

FAMILY SUPPORT SERVICES OF NORTH IDAHO
RISK MANAGEMENT POLICY AND PROCEDURE

Policy:

Family Support Services of North Idaho, LLC, will ensure, to the best of our professional ability, that no harm comes to any of our consumers as a result of participation in any of our programs.

Procedure:

- Upon initial intake and treatment planning, participant risk is evaluated through the clinical assessment, Mental Health Client Profile and CAFAS/PECFAS.
- Identified risks are addressed via treatment plans by way of development of safety plans, treatment interventions and collateral contacts.
- Participant risk is evaluated weekly via staffing/clinical supervision, and quarterly through formal multi-discipline 120-day treatment plan reviews, CAFAS/PECFAS administration and collection of consumer satisfaction data. **Ref: IDAPA 16.03.09.713.01, 16.03.714.07; 16.03.10.130.06**
- Any new risk factors are addressed immediately through modification of treatment plan, appropriate collateral contacts and referral, if necessary. **Ref: IDAPA 16.03.10.124.07**
- All participants are informed of our 24-hour on-call policy for immediate response in the event of impending risk or crisis. **Ref: IDAPA 16.03.10.123.04; 16.03.129.03; 16.03.130.08**
- In the event a participant is in crisis, services will be provided by way of crisis support, up to 20 hours per week, per crisis. **Ref: IDAPA 16.03.10.124.04**
- Mental health services are provided only by professionals who meet the educational and experience requirements of IDAPA 16.03.09.450. **Ref: Medicaid Provider Agreement Appendix A-5.1.**
- The agency holds professional and general liability insurance, as well as Worker's Compensation and Unemployment Compensation Insurance. **Ref: Medicaid Provider Agreement Appendix A-5.5.**
- All employees coming into contact with program participants have passed a Department criminal history background checks and have been cleared for employment. **Ref: Medicaid Provider Agreement Appendix A-5.6.**
- Family Support Services requires that all professional adhere to the professional code of ethics for their discipline. Those who are not bound by a license and subsequent code of ethics are required to follow the code for psychiatric rehabilitation practitioners. All professional staff are required to obtain 1 hour of ethics training per year. **Ref: Medicaid Provider Agreement Appendix A-5.7.**