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| **POLICY TITLE:**  | **Client Discharge and Non-Compliance Policy** - CP08 |
| **APPLIES TO:**  | All Clinical Staff at Caregiver Grove Behavioral Health  |
| **EFFECTIVE DATE:**  | January 1, 2018 |
| **ANNUAL** **REVIEW DATE:**   | January 1 (each calendar year)Reviewed: August 7, 2024 |
| **PURPOSE:**  | To provide a structured process for client discharge and to ensure smooth transitions for clients discontinuing services, whether due to goal completion, transition of care, or non-compliance.  |
| **DEFINITION:**  | Client Discharge: The formal process of ending a client’s participation in services provided by Caregiver Grove Behavioral Health. Non-Compliance: Failure of the client to adhere to the agreed-upon treatment plan, including attendance and participation requirements.  |
| **POLICY**  | Caregiver Grove Behavioral Health maintains a commitment to providing the highest quality mental health services to the populations served. In keeping with this commitment, Caregiver Grove regularly assesses the evolving needs of the agency/clientele and potential actions for improvement. Caregiver Grove Behavioral Health will develop and implement a discharge plan to assist clients in transitioning and/or discontinuing services. Clients will be discharged from their respective services based on meeting their goals, transitioning care, or non-compliance. 1. **Discharge Due to Goal Completion:**
* If a client has met the goals set in their treatment plan and shows no further need for continued services, a discharge will be completed by the provider working with them within 7 days of the decision to terminate.
* This will include a discharge and transition of care plan.
* The client's treatment plan will be marked as complete with the appropriate date.
1. **Discharge Due to Transition of Care:**
* If a client moves or decides to transition their care, a transition plan will be provided to help coordinate their ongoing care.
* A discharge document will show the transition they have made while in services.
1. **Discharge Due to Non-Compliance:**
* If a client is non-compliant with their services, the provider will contact their direct clinical supervisor to discuss the case and decide on discharging the client from services.
* **Non-Responsive Clients:**
* A client may be discharged for being non-responsive after three documented attempts to contact within a 30 day period.
* A no-contact letter will be sent to the client, allowing them 14 days to decide if they would like to continue services and to reach back out.
* After the 14-day period with no contact, the client will be discharged from services.
* **Clients with Multiple Reschedules:**
* A client may be discharged for multiple reschedules, as this does not allow for adequate care and treatment services.
* After a client has rescheduled three times within a 30-day period, the clinician will reach out to their department supervisor to discuss the case and decide on next steps.
* Once a decision is made to discharge the client, the clinician will create a transition plan with three options for other providers within the client's area for continued treatment.
* This transition plan will be mailed to the client for their use moving forward.
* The clinical supervisor will reach out to the client to discuss this discharge within 7 business days of deciding on discharge from services.
* If the clinical supervisor, after talking with the client, decides to allow the client to continue services, then the client will be placed on a strict reschedule plan.
* This plan will be documented in a communication note by the supervisor and communicated with the staff.
* If the client continues to reschedule after having a reschedule plan in place, then they will be discharged, and a transition plan will be mailed to them.

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| **APPLICABLE STANDARDS:** | **OAC 5122-27-05** |
| **EXCEPTIONS:**  | Any exceptions to this policy must be approved by the Clinical Director and documented with a rationale for the exception.  |
| **APPROVERS:**  | Tonya Tooson | Chief Operations Officer (COO)Leandra Oman | Manager, Clinical II |