



## PENINSULA RSN

### CLINICAL POLICIES AND PROCEDURES

**Policy Name:** INDIVIDUAL SERVICE PLAN/TREATMENT  
PLAN STANDARDS

**Policy Number:** 11.05

**Reference:** WAC 385-865-0420, -0425;  
DSHS Contract

**Effective Date:** 2/2002

**Revision Date(s):** 11/2010

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Corrective Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that network providers establish an individualized and culturally competent treatment service plan for clients requesting and/or receiving outpatient services.

#### PRACTICE VALUES

**The PRSN and network providers stand by the following practice values:**

1. We value individual and family strengths while striving to include their participation and voice in every aspect of care and development of policy and procedures.
2. We value and respect cultural and other diverse qualities of each individual.
3. We value services and education that promote recovery, resiliency, reintegration, and rehabilitation.
4. We work in partnership with allied community providers to provide continuity and quality care.
5. We treat all people with respect, compassion, and fairness.
6. We value the continuous improvement of services.
7. We value flexibility and creativity in meeting the needs of each individual

## **STANDARDS**

### **Standards for the Individual Service Plan (ISP)/Treatment Plan**

The ISP/Treatment Plan must be a consumer-driven, strength-based individual service plan that meets the individual's unique mental health needs. The individual service plan must be developed in collaboration with the individual, or the individual's parent or other legal representative if applicable. The service plan must:

(1) Be initiated with at least one (1) goal identified by the individual, or their parent or other legal representative if applicable, at the intake evaluation or the first session following the intake evaluation.

(2) Be developed within thirty (30) days from the first session following the intake evaluation.

(3) Address age, cultural, or disability issues identified by the individual, or their parent or other legal representative if applicable, as relevant to treatment.

(4) Include treatment goals or objectives that are measurable and that allow the provider and individual to evaluate progress toward the individual's identified recovery goals.

(5) Be in language and terminology that is understandable to individuals and their family.

(6) Identify medically necessary service modalities, mutually agreed upon by the individual and provider, for this treatment episode.

(7) Demonstrate the individual's participation in the development of the individual service plan. Participation may be demonstrated by the individual's signature and/or quotes documented in the plan. Participation must include family or significant others as requested by the individual. If the provider developing the plan is not a mental health professional, the plan must also document approval by a mental health professional.

(8) Include documentation that the individual service plan was reviewed at least every one hundred eighty days. It should also be updated to reflect any changes in the individual's treatment needs or as requested by the individual, or their parent or other legal representative if applicable.

(9) With the individual's consent, or their parent or other legal representative if applicable, coordinate with any systems or organizations the individual identifies as being relevant to the individual's treatment. This includes coordination with any individualized family service plan (IFSP) when serving children under three years of age.

(10) If an individual disagrees with specific treatment recommendations or is denied a requested treatment service, they may pursue their rights under WAC [388-865-0255](#).

## PROCEDURE

1. PRSN providers will comply with Washington Administrative Code (WAC), contract and policy requirements concerning the provision of individualized treatment/ service plans.
2. The PRSN provider will initiate a minority specialist consultation within thirty (30) days from the request for services, and incorporate treatment recommendations into the treatment plan.
3. The network providers will ensure agency staff receive adequate training in developing treatment plans, in accordance with these standards.
4. The PRSN uses one standardized treatment plan in Profiler. Profiler provides a uniform and consistent way of documenting treatment goals and progress.
  - Profiler has a pull down menu of options or allows for a customized text to be entered.

## MONITORING

1. This policy is monitored through the use of the PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Reviews
  - Over and Under Utilization Projects
  - Exhibit N and PRSN Grievance Tracking
  - Biennial Quality Review Team On-Site Review
  - Utilization Committee activities, such as the CommCare case review
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
  - Consumers are asked about culturally appropriate service delivery through the MHSIP. The MHSIP is performed every two years
  - In addition, the Mental Health Division monitors WAC compliance during licensing and certification reviews.
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval.