

## MACOMB COUNTY COMMUNITY MENTAL HEALTH NOTICE OF IMPLEMENTATION OF MCO POLICY

**DATE:** July 25, 2013

**TO:** MCCMH Network Providers

**FROM:** Laura Manza  
Policy/Legal Compliance Coordinator

**RE:** MCCMH MCO Policy Revision

Brief description of revisions:

<p><a href="#">2-000, "Plan for Behavioral Health Services"</a> and <a href="#">Exhibit A</a></p>	<ul style="list-style-type: none"> <li>• Added to section I.H. Principles for Housing-Related Services, that consumers shall be "respected" and supported in housing choices, and that, "by respecting and supporting the housing preferences and choices of people with disabilities MCCMH truly fulfills the mandates of the ADA with respect to community integration."</li> <li>• Added discharge standards to section III.C.6., Hospital Based Programs, for those persons being discharged from a state institution.</li> </ul>
<p><a href="#">2-013, "Access, Eligibility, Admission, Discharge"</a></p>	<ul style="list-style-type: none"> <li>• Added standards and procedures for discharge of individuals from state institutions. (V.F. and VI.D.4.)</li> </ul>
<p><a href="#">2-040, "ADA and Olmstead Compliance"</a></p>	<ul style="list-style-type: none"> <li>• New policy.</li> </ul>
<p>2-052, "Medication-Related Incidents in Community-Based Settings"</p>	<ul style="list-style-type: none"> <li>• Deleted by Executive Directive 3 of 2013 due to implementation of MCO Policy 8-004.</li> </ul>
<p>5-003, "Termination of Payment – State Facility"</p>	<ul style="list-style-type: none"> <li>• Deleted as obsolete by Executive Directive 3 of 2013.</li> </ul>
<p><a href="#">8-003, "Reporting and Responding to Critical Incidents, Sentinel Events and Risk Events"</a></p>	<ul style="list-style-type: none"> <li>• Added a reference to MCO Policy 8-004.</li> <li>• Add to the definition of "CRMC" the Macomb County Office of Substance Abuse (MCOSA) Director or designee as a member of the group's composition.</li> <li>• Updated References/Legal Authority to include Amendment 1 to 2013 MDCH/PIHP contract and 2013 CARF Standards.</li> </ul>
<p><a href="#">8-004, Reporting and Responding to Medication Errors/Discrepancies and Adverse Drug Events"</a></p>	<ul style="list-style-type: none"> <li>• The policy has been removed from the clinical practice chapter of the MCO Policy Manual and placed in the quality improvement chapter.</li> <li>• The title has changed from, "Medication Errors in Community-Based Settings" to "Reporting and Responding to Medication Errors/Discrepancies and Adverse Drug Events."</li> </ul>

	<ul style="list-style-type: none"> <li>• The definition of clinically-responsible provider has been revised for specificity to the provider responsible for the medication administration resulting in the error.</li> <li>• The policy requires a provider-level review of all medication errors/discrepancies and adverse drug events that are not sentinel events, risk events or non-sentinel deaths.</li> <li>• A suggested format for the provider-level review is provided (Exhibit A), highlighting ten key elements. A corrective-action plan is required.</li> <li>• An administrative-level review of medication errors/discrepancies, through establishment of a Medication Safety Committee under the direction of the Manager of Nursing Services, is created.</li> <li>• The administrative-level review of adverse drug events remains with the CRMC, with additional tasks to include review of providers' analyses and corrective action plans.</li> <li>• Information System Management is to provide trended reports to the Manager of Nursing Services on medication errors, to be utilized for quality improvement purposes and for reporting to Quality Council annually.</li> </ul>
<p><a href="#">9-321, "Consumer Incident, Accident, Illness, Death, or Arrest Report Monitoring"</a></p>	<ul style="list-style-type: none"> <li>• Added a reference to MCO Policies 8-003 and 8-004.</li> <li>• Under the Definition section, removed "critical" from "Critical Incident" and added "other medication error/discrepancy." Provisions referencing "critical incident" throughout changed to "incident."</li> <li>• Added "other medication error/discrepancy" to list of incidents. Provisions referencing "medication errors" throughout revised to include "or other medication errors/discrepancies."</li> <li>• Added V.B.9. to refer to provider responsibility to initiate reviews of events pursuant to MCO Policies 8-003 and 8-004.</li> <li>• Updated References/Legal Authority to include Amendment 1 to 2013 MDCH/PIHP contract and 2013 CARF Standards.</li> <li>• Revised Exhibits A and C.</li> </ul>
<p><a href="#">10-033, "MCCMH Group Alias Email Messages"</a></p>	<ul style="list-style-type: none"> <li>• New policy; provides standards and procedures for the use of MCCMH group aliases in the transmission of electronic communications.</li> </ul>
<p><a href="#">10-050, "Emergency Preparedness"</a></p>	<ul style="list-style-type: none"> <li>• Updated Exhibit K, Macomb County Authorization for Treatment and Biller/Worker's Compensation Injuries or Exposure Form</li> </ul>

Follow the linked document, above, to view in full. As a reminder, you may always access MCCMH Policies directly from the [MCCMH internet website](#), by clicking on “MCCMH Policies.”

Questions regarding these policy revisions may be made to Laura Manza by phone: (586) 466-7904; or by email: [laura.manza@mccmh.net](mailto:laura.manza@mccmh.net).

This notice is being sent electronically to all MCCMH providers. Please note that it is the responsibility of the receiving party to view the policy updates, to become knowledgeable of policy content, to disseminate information to appropriate staff within your agency and to ensure staff compliance.