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Owner: Kip Kliber: Director, Recipient Rights  
Policy Area: Recipient Rights  
References:

## Treatment With Dignity And Respect

### POLICY

It is the policy of the Detroit Wayne Mental Health Authority (DWMHA) to ensure that all recipients of mental health services and their family members shall be treated with dignity and respect.

### PURPOSE

To provide policy direction for DWMHA, MCPNs, contractors, and their subcontractors to protect and promote the dignity and respect to which all recipients of mental health services, and family members of those recipients, are entitled.

### 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. Dignity
2. Family member
3. MCPN
4. Respect

### STANDARDS

1. Treatment with dignity and respect shall be defined by the recipient or family member, and considered in light of the specific incident, treatment goals, safety concerns, laws and standards, and what a reasonable person would expect under similar circumstances.
2. Examples of treating a person with dignity and respect include, but are not limited to, calling a person by his or her preferred name, knocking on a closed door before entering, using positive language, encouraging the person to make choices instead of making assumptions about what he or she wants,

taking the person's opinion seriously, including the person in conversations, allowing the person to do things independently or to try new things.

3. All staff, volunteers, and agents of DWMHA, MCPNs, contractors, and subcontractors, shall treat recipients and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person.
4. In addition to the above, treating family members with dignity and respect shall include:
  - a. Giving family members an opportunity to provide information to the treating professionals;
  - b. Providing family members an opportunity to request and receive general educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance and coping strategies.
5. Information shall be received from or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code (MCL 330.1748).

## **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 330.1704; MCL 330.1708; MCL 330.1711; MCL 330.1748

## **RELATED POLICIES**

1. Disclosure of Confidential or Privileged Information
2. Services Suited to Condition in the Least Restrictive Environment

## **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

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