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POLICY MANUAL
State of Behavioral Health and Developmental Services
Department of Behavioral Health and Developmental Services

POLICY 5010 (FAC) 00-1 State Facility Uniform Clinical and Operational Policies and Procedures

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Approved by Board Chairman s/James C. Windsor

References The Joint Commission, Hospital Accreditation Standards
The Joint Commission, Behavioral Health Accreditation Standards

42 CFR 483.420-460, Conditions of Participation for ICF-MR Facilities, Centers for Medicare and Medicaid Services

42 CF 482.13, Conditions of Participation for Hospitals, Centers for Medicare and Medicaid Services

Background In 1998, the Department initiated a process to develop uniform clinical and operational policies and procedures for state hospitals and training centers, hereafter referred to as state facilities. The Department convened statewide work groups comprised of state facility and central office staff to develop an initial set of uniform guidelines and procedures. These work groups focused on the specific findings and recommendations of expert consultants who had assessed the clinical care and operational practices at each state facility. The workgroups considered the plans of improvement developed by several state facilities in response to U.S. Department of Justice expectations under the Civil Rights of Institutionalized Persons Act.

The resulting clinical and operational policies and procedures were incorporated into Departmental Instructions, the standardized policies and procedures that must be implemented by the Department's Central Office and each state facility. These Departmental Instructions were developed to:

- Assure uniformity of practice and thus ensure access to quality care for individuals served in each state facility, and
- Reduce operational inefficiencies and inconsistencies that may result in increased risk to individuals receiving services, facility staff, and the Department.

Implementation of these Departmental Instructions and the clinical and operational requirements they define are intended to assure that individuals served in state facilities receive a single standard of care that is consistent with the applicable requirements established by external regulatory and accreditation bodies, including the Joint Commission and the Centers for Medicare and Medicaid Services. In the years since the original implementation of this policy, certification and accreditation requirements,

professional standards organizations, laws, and regulations have been implemented or revised to address many critical areas of clinical practice.

Purpose

To create consistency in the quality of care across all state facilities through the establishment and implementation of uniform clinical and operational policies and procedures designed to improve quality of care, provide procedural protections for individuals receiving services, and standardize facility administrative practices and documentation requirements while providing services that are culturally and linguistically appropriate and person-centered and promote dignity, choice, and recovery for those individuals.

Policy

It is the policy of the Board that the Department shall use Departmental Instructions as the primary mechanism to ensure uniformity of practice in the delivery of care to individuals receiving services in state facilities. Departmental Instructions shall be consistent with and reflect the unique missions of state facilities. Departmental Instructions shall establish consistent and reasonable standards of care and practice that are not overly prescriptive and offer sufficient flexibility to the greatest extent possible so that each state facility can implement requirements in Departmental Instructions in the most efficient manner for that facility.

It also is the policy of Board that every individual at any state facility shall receive care that is consistent with the uniform clinical and operational policies and procedures established in Departmental Instructions issued by the Department.

Further, it is the policy of the Board that state facilities shall adhere to uniform administrative practices and documentation requirements that are necessary to assure operational consistency across all state facilities.

It also is the policy of the Board that the Department shall continue to identify areas where the standardization of clinical and operational policies and procedures is needed to improve care and operating efficiencies and to develop Departmental Instructions, when appropriate, to address these areas.

Further, it is the policy of the Board that the Department shall periodically review existing Departmental Instructions to ensure they are still necessary and relevant and reflect current standards of care and practice. The Department shall rescind obsolete Departmental Instructions in a timely manner.

Finally, it is the policy of the Board that the Department shall provide leadership to ensure these uniform policies and procedures utilize language and practices that are person-centered; culturally and linguistically appropriate; and promote dignity, choice, and recovery for individuals receiving services.
