BURRELL BEHAVIORAL HEALTH

Supportive Care Pathway

FAQ

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About the Supportive Care Pathway

The Supportive Care Pathway (SCP) is a tool to guide treatment for the clients who have been identified as moderate or high risk for suicidal behaviors after they have been administered the Columbia Severity Scale. It outlines the frequency of contacts the client will receive while they are on the pathway as well as the parameters that will be met before being removed from the pathway.

Zero Suicide is a shift in culture to break down the stigma of suicidality in our community and in our organization, based on an evidence-based approach. You can learn more at ***About | Zero Suicide (edc.org)***

Where Can I Find Internal Information and Documentation About the Pathway?

You can find information, documents, and links to training videos in the Clinical Resources section of BurrellNet.

What Other Resources Are Available for Working with Clients in Crisis?

Pamphlets are available for handout, trainings in your department, and the Crisis team for consult. Additionally, the following trainings in Relias can be of assistance:

- Recognizing and Responding to a Person in Crisis
- Preventing and Responding to Crisis Situations
- Crisis Intervention for Individuals with Developmental Disabilities
- Effective Use of De-escalation Procedures
- Use of Crisis Intervention Techniques
- Calming Children in Crisis

Entering the Pathway

Clients who are identified as at-risk for suicide (utilizing the guidelines below) can be entered on the pathway to receive additional supports and care as part of their treatment.

Who Can Enroll a Client on the Pathway?

The clinical staff that administered the Columbia can enroll the client on the pathway. For departmental specifics on who can enroll the client, please see your Departmental Cheat Sheet.

What Are the Criteria for Being Placed on the Pathway?

- Score of Moderate or High Risk on the Columbia Suicide Severity Rating Scale (C-SSRS), **OR**
- A clinician may put someone on the pathway, regardless of screener outcomes, at any point during the course of treatment.

How Do I Put a Client on the Pathway?

With the Client/Guardian:

- Review either the Youth or the Adult SCP Client Handout with the client and/or Guardian, as applicable.
- Add the SCP to the client's treatment plan

In myAvatar:

The provider adding the client to the pathway will complete the appropriate forms in myAvatar.

Form Name	Purpose
Supportive Care Pathway Information	This form is used to list members of the client's care team as well as some other useful information, including the frequency of contacts and whether or not the handout was discussed.
Clinical Pathway Enrollment	This form activates the pathway in myAvatar.

See the myAvatar Guide on BurrellNet for step-by-step instructions on the EHR functions.

Treatment Enhancement While on the Pathway

Not only will clients on the pathway will receive several treatment enhancements during their enrollment in the pathway, providers are given tools and resources to assist in this treatment enhancement as well.

myAvatar Enhancements

What Are the Changes I Will See in myAvatar?

- The client's name will appear in a different color throughout the system.
- The client will have an icon in their chart to identify the pathway.
- When appointments are cancelled, notifications are sent to all providers on the client's care team via the My To Do List.

Can I See How Many Times a Client Has Been Enrolled in the Pathway?

Yes, by going to the myAvatar form '**Clinical Pathway Enrollment**', you can see current and historical enrollments.

What if I Have a Question About a myAvatar Feature/Function?

Please see the myAvatar Guide on BurrellNet for a guide on the functions. If you have further questions, please create a Service Now ticket with the EHR team and they will be happy to assist.

Provider Contacts

What is the Primary Provider Hierarchy?

Service(s)	Primary Provider/ Who is Responsible to Make the Contact/Call
CPR, Recovery, Outpatient, Psychiatry	CSS or SBSS
Recovery, Outpatient, Psychiatry	Recovery Provider
Outpatient (SBS), Psychiatry	SBS Provider
Outpatient (non-SBS), Psychiatry	Crisis Team
Psychiatry	Crisis Team
Outpatient (SBS)	SBS Provider
Outpatient (non-SBS)	Crisis Team
Developmental Services	Developmental Services Provider
Autism	Autism Provider

What is My Role for Client Care When One of My Clients Is on the Pathway?

Please refer to the pathway flowchart for specific details. If you are the primary provider, you are responsible for making client contacts when appropriate (according to the pathway).

What is the Frequency of Contacts for a Client on the Pathway?

The frequency of contact is determined by the primary provider and the client during the enrollment process. This frequency is set in the myAvatar form '**Supportive Care Pathway Information'**.

All contacts and attempts to contact the client shall be appropriately documented.

What Qualifies as a Contact?

- Any regular, individual billable service (not a group service)
- Phone or face-to-face contact outside of a regular service appointment
- Crisis Team contact

What if the Primary Provider is Unavailable and the Client Requires a Contact?

This will depend on each department's chain of command. Please contact your supervisor for more information.

What if the Client's Next Contact is on a Holiday?

The primary provider is responsible for setting up a Pathway Alert for the Crisis Team when a holiday contact is required.

