712.0 Rural Clinics (RC) Service Delivery Model and Operations

712.1 Policy Approval Clearance Record

☐ Rural Services Policy ☒ Rural Clinics Policy ☐ Rural Regional Center Policy	This policy supersedes: n/a	Number of pages in Policy: 3
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 06/29/12
Rural Services Director Approval Signature: *Barbara Legier*	Date: 06/29/12	Policy Lead: Kathryn Baughman, CPM II

712.2 Statement of Purpose

712.2.1 **Policy Statement:** Rural Clinics will ensure timely access to services under an established service delivery model based on an integrated system of care. Rural Clinics will ensure that care based on medical necessity and the needs of the consumer and the effective provision of bio-psychosocial services to its consumers.

712.2.2 **Purpose**: Rural Clinics will ensure effective implementation of State and Federal law and Division policies regarding the provision of out-patient mental health and rehabilitative mental health through the development of a RC Operations Manual. The RC Operations Manual provides direction to the RC staff in the provision of these services.

712.3 Authority

42 CFR Part 32
NRS 433, 433A, 433B, 435 and 436
NAC 433 and 436
Medicaid Services Manual (MSM) Chapters 100, 400 and 2500 and the Medicaid Definitions (Addendum)

712.4 Unique Definitions and Acronyms

712.4.1 **Refer to the Standards Definition Policy 000**

712.4.2 **Brief Solution-Focused Individual Therapy:** is a time-limited approach to treatment that is strengths-based and includes short-term therapeutic goals and objectives.

712.4.3 **Episodic Care** is an approach to the provision of services that responds to the medically necessary treatment concerns of an individual for a specified course of treatment to address identified and consumer specific goals. .

712.4.4 **Group-Based Service Delivery Model** is a model of care based on the provision of group therapy or group rehabilitative mental health services to address the mental health treatment needs of consumers. Group therapy is a treatment designed to use the interaction of others with similar treatment needs to assist each group member with improving insight, self awareness and functioning.

712.4.5 **Integrated Care** is a system of care which is based on collaboration with State, Division and local partners to provide services based on the bio-psychosocial needs of individuals with mental health disorders.

712.4.6 **Orientation** is a process to inform consumers of services and their roles and responsibilities prior to receiving services. .

712.4.7 **Outcome Rating Scale (ORS)** is a tool designed to provide immediate feedback to both consumers and providers to improve the effectiveness of services. The Children's Session Rating Scale will be used for consumers under age 18.

712.4.8 **Rural Clinics Operations Manual** outlines the procedures and forms to use by staff for the provision of out-patient mental health and rehabilitative mental health services.

712.4.9 **Session Rating Scale (SRS)** a brief four item measure of the alliance between a consumer and their provider. The Children's Session Rating Scale (CSRS) will be used for consumers under age 18.

712.4.10 **Triage** is a brief eligibility assessment for expedited access to care.

712.5 Procedures

712.5.1 Rural Clinics Operations Manual

A. The intent of the Rural Clinics Operations Manual is to ensure compliance with Federal, State and Division policies, the systematic provision of services under integrated care, and uniformity in the documentation of services. The RC Operations Manual:

1. Is approved by designated management. Any substantive changes must also be approved prior to the alteration of the RC Operations Manual and implementation of any changes.
2. Describes approved procedures and forms for provision and documentation of all services.
3. Contains the five core elements of the Service Delivery Model:
   - Triage and Intake or Referral
   - Orientation and Informed Consent
   - Episodic Care
   - Group-Based Service Delivery Model that includes Brief Solution-Focused Individual Therapy
   - Outcome Measures through the use of the ORS and SRS

B. The operations manual will be maintained on the Global Drive for ease of access for all staff. Specific update notifications will be provided electronically by email to notify staff to review the manual so that they remain informed of changes and ensure information is incorporated into practice and procedural activities.

712.5.2 Timelines

File location:	Documentation Required
Requirements are delineated in the RC Operations Manual on the Global Drive	As noted in the manual

712.5.3 Documentation

A. RC Operations Manual:

File Location	Documentation Required
Global Drive	As noted in the manual

B. Documentation (electronic):

Applicable Screen	Documentation Required
Requirements are delineated in the RC Operations Manual on the Global Drive	As noted in the manual

712.5.6 **Supervisory Responsibilities:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify recommendations for improvement.

712.6 Policy Cross Reference

712.6.1 **MHDS Policy 2.001 - Consumer Rights**

712.6.2 **MHDS Policy 4.030 - Basic Documentation Guidelines for Medical Records**

712.6.3 **MHDS Policy 4.031 – Treatment Plan and Treatment Team**

712.6.4 **MHDS Policy 4.035 – Mental Health Service Coordination Closing Criteria**

712.6.5 **MHDS Policy 4.043 – Coordination of Services for Persons with Dual Diagnosis**

712.6.6 **MHDS Policy 4.044 - Waiting Lists for Mental Health Agencies & Developmental Services Agencies**

712.6.7 **MHDS Policy 4.038 – Person-Centered Service Planning**

712.6.8 **MHDS Policy 4.049 – Continuum of Care – Inpatient to Community Service Programs – Mental Health,**

712.6.9 **MHDS Policy 4.053 – LOCUS/CASII Screening and Rating Instruments**

712.6.10 **MHDS Policy 4.072 - Serving Consumers with Co-Occurring Mental Health and Substance Abuse Disorders**

712.6.11 **All approved RC Policies**

712.7 Attachments

712.7.1 **RS712A Rural Clinics Operations Manual**