

**ANMC Department Service Agreement
Behavioral Health and Urgent Care Departments**

The following is a collaborative service agreement between Behavioral Health and Urgent Care Department. The departments agree on the following scope of practice for the provision of primary care.

Core Services Agreements:

Behavioral Health will provide the following core competencies:

PCC and Fireweed Locations

- Critical incident debriefing
- Medication evaluation and management
- Initiation and management until stable of anti-psychotic medications
- Psycho education groups
- Screening, assessment and treatment
- Individual therapy
- Group therapy
- Case Management
- After hours crisis consultation through the ER outside of regular business hours

PCC Location Only

- Psychiatric assessment (beneficiaries only)
- Psychological assessment including limited neuropsychological assessment (beneficiaries only)
- FASD diagnostic testing and referrals (beneficiaries only)
- State wide training group for FASD

Fireweed Location Only

- Family therapy
- Trails Program – after school skill building for ages 13-17 years of age
- Willa's Way – safe housing program for Alaska Native men, women and families who have been harmed (beneficiaries only)
- Young Families – for developing positive parenting skills (beneficiaries only)
- SBIRT – early screening brief intervention referral and treatment for adolescents

For crisis intervention and urgent consults please see the service agreement between the Urgent Care Center (UCC) and Behavioral Health Urgent Response Team (BHURT)

Urgent Care will provide the following core services:

- Evaluation and immediate management of all patients presenting to the emergency department who are triaged to the UCC
- Initiate only such diagnostic evaluations which are immediately required for the UCC treatment or which will facilitate more efficient management by the behavioral health provider.
- Provide stabilization of mental health problems as indicated.

Access Agreements

Behavioral Health will provide the following access:

- Same day screening during regular business hours for customers who phone or walk in (Monday – Friday 8am to 5pm), to include:
 - Group orientation to services and registration within 48 hours
 - Assessments within 1-3 weeks, as needed
- Crisis intervention after hours (after 5pm until 8am Monday – Friday and all day Saturday and Sunday) through the ER
- Drop in psycho education groups

Urgent Care will provide the following access:

- On demand access during hours of UCC operation for all patients presenting to the ED who are triaged to the UCC.
- UCC hours of operation are 7:00 am to 2:30 am, 7 days a week.

Communication Agreements

Behavioral Health will provide the following communication:

Last reviewed and approved September 19, 2006

- BHS will provide feedback to the referring provider and PCP, if empanelled (through the use of the dictation system) on all patients describing assessment, recommendations, and any treatment started.

Urgent Care will provide the following communication:

- Dictated summaries on all patients describing assessment, recommendations and any treatment started.
- For patients presenting in the UCC with side effects or complications from psychotropic medications prescribed by a BHS provider, notification that the patient was seen and treated.

Verbal and email communication between departments is encouraged to ensure continuity of care.

Consultation / Treatment Guidelines (for each consultation guideline include graduation criteria)

- The process for approving guidelines:
 - Guidelines developed at department (or other) level
 - Department presents guideline to appropriate Core Business Group (CBG)
 - After CBG approval guideline goes to PIC for final approval
 - After PIC approval guideline is posted on ANMC intranet

Quality Assurance Agreements

- Service agreements will be reviewed, updated and approved bi-annually with final approval by the SCF VP of Behavioral Services and the SCF VP of Medical Services.
- Training and education needs can be requested by either service. Each service is responsible for responding in a timely manner.
- Quality review of the system will occur on a regular basis. Metrics to include:
 - % of time guidelines are met
 - % of time processes are followed
 - % of time adequate information is provided
 - % of time appointment is booked using the phone process
 - % of dictation consultation summary received

Allan Crandall, MD

Signature of BHS Medical Director

Tim Scheffel, DO

Signature of UCC Medical Director

Gordon Hanes

Signature of SCF VP of Behavioral Services

Doug Eby, MD

Signature of SCF VP Medical Services