Provider will email the form '**SCP Crisis Follow-Up Form (Fillable)**' to the email group '**Crisis Team SW**'.

Do I Have to Contact the Crisis Team for Coverage on Each Holiday?

Yes, the pathway alert request must be set up with the Crisis Team for each contact that is needing coverage. This can be accomplished by sending the PDF form '**SCP Crisis Follow-Up Form (Fillable)**' to the email group '**Crisis Team SW'**.

How Do I Proceed with the Pathway if the Client Is Unreachable?

- **If the client is unreachable because they are not responding to contact attempts**, follow the protocol in the flowchart for appointment cancellations and no-shows.

- **If the client is unreachable because they do not have a phone number**, discuss with the client the option for them to contact the Crisis Team for the contacts.

  If they would like to set up times to contact the Crisis Team, you will need to complete a SCP Crisis Follow-up Form, indicating that the client does not have a phone and will be contacting the Crisis Team at a specific time of day and frequency agreed upon by you and the client.

  This form will then need to be email to ***CrisisTeamSW@burrellcenter.com***. The Crisis phone number is listed at the bottom of the Client Handout. Please ensure the client knows which Crisis number to contact based on what region they are located in.

What if a Youth Client is Unavailable for a Contact Due to School Hours?

When working with school aged youth, it is best to wait until after school hours when they are available to talk. If the client prefers to be contacted at different hours during the summer break, please make sure you discuss with the client the need to modify that contact time once school begins again.

What if a Client's Next Contact Date Falls on the Day of, Before, or After Their Scheduled Appointment?

- If the contact is **due the day <u>before</u>** the appointment, you will need to do a contact.

- If the contact is **due the day <u>of</u>** the appointment, the appointment will serve as the contact.
  - *If the client does not show up for the appointment*, the provider must attempt to make contact and then select the Note Type '**Supportive Care Pathway Contact**' for their independent note. This will indicate that they attempted a contact and will reset the timer.

- If the contact is **due the day <u>after</u>** the appointment, it will not need to be made if the appointment was kept because the appointment will count as a contact and reset the timer.
  - *If the client does not show up for the appointment*, the provider must attempt to make contact and then select the Note Type '**Supportive Care Pathway Contact**' for their independent note. This will indicate that they attempted a contact and will reset the timer.

Can Supervisors be Part of the Care Team?

No, we encourage use of the myAvatar report titled '**BBH Caseload Report with Last DOS**' for instances where a provider's supervisor may need to see a particular provider's clients.

Appointment Cancellation or No-Show

What Steps Are Taken if a Client Cancels Their Appointment?

- If an appointment is cancelled, contact with a member of the treatment team or Crisis hotline is required.
- Client Access will attempt to reach the provider or another member of the treatment team via Zoom to alert that the client has cancelled the appointment.
- Provider or, when appropriate, Crisis staff checks in on client's well-being, reviews the safety plan with the client, and reschedules the appointment.

What if a Guardian Calls and Cancels an Appointment and the Client Is Not Present?

Follow the flow chart protocol as if the client canceled. The Crisis Team is available to reach out if needed.

What Steps Are Taken if a Client Is a No-Show at Their Appointment?

<u>The following steps are taken in order to reach the client:</u>

1. Provider attempts to call client on same date of scheduled service up to two times. If no answer then;
2. Provider attempts to reach by phone the identified family member or friend;
3. If a CPR client, CSS attempts to drive by the client's home;
4. If staff is unable to contact the client, the provider may initiate a wellness check with local law enforcement or a Burrell team member.

Where Do We List and Find the Client's Emergency Contacts for the Pathway?

You will list and find the client's emergency contacts on the myAvatar form '**Permission for Verbal Disclosure and Transportation**'.

Exiting the Pathway

In order for a client to exit the pathway, all of the following criteria must be met:

- Two (2) consecutive 'Low' risk scores on the Columbia Suicide Screener, **and**
- A fully licensed provider must authorize the client being removed from the pathway.
    - Removal can either be authorized by the fully licensed clinician who placed the client on the pathway, or by consultation with a fully licensed clinician.

How Do I Take a Client Off of the Pathway?

To remove a client from the pathway, the provider completes the form '**Clinical Pathway Disenrollment**' in myAvatar.

What Should Be Done When a Client Requests to be Removed from the Pathway?

The client's primary provider may use clinical judgment when deciding whether to remove the client from the pathway. If they decide it is in the client's best interest, a fully licensed provider must authorize the client's removal from the pathway prior to taking steps for removal.

What if I Am Discharging an Episode of Care?

If the client is discharging from an episode of care, the primary provider (according to the ***hierarchy***) completes the '**Clinical Pathway Disenrollment**' form as well as the '**Transfer/Discharge Summary**' form in myAvatar.

What if I Have Additional Questions?

Please feel free to send an email to the group ‘**Supportive Care Pathway Consult**’ and a member of that group will respond to you as soon as they can.

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