

ANMC Department Service Agreement Behavioral Health and Women's Health Departments

The following is a collaborative service agreement between Behavioral Health and Women's Health Departments. 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
- Willas 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

Women's Health will provide the following core services:

- Medical evaluation and ongoing obstetrical care of pregnant women with concurrent psychiatric illness.
- Medical evaluation and ongoing obstetrical care of disease that may be worsened by psychiatric medications.
- Medication refills for psychiatric medications originally prescribed by WH.
- Continued monitoring and refills of psychiatric medications originated by Mental Health once a clear transfer of care is made.
- Drug management of mild depression, anxiety, PMS or other disorders as needed.

Access Agreements

Behavioral Health will provide the following access:

- Same day screening during regular business hours for customers who phone or walk in (Monday through 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 through Friday and all day Saturday and Sunday) through the ER
- Drop in psychoeducation groups

Women's Health will provide the following access:

- Twenty four hour per day consultation and inpatient care to OB patients
- Same day access for any outpatient consult
- Continuity appointments (pregnant women with a designated OB provider) offered within 5 days for a clinic appointment

Last reviewed and updated on September 19, 2006

- Surgery offered within 10 days

Communication Agreements

Mental Health will provide the following communication:

- BHS will provide feedback to the WH referring provider (through the use of the dictation system) on all patients describing assessment, recommendations, transfers back to Women’s Health, and any treatment started.

Women’s Health will provide the following communication:

- Feedback about all directly referred patients describing assessment, recommendations and any treatment started. Communication may in the form of email, direct provider to provider contact, or dictation.

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

Ben Garnett, MD

Signature of WHC Medical Director

Gordon Hanes

Signature of SCF VP of Behavioral Services

Doug Eby, MD

Signature of SCF VP Medical Services