



<b>Health Care Agency</b> <b>Behavioral Health Services</b> <b>Policies and Procedures</b>	Section Name:	Care and Treatment
	Sub Section:	Practice Guidelines
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	Policy Status:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>11/6/19</u>

**SUBJECT:** Practice Guidelines Development and Implementation

**PURPOSE:**

Practice guidelines are to be developed based on relevant research or a consensus of health care professionals in the applicable field. This policy describes the process used by Behavioral Health Services (BHS) to develop, adopt and implement practice guidelines. Evidence based practice guidelines are developed and implemented to improve the quality of care delivered to beneficiaries.

**POLICY:**

The purpose of BHS Practice Guidelines is to aid in the development and support of a standard of care that is guided by research and evidenced based practices. It is the policy of BHS to maintain a process to develop, adopt and implement Practice Guidelines in order to continuously improve care processes and thereby improve outcomes of care for beneficiaries.

Practice Guidelines shall meet the following requirements:

1. Be based on valid and reliable clinical evidence or a consensus of behavioral health care professionals in the applicable field.
2. Consider the needs of beneficiaries.
3. Are adopted in consultation with health care professionals.
4. Are reviewed and updated periodically as appropriate.

BHS will provide and/or coordinate the necessary training when implementing new and/or updating Practice Guidelines.

BHS County and County Contracted providers involved in the delivery of services in the Mental Health Plan (hereby referred to as Orange MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) are to attend or complete the required training provided on Practice Guidelines and to utilize the most current Practice Guidelines as a model to guide service provision and professional practice.

**SCOPE:**

This Policy and Procedure applies to all County and County Contracted BHS Providers.

**REFERENCES:**

Mental Health Plan (MHP) Contract, Exhibit A, 42 CFR §438.236 (b); Cal. Code Regs., title 9, §1810.326

[DMH Letter No. 04-07 Implementation of Mental Health Plan \(MHP\) Practice Guidelines](#)

Drug MediCal Organized Delivery System Intergovernmental Agreement for Substance Use Disorders, Exhibit A, Attachment I, 42 CFR §438.236 (b)

**FORM:**

BHS Authority and Quality Improvement Services (AQIS) Proposed Practice Guidelines (available through AQIS)

**DEFINITIONS:**

Practice Guidelines - reflects the current best practice, based on research evidence or a consensus of behavioral health care professionals.

Practice Guidelines Workgroup (PG Workgroup) - multidisciplinary team of County and County Contracted providers with expertise in behavioral health.

Practice Guidelines Development Team (PG Development Team) - specialized team designated or assembled by the Practice Guideline Workgroup to develop Practice Guidelines.

**PROCEDURE:**

- I. The Practice Guidelines Workgroup (PG Workgroup) shall function as the group responsible for prioritizing, developing, revising, and overseeing the dissemination and implementation of Practice Guidelines. Authority and Quality Improvement Services (AQIS) is responsible for ensuring that Practice Guidelines meet all requirements as outlined in federal regulations and the Orange MHP contract with the Department of Health Care Services (DHCS). The PG Workgroup and AQIS will also assist with identification of committee members and other resources needed for Practice Guidelines development, as needed.

- II. Practice Guidelines may be proposed through a variety of channels. Those originating within a Division shall go through administrative teams to the Division Manager or designee. If the Division Manager agrees to move forward with the Practice Guidelines, the Division Manager or designee shall complete the BHS AQIS Proposed Practice Guidelines form and submit the proposal to the PG Workgroup. Practice Guidelines proposals originating through other channels, including but not limited to administrative direction or the Community Quality Improvement Committee (CQIC), shall be routed through AQIS for submission to the PG Workgroup.
  
- III. At the first PG Workgroup meeting following the submission of a Practice Guidelines proposal, the PG Workgroup shall review the submitted practice guidelines topic, determine prioritization, make note of the submission date and develop a proposed timeline. The PG Workgroup shall designate or assemble the Practice Guidelines Development Team (PG Development Team).
  - A. The PG Workgroup shall keep track of dates shown on each Practice Guidelines proposal submitted. They shall discuss practice guidelines progress, and receive updates from PG Development Team near the dates proposed on the timelines.
  - B. The PG Development Team shall create a draft of the Practice Guidelines. The Practice Guidelines shall comply with the requirements described under Policy, above
  - C. After the PG Development Team has completed a draft of the Practice Guidelines, it shall be presented to the PG Workgroup for feedback and recommendations.
  - D. The PG Workgroup will solicit feedback from BHS representatives including program managers, supervisors, staff, and persons with lived experience, County Contracted providers and the CQIC members. Such feedback and recommendations will be incorporated into the Practice Guidelines, as appropriate, by the PG Development Team.
  - E. The final proposed Practice Guidelines shall be presented to the PG Workgroup and AQIS for determination as to whether or not it meets the technical requirements for Practice Guidelines.
  - F. Practice Guidelines applying to only one Division shall go to that Division's Division Manager for approval. Practice Guidelines applying to more than one Division shall go to the respective Division Managers for review and approval. After the Division Manager(s) approval, the Practice Guidelines shall go to the Director of Behavioral Health Services for final review and signature.
  
- IV. Once a Practice Guidelines has been created and adopted, the PG Workgroup will disseminate and implement the Practice Guidelines to all affected providers and, upon request, to beneficiaries and potential beneficiaries through coordination between PG Workgroup members, the PG Development Team, AQIS, and Program. Practice Guidelines will be posted on the internet to ensure access to materials.

- V. PG Workgroup members will develop and implement feedback mechanisms in order to make adjustments to Practice Guidelines as necessary. The PG Workgroup, PG Development Team, AQIS and Program will work together to ensure Practice Guidelines are being implemented. AQIS will provide oversight and monitoring to ensure that all Practice Guidelines are continuously evaluated, monitored and adjusted as necessary.
  
- VI. PG Workgroup and AQIS shall take steps to assure that decisions for utilization management, beneficiary education, coverage of services and any other areas to which the guidelines apply shall be consistent with the guidelines.