Crisis Clinical Site Audit

Greater Columbia Behavioral Health, LLC

Review Date

Provider Agency Info		Reviewer Information		
Agency Name:		Name:		
Address:		Title:		
Phone:		Phone:		
Fax:		Email:		
		Notes		
Office Manager:				
Score:				

Question			Select Your Answer	Comments
1		Does the crisis record include a brief summary of each crisis service encounter including date, time, location, and duration of the encounter? WAC 246-341-0900 (4)(a)	Yes No N/A	
2		Does the crisis record include documentation of the time elapsed from the initial contact to the face-to-face crisis response to demonstrate prompt and timely response or documentation of the basis for the decision not to respond in person? WAC 246-341-0910 (13)(e) & WAC 246-341-0910 (13)(f)(i)	Yes No N/A	
3		Does the crisis record include the source of the referral or identity of the caller and the nature of the crisis? WAC 246-341-0910 (13)(b-c)	Yes No N/A	
4		Does the crisis record include the names of participants in the crisis intervention (i.e. family members, significant others, other relevant treatment providers, etc.)? WAC 246-341-0900 (4)(b)	Yes No N/A	

Question	Select Your Answer	Comments
5 Does the crisis record document whether the individual in crisis has a crisis plan and attempts to obtain a copy? WAC 246-341-0910 (13)(d)	Yes No N/A	
6 Does the crisis record document the outcome, including a follow-up plan, including any contacts made and any referrals for services, including emergency medical services? WAC 246-341-0900 (4)(c) & WAC 246-341-0910 (13)(f)(ii-iii)	Yes No N/A	
7 Does it appear that the crisis services were provided in a setting that provides for the safety of the individual and agency staff? WAC 246-341-0900 (5)(c.)	Yes No N/A	
8 Does the record demonstrate that the crisis was resolved in the least restrictive manner possible? WAC 246-341-0910 (6)	Yes No N/A	
9 Were face to face crisis outreach services provided by a Mental Health Professional (MHP), or a mental health provider under the supervision of a MHP with documented training in crisis response? WAC 246-341-0910 (2)	Yes No N/A	
10 Is there evidence in the record that services were provided within the community whenever appropriate (i.e. location code in record or documentation of reason service was provided in a specific location, such as walk-in crisis, etc.)? WAC 246-341-0900 to -0915 and DCR Protocols	Yes No N/A	
11 A risk assessment addressing potential harm to self and others is completed and addressed as necessary. GCBH-ASO Practice Guidelines	Yes No N/A	

	Question	Select Your Answer	Comments
12	There is evidence in the clinical record that the individual's cultural, ethnic, linguistic, disability, or age related needs were addressed (i.e. specialist consults, interpreter services, auxiliary aids, treatment goals or interventions tailored to the individual's culture, ethnicity, spiritual beliefs, traditions, language, age or disability, etc.) in a strength-based manner. HCA GCBH-ASO Contract Requirement for Provider Monitoring, GCBH Practice Guidelines	Yes No N/A	
13	There is evidence of ongoing monitoring of the staffing plan for DCRs, ensuring adequate and sufficient staffing levels for SUD involuntary commitment services and Mental Health ITA services.	Yes No N/A	
14	There is evidence that the agency ensures adherence to DCR protocols.	Yes No N/A	
15	There is evidence that the agency keeps a master list of all individuals on Conditional Release (CR) or Less Restrictive Aleternative (LRA) court orders.	Yes No N/A	
16	The clinical record contains evidence that the individual was given a copy of their client's rights.	Yes No N/A	
17	There is evidence that the agency monitors individuals' progress in accordance with the conditions of their court order.	Yes No N/A	
18	Documentation reveals an effort by staff to work with individuals on completing Medicaid applications for those that are Medicaid eligible. HCA GCBH-ASO contract requirement	Yes No N/A	
Score Total			# Yes / (18 - # N/A)