

COMMUNITY MENTAL HEALTH AUTHORITY CLINTON-EATON-INGHAM SUBJECT: Services Suited to Condition SCOPE: CMHA Network and Providers	POLICY: <u>3.6.23</u>	Reviewed		
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	ISSUED BY: Director, Recipient Rights, Quality, and Customer Service	05/24/05		
APPROVED BY: Board of Directors				
	Effective 8/14/86		Revised 06/22/05	

I. Purpose:

Establish guidelines for services suited to the condition of each individual recipient of mental health services.

II. Policy:

- A. Services suited to the condition of each recipient shall be provided in the least restrictive setting that is appropriate and available. Transfer between programs, including residential services, which do not affect the level of service provided, may be made for administrative purposes, if the transfer would not be detrimental to the recipient.
- B. The services to be provided to the recipient shall be determined through the person centered planning process, in partnership with the recipient, and documented in an individualized plan of service.
- C. A recipient's individualized plan of service shall be kept current, and modified when clinically indicated.
- D. A second opinion may be requested by an applicant, empowered guardian, or parent of a minor, if an applicant for services is denied mental health services.

III. Responsibilities:

- A. The Director of Quality Customer Service and Recipient Rights is responsible for ensuring that procedures to implement the intent of this policy are developed, reviewed, and revised as necessary.
- B. The staff person in charge of coordination of the treatment plan is responsible for ensuring that treatment is determined through a person centered planning process, and that treatment is provided as outlined in the plan of service.
- C. Staff of the Access program are responsible for providing notification of the right to a second opinion to applicants for CMHA Network services, empowered guardians, or parents of minors.

- D. Staff of Emergency Services are responsible for providing notification of the right to a second opinion to applicants for hospitalization, empowered guardians, or parents of minors.

IV. Monitoring:

This policy is reviewed by the Director of Quality Customer Service and Recipient Rights. It is monitored internally by the Recipient Rights Office and the Recipient Rights Advisory Committee, and externally through the Department of Community Health.