



Managed Mental Health Care Organization for Coos, Curry, Jackson, Josephine, and Klamath Counties
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Practice Guidelines Policy and Procedure

Approval Date: [Board Approved: April 23, 2012](#)

History of Approvals:

[Board Approved – 6/3/2011 & 6/7/2006](#)

I. PART I: JBH POLICY ON PRACTICE GUIDELINES

A. Policy Description

The purpose of this policy is to ensure a consistent method for adopting practice guidelines consistent with 42 CFR 438.236. The guidelines adopted will serve as a broad description of clinical guidelines approved in the JBH region. Contracted providers will have the ability to adopt policies for their use based on resources, provider availability and member needs.

B. Applicability

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes the Jefferson Behavