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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. |
| **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 |