

**PRSN Review Tool: Crisis Services**

Review Period	
PRSN Reviewer	
Provider	
Client ID	
Date of Service	
Age Demographic (Adult/Child)	

**Access to Crisis Services (All Reviews)**

	Score	Possible Points	Percentage	Comments
Emergent care occurs within 2 hours. (if there was a delay code, describe in comments section)		0		
Urgent care requested services occur within 24 hours from the request of service.		0		

**Clinical Record (All Reviews)**

If the consumer has an Advance Directive, it is followed as nearly as possible considering the circumstances.		0		
Did follow-up services recommended by the crisis worker/DMHP occur as evidenced by documentation?		0		
The outcome of the intervention/crisis response is clearly documented.		0		
Evidence of collaboration with consumer and others identified by the consumer as needed.		0		
Is there appropriate referral/coordination with other systems/settings?		0		
There is a written plan delineating how to resolve the crisis if the client was not hospitalized. N/A if person was hospitalized.		0		

Were safety needs and risk factors adequately addressed?		0		
Were services provided in the least restrictive setting?		0		
<b>Inpatient Justification and Follow-up (Inpatient Reviews Only)</b>				
Was the person detained or hospitalized voluntarily, or was an LRA revoked?				
If the person was willing to go to the hospital, but was detained, there is adequate justification for not allowing him/her to go voluntarily?		0		
Is the presence of a mental disorder adequately justified?		0		
Is the cause for detention/hospitalization adequately identified?		0		
Less restrictive alternatives were adequately investigated and documented.		0		
Contact with the liaison or hospital treatment team occurs within three working days of an enrolled consumer's admission to the hospital.		0		
Appointment is offered to consumer for face to face contact within 7 days of discharge from inpatient services.		0		
If a request for inpatient services has been denied by the PRSNs ASO (CommCare,) the denial is reviewed by a physician within 3 working days.		0		
<b>Additional Questions (High Utilizer Reviews Only)</b>				
Were services between hospitalizations adequate to the person's needs?		0		
Did the person have a follow-up medication management appointment?		0		

The person has a crisis plan (2 if yes, 0 if person meets PRSN criteria for crisis plan requirements but does not have one. Otherwise, N/A)		0		Adult: Any of these in last 2 years: Inpatient stay, suicide attempt, violent act; Or, ITA eval in last 6 months; Or, current S/I or H/I; Or in residential services; Or assigned clinician/assessor believed it is necessary. Child: Same as above or child's living situation is at risk.
N/A if not present. If present, does the crisis plan describe interventions that include resources of 1) the individual (such as coping skills), 2) natural supports (i.e. friends family, neighbors), and 3) institutional/systems (i.e. calling crisis clinic) as appropriate?		0		
If the client has a crisis plan, is there evidence it was utilized?		0		
Is discharge prolonged due to difficulty securing appropriate placement? (for example specialized care: Geriatric, DD, Foster Care)		0		
Have intensive community based treatment modalities been fully exhausted?(i.e. wraparound, PACT)		0		

**Other Comments:**

Add additional comments here: