

Policies & Procedures

CRISIS INTERVENTION POLICY

Section: Clinical

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Subject: Crisis Intervention

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POLICY

Davis Behavioral Health will provide crisis assessment and crisis intervention services for all persons who phone in or walk into any DBH facility and who are in an emergent, psychiatrically unstable condition. This service will be provided 24 hours a day, seven days a week. Emergency services are available without preauthorization.

PROCEDURE

1. The Mobile Crisis Outreach Team (MCOT) consists of two certified crisis workers, including a licensed mental health therapist and a peer support specialist or case manager who respond to individuals and families in crisis 24/7.

a. Services provided by the MCOT team may include:

- i. Referral or connection to appropriate community services.
- ii. Crisis intervention and de-escalation.
- iii. Risk assessment.
- iv. Procedures for involuntary hospitalization.

b. MCOT backup will be identified from the available professionals on staff to provide crisis services when the primary responder is unavailable or responding to other crises.

2. A DBH physician will be designated to always be available to the crisis workers for psychiatric consultation and/or hospital inpatient admission decisions.

3. The mobile crisis team will provide, based on need, either telephone intervention services or face-to-face assessments. Depending on the needs of the client, the community, and safety considerations, face-to-face evaluations may occur at any DBH facility, in the community, or in homes.

4. If a face-to-face assessment is indicated, the assessment will include:

- a. An assessment of the risk of harm to self or others.
- b. Crisis intervention.
- c. A crisis stabilization and safety plan.
- d. Appropriate referral for
 - i. Medical screening (if necessary)
 - ii. Follow-up services
 - iii. Inpatient services

5. When the crisis evaluation indicates that hospitalization may be necessary, the crisis therapist will authorize up to 72 hours in the hospital. Any hospital that is desired by or most convenient for the consumer will be considered as a service provider.