

Western State Hospital Dispute Resolution Process

Disputes between the Regional Support Network and Western State Hospital will be resolved through the following process.

Clinical Disputes: When the treatment team/psychiatrist disagrees with the RSN/RSN liaison or the RSN/RSN liaison disagrees with the WSH treatment team/psychiatrist regarding patient's readiness for discharge, patient transfer decisions or other clinical decisions,

The RSN will:

1. Notify treatment team and liaison supervisor of dispute and meet with the treatment team/psychiatrist within 5 working days to attempt to resolve the issue. The liaison supervisor does not have to attend first level meeting but should be notified of dispute meeting. RSN liaison will inform supervisor of the result of dispute meeting within 24 hours. If the issue is resolved, no further action is required.
2. If not, RSN liaison will notify his her/ supervisor and WSH Community Placement Team Coordinator of the dispute. The Community Placement Team Coordinator will take appropriate steps to resolve the dispute within 5 working days of notification. These steps can include a 2nd level dispute resolution meeting with treatment team, liaison, liaison supervisor and any other relevant parties; or internal assessment and cross-system collaboration to resolve dispute without 2nd level dispute resolution meeting. If the issue is resolved, no further action is required.
3. If not, RSN or Community Placement Team Coordinator will discuss his/her concern with the Social Work Director. Social Work Director will follow steps noted in #2. If the issue is resolved, no further action is required.
4. If not, notify the Medical Director and RSN Administrator in writing to request assistance to resolve the dispute. The Medical Director will review the case, meeting with both parties to resolve the issue. The Medical Director will decide what further action is required and respond in writing to the RSN liaison and Administrator. The Medical Director is the final step for disputes regarding clinical decisions.
5. Any of the above steps can be combined to expedite the process.
6. The RSN Administrator may request a review of clinical decisions by the Chief Executive Officer.

WSH will:

1. Notify the Community Placement Team Coordinator and meet with the RSN liaison within 5 working days to attempt to resolve this issue. The Community Placement Team Coordinator does not have to attend first level meeting but should be notified of dispute meeting. The social worker will notify the Community Placement Team Coordinator the result of the dispute meeting within 24 hours. If the issue is resolved, no further action is required.
2. If not, the social worker will notify the Placement Team Coordinator of the dispute. The

Community Placement Team Coordinator will take appropriate steps to resolve the dispute within 5 working days of notification. These steps can include a 2nd level dispute resolution meeting with treatment team, liaison, liaison supervisor and any other relevant parties; or internal assessment and cross-system collaboration to resolve dispute without 2nd level dispute resolution meeting. If the issue is resolved, no further action is required.

3. If not resolved, RSN or Community Placement Team Coordinator will discuss his/her concern with the Social Work Director. Social Work Director will follow steps noted in #2. If the issue is resolved, no further action is required. If the issue is resolved, no further action is required.

4. If not resolved, notify the Medical Director in writing to request assistance in resolving the dispute. The Medical Director will review the case, meeting with both parties to resolve the issue. The Medical Director will decide what further action is required and respond in writing to the treatment team, RSN liaison and Administrator. The Medical Director is the final step for disputes regarding clinical decisions.

5. Any of the above steps can be combined to expedite the process.

6. The RSN Administrator may request a review of clinical decisions by the CEO.

Working Agreement Disputes: Conflicts about the interpretation of this agreement will be referred to the WSH CEO and the RSN Administrator for final resolution after the following steps have been implemented:

1. The RSN and WSH staff will meet in an attempt to resolve the dispute at the lowest level of WSH administration. The party objecting will request a review of the case/dispute in writing. A copy of this request will be forwarded to the RSN Administrator and WSH CEO.
2. If the dispute is not resolved within five working days of the request, the RSN and WSH staff will refer the concern to the RSN designee and WSH Director of Social Work for resolution. The RSN designee and Director of Social Work, discuss and develop a plan of action within five days of receipt of the written dispute.
3. If no resolution can be reached, the dispute will be forwarded to the RSN Administrator and CEO of WSH. The RSN Administrator and CEO will meet to discuss and attempt to resolve the issue within five days of receipt.
4. If the CEO and RSN Administrators cannot agree on a resolution, either party may make a final appeal to the Chief of Mental Health Services, MHD. The appeal must be in writing and must be made within five working days of the CEO's decision. The Chief of Mental Health Services at MHD will be final arbiter of the dispute.

Inter-RSN Transfer Agreement Disputes: The Inter-RSN Transfer Agreement is attached to the WSH/RSN Working Agreement. Inter-RSN transfers are initiated by collaboration between WSH treatment teams and WSH Liaisons. An inter-RSN transfer cannot be completed until both the referring and the receiving RSN Administrators have signed the inter-RSN transfer document.

When the dispute arises from the decision to agree/disagree with a transfer of a patient from one RSN jurisdiction to another, the following applies:

1. If an RSN Administrator declines to approve the transfer and refuses to sign the inter-RSN transfer document, the referring and receiving RSN Administrators will notify their respective RSN Liaisons of their understanding of the dispute within five working days. Additional data may be needed to resolve the dispute. The additional data will be submitted to the RSN Administrators within five working days of the notification. When the data is complete, the RSN Administrators will discuss the dispute, reconcile it, and provide a written response within five working days of the receipt of the additional data to the RSN Liaisons.
2. If the RSN Liaisons are not be able to complete an inter-RSN transfer as agreed to by the RSN Administrators, they will notify their respective RSN Administrators of the current barriers to completing the transfer. Notification will be in writing within five working days of date the inter-RSN transfer document was signed.
3. The RSN Administrators will respond to the RSN Liaisons within five working days regarding their understanding of the issues and request additional data that is needed to resolve the issues will be provided within five working days. When the data is complete the RSN Administrators will discuss the issues to reconcile them, and provide a written response to the RSN Liaisons within five working days of the receipt of the additional data.
4. If the RSN Administrator's cannot agree on a resolution of the inter-RSN transfer request or the barriers to discharge issues, either party may make a final appeal to the Chief of Mental Health Services (David Weston). The appeal must be in writing and must be made within five working days of notification to the RSN Liaisons. The Chief of Mental Health Services will be the final arbiter of the dispute.