability and affordability to meet the needs of the population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Appropriate information is provided to the referral entity and documented in the clinical record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Policies are in place to assure coordination of care when treatment is shared or transferred to other entities, including after-hours crisis care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V. If outreach and prevention services are provided:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1. Such services are based on data obtained through needs assessments, national data sources or other relevant data sources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Prevention programming focuses on issues related to risk reduction, wellness and quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Policies are in place for evaluating the efficacy of the outreach activities provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. When outreach programs are conducted, there are policies in place for the identification and care of individuals who need immediate services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>