


CHAPTER: 4	SECTION: 31	SUBJECT: INDIVIDUAL CARE TO CONSUMERS
TITLE: CONSUMER ALERT AND CRISIS RESPONSE PLANNING		
EFFECTIVE DATE: 04/18/00	REVISED/REVIEWED DATE: 02/25/03, 04/05/05, 12/17/09, 1/16/12, 3/25/13, 6/19/14, 6/10/15, 6/2/16, 4/25/18, 6/22/19; 9/22/2020; 11/09/2021, 01/24/23, 11/20/23	
ISSUED AND APPROVED BY: 		
EXECUTIVE DIRECTOR		

I. PURPOSE:

To establish policy and procedure regarding the use of consumer alerts, and the development and implementation of consumer crisis response plans.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) operated and contracted programs, if specified by contract.

III. DEFINITION:

Consumer Alert - the consumer alert is an option in the Agency’s Avatar CWS electronic medical record. It provides a tool for communication and coordination regarding the emergent/acute crisis needs of Agency consumers.

Crisis Response Plan – the Crisis Response Plan is an option in the Agency’s Avatar CWS electronic medical record. It is an individualized person-centered plan that prescribes recommended actions by the individual and others during times of crisis. Elements of the plan may include:

- a. Historical triggering events and frequency of crisis episodes.
- b. Historical crisis interventions, and response to interventions.
- c. Early and later signs and symptoms of crisis.
- d. Recommended response to early and later signs and symptoms, and by whom.
- e. Preferences as to responses, medications, etc.
- f. Plan to address how crisis affects other life areas (family, job, housing, financial, etc.)

Dangerousness to Self or Others - An individual who can reasonably be expected within the near future to intentionally or unintentionally seriously physically injure himself or herself or another individual. An individual who is unable to attend to those of his or her basic physical needs such as food, clothing, or shelter in order for the individual to avoid serious harm in the near future. An individual whose judgment is so impaired that he or she is unable to understand his or her need for treatment and whose continued behavior as the result of this can reasonably be expected to result in significant physical harm to himself or herself or others.

On Call Service - Contractual provider of after-hours telephone crisis intervention services.

IV. POLICY:

It is the policy of CMHOC to maintain an emergency system of communication such that will allow for potential care providers to be proactively and/or concurrently informed and instructed regarding the crisis needs of Agency consumers.

V. PROCEDURE:

Consumer Alert

1. The consumer alert is meant to be completed by any staff member whenever there is important consumer information (e.g., at risk of suicide) that will allow for better coordination among care providers. The consumer alert is required to be completed by care providers whenever criteria are met.
2. To complete the consumer alert, select the “Client Alert > Consumer Alert” bundle in the Avatar CWS electronic medical record. Follow the instructions for completing the fields in the option.
3. The alert will be active for as long as indicated, with 2 weeks being recommended.
4. The author of the alert will use the notification feature to inform the entire Crisis Team as well as any other relevant staff of the alert. When an alert is active, a “Client Alert” warning will display upon selecting the affected consumer in the Avatar CWS system.

Crisis Response Planning

1. All consumers will be encouraged to develop a Crisis Response Plan with their treatment provider, ideally as part of initial treatment planning, or at any time thereafter. A Crisis Response Plan is **required** for consumers participating in the following programs:
 - a. Dialectical Behavior Therapy (DBT)
 - b. Home Based Services
 - c. Behavior Treatment Review
2. A Crisis Response Plan is especially indicated if:
 - a. There is a history of involuntary commitment within the past 5 years.
 - b. There has been 3 or more psychiatric hospitalizations within the past 3 years.
 - c. There is a history of or current potential for dangerousness to self or others.
 - d. Crisis services have been used within the past 6 months or will likely be needed in the near future.
3. Ideally, a Crisis Response Plan will be developed in partnership with the consumer. However, if a consumer does not wish to participate in Crisis Planning and one or more of the criteria above have been met, the staff person may develop a Crisis Response Plan that reflects only the recommendations of professional staff.
4. The Crisis Response Plan option is found in Avatar CWS > Treatment Planning > Treatment Planning Input Forms > Crisis Response Plan.
5. Specifics of the Crisis Response Plan may be communicated to other relevant staff, but use of the notification feature is not mandatory.

VI. REFERENCES:

DCH PCP Review Protocols, Sec. C.2.5
Michigan Mental Health Code 330.1748
CMHOC Policy 1.4 “Grievance and Appeal”
CMHOC Policy 1.11 “Confidentiality and Disclosure” (sec. V. J.)