



Current Status: Active

PolicyStat ID: 3736027



Origination: 08/2017
Last Approved: 08/2017
Last Revised: 08/2017
Next Review: 08/2018
Owner: Kip Kliber: Director, Recipient Rights
Policy Area: Recipient Rights
References:

Change In Type Of Treatment

POLICY

It is the policy of the Detroit Wayne Mental Health Authority (DWMHA) that a recipient of services within the Agency's contracted service area is entitled to be involved and informed of the treatment plan and/or support plan developed as the individual plan of service using a person-centered planning process, including any changes in treatment.

PURPOSE

To provide standards to be followed to ensure that recipients receiving DWMHA-contracted services are involved and informed of the treatment plan and/or support plan developed as the Individual Plan of Service using a person-centered planning process, including changes in treatment.

APPLICATION

1. The following groups are required to implement and adhere to this policy: DWMHA Board, DWMHA Staff, Contractual Staff, Access Center, MCPN Staff, Network Providers, Crisis services vendor
2. This policy serves the following populations: Adults, Children, I/DD, SMI/SEI, SED, Autism
3. This policy impacts the following **contracts/service lines**: MI-HEALTH LINK, Medicaid, Autism, Grants, General Fund

KEYWORDS

1. Individual Plan of Service (IPOS)
2. MCPN
3. Person-Centered Planning
4. Responsible Mental Health Authority
5. Support Plan
6. Treatment Plan

STANDARDS

1. The Responsible Mental Health Authority shall develop policies and/or procedures to ensure that a

person-centered planning process is used to develop a written individualized plan of services in partnership with the recipient which, at a minimum, include the following:

- a. A preliminary plan shall be developed within 7 days of commencement of services or, if an individual is hospitalized for less than 7 days, before discharge or release.
 - b. Participation shall be allowed in the planning process of individuals chosen or required by the recipient.
 - c. The individual plan of service shall consist of a treatment plan, a support plan, or both.
 - d. A treatment plan shall establish meaningful and measurable goals with the recipient.
 - e. The individual plan of service shall address, as either desired or required by the recipient, the recipient's need for food, shelter, clothing, health care, employment opportunities, educational opportunities, legal services, transportation and recreation.
 - f. The plan shall be kept current and shall be modified when indicated.
 - g. The plan shall contain a specific date(s) when it or any component of it will be formally reviewed for possible modification or revision.
 - h. The recipient shall be informed of any change in the IPOS and the justification for the change. Documentation of the notification and the justification for change shall be maintained in the recipient's case record.
 - i. The individual in charge of implementing the plan of services shall be designated in the plan.
2. Recipient must be informed when ready for change, release, discharge, or when maximum benefit is received.
 3. Recipient shall be informed orally and in writing of his/her clinical status and progress at reasonable intervals established in IPOS in a manner appropriate to his/her clinical condition.
 4. If a recipient is not satisfied with his/her individual plan of services, or changes made to the plan, the recipient, the person authorized by the recipient to make decisions regarding the individual plan of services, the guardian of the recipient, or parent of a minor recipient may make a request for review to the designated individual in charge of implementing the plan.
 - a. The review shall be completed within 30 days of the receipt of the request for the review.
 - b. The review shall be carried out in a manner approved by the governing body of the MCPN or contractor, and shall include a mechanism for appeal of the review decision.
 5. An individual chosen or required by the recipient may be excluded from participation in the planning process only if inclusion of that individual would constitute a substantial risk of physical or emotional harm to the recipient or substantial disruption of the planning process. Justification for an individual's exclusion shall be documented in the recipient's case record.

QUALITY ASSURANCE/IMPROVEMENT

DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors, and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWMHA staff, MCPNs, contractors, and subcontractors are bound by all applicable local, state and federal laws, rules, regulations and policies, all federal waiver requirements, state and county contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. Michigan Mental Health Code, P.A. 258 of 1974, as amended, MCL 330.1712
2. Michigan Administrative Code, R330.7199

RELATED POLICIES

1. Individual Plan of Service/Person-Centered Planning
2. Consent for Treatment and Services
3. Treatment with Dignity and Respect

RELATED DEPARTMENTS

1. Administration
2. Clinical Practice Improvement
3. Customer Service
4. Integrated Health Care
5. Managed Care Operations
6. Quality Improvement
7. Recipient Rights

CLINICAL POLICY

YES

INTERNAL/EXTERNAL POLICY

EXTERNAL

Attachments:

No Attachments

Approval Signatures

Approver	Date
Dana Lasenby: Deputy Chief Operating Officer	08/2017
Allison Smith: Project Manager, PMP	08/2017
Donna Coulter: Dir. of OPA	08/2017
Michele Vasconcellos: Director, Customer Service	08/2017

Approver	Date
Eric Doeh	08/2017
Carmen McIntyre: Chief Medical Officer	08/2017
Mary Allix	08/2017
Maha Sulaiman [AS]	08/2017
Michael Rangos: Director of Procurement	08/2017
Bessie Tetteh: CIO	08/2017
Rolf Lowe: Assistant General Counsel/HIPAA Privacy Officer	08/2017
Lorraine Taylor-Muhammad: Director, Managed Care Operations	08/2017
crystal Palmer: Director, Children's Initiatives	08/2017
Andrea Smith: Director	08/2017
Julia Kyle: Director of Integrated Care	08/2017
Darlene Owens: Director, Substance Use Disorders, Initiatives	08/2017
Corine Mann: Chief Strategic Officer/Quality Improvement	08/2017
Jody Connally: Director, Human Resources	08/2017
Stacie Durant: CFO Management & Budget	08/2017
William Sabado: Chief of Staff	08/2017
Diana Hallifield: Consultant	08/2017
Kip Kliber: Director, Recipient Rights	07/2017

COPY