

ENCOMPASS FAMILY HEALTH HOME
Care Management
Policy & Procedure Manual

Care Management Policy #9 On-Call Crisis Intervention

Effective Date: 9/18/13

Revised Date: 5/1/16, 9/1/16

Policy: Encompass Health Home Care Management programs will provide 24 hour access to Care Management to provide support and assist clients in obtaining needed interventions during crisis situations.

Procedure:

- A. Upon enrollment, Participants/Families will be provided with contact information for the Agency, the Care Manager, as well as alternate numbers that can be utilized after normal business hours, to address any general concerns, issues, or after hour emergencies.
- B. Participants/Families will be educated on the use of all contact numbers, and Care Managers will re-review the information on a periodic basis.
 1. It is the responsibility of the Primary Care Manager to ensure that their Participants/Families have been given the after hour's On-Call phone number, and are encouraged to use the Care Manager, or On-Call number as their first point of contact for consultation regarding medical and behavioral health needs.
- C. Care Managers /Supervisors will notify On-Call Care Manager Staff daily of any ongoing issues with Participants/Families that are carried over from normal business hours.
- D. After normal Agency business hours the On-Call number will be activated and available to address any general concerns or crisis situations. (*See On-Call General Procedure*)
- E. When responding to an emergency/crisis call, On-Call Care Managers will do the following:
 1. Assess the crisis;
 2. Determine if a visit to an Emergency Program is warranted (if Participant is suicidal, homicidal or in physical distress);
 - i. If Emergency visit is indicated, On-Call Care Manager will call 911 or instruct the caller to call 911 to be transported to the hospital; or will arrange for immediate transportation to emergency services.
 - a. On-Call care Manager will accompany Participants/Families to the Emergency visit if needed.
 - ii. If Emergency visit is not warranted, then On-Call Care Manager will provide the necessary coordination, support, interventions and/or assistance to resolve the Participants/Family's issue.
 - a. This may include contacting the Primary Care Physician to schedule a priority appointment; referring to an open walk-in clinic; arranging for immediate individual or family supports or respite services.
 - b. The Participants Managed Care Plan can be contacted to assist with coordinating care with providers within the network, and securing primary appointments for its members.

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- iii. On-Call Care Manager will review with the Participant/Family their Crisis/Safety Plan, their Plan of Care or emergency contacts for additional information and support.
 - iv. If appropriate, the On-Call Care Manager will provide identified interventions for deescalating the crisis.
 - v. If the need for an immediate resolution does not exist, then On-Call Care Manager and Participant/Family will agree on the most viable, temporary solution. The On-Call Care Manager will contact the Primary Care Manager or Direct Supervisor to discuss, and relay pertinent information.
 - vi. Following the crisis, the Primary Care Manager will follow up with the Participant/Family to debrief, and develop prevention strategies to be added to the Plan of Care/Safety Plan.
- F. Documenting a Call:
- 1. When receiving a call after hours, the details of the call will be documented in Netsmart under the Participants care notes.
 - 2. On-Call staff will then indicate if all Care Team Members will receive the notice or just the specific Care Manager and Direct Supervisor.
 - i. The Primary Care Manager and/or Direct Supervisor will follow up with the Participant/Family, treatment team and/or providers the next business day, to assist with appointments or other needed follow-up.
 - ii. The Primary Care Manager will update Plan of Care as needed to address any unmet needs.