

Partners in Recovery

ADULT PNO

DIRECT CARE CLINIC

SPECIAL ASSISTANCE FOR PERSONS DETERMINED TO HAVE A SERIOUS MENTAL ILLNESS DESKTOP PROCEDURE

Purpose:

To identify the need for special assistance for persons who have been determined to have a serious mental illness and to refer such persons to the Office of Human Rights and appropriate human rights committee.

Introduction:

Persons determined to have a serious mental illness may be in need of special assistance to participate in activities associated with receiving behavioral health services. Special Assistance can help a person when developing an individual service plan, filing a grievance or appeal or requesting an investigation concerning a potential rights violation.

Standards:

- A. Identification of the Need for Special Assistance
 1. The PNO case manager will assess all recipients diagnosed with a serious mental illness need for special assistance at the time of completing initial and ongoing assessments.
 2. The PNO case manager will also assess a recipient's need for special assistance during the following situations:
 - a. Intake and assessment;
 - b. Treatment and service plan development;
 - c. Filing and processing grievances and appeals; and
 - d. A formal investigation of the recipient.
 3. A recipient is determined to need special assistance if s/he is:
 - a. unable or unwilling to communicate preferences for services; and/or
 - b. unable or unwilling to participate in service planning; and/or
 - c. Unable or unwilling to participate in a grievance, appeal, or an investigation process.
 4. The recipient's limitations must be due to:
 - a. Cognitive ability;
 - b. Intellectual capacity;
 - c. Sensory impairment (the need to use American Sign Language, Braille or lip reading);
 - d. Language barriers (the need of a person who is learning disabled to receive information compatible with their comprehension level); or
 - e. Medical condition.

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- f. If the recipient's capacity is in doubt, the Behavioral Health Medical Practitioner (BHMP) will conduct an evaluation and make a determination of the recipient's capacity.

B. Need for Special Assistance is Determined

1. BHMP notifies the Case Manager and requests the Case Manager to complete the Request for Special Assistance Form.
2. The Case Manager will document in the medical record that the recipient was determined to be in need of special assistance.
3. The Case Manager will indicate on the Individual Service Plan the need for special assistance.

C. Notifying the Office of Human Rights

1. The Case Manager completes the form and forwards the form to the Office of Human Rights for action within three (3) days of notification of the recipient's need for special assistance.
2. The Request for Special Assistance Form must be maintained in the recipient's medical record.
3. The BHMP may initiate an emergency commitment to change the recipient's status to "involuntary", following the guidelines for involuntary admissions.

D. No Longer in Need of Special Assistance

1. When the BHMP, Case Manager or the clinical team determine that the recipient no longer needs special assistance, the case manager or clinical team member will notify the recipient and the Office of Human Rights within ten (10) days of the determination. The notification must include the reasons for determining the recipient is no longer in need of special assistance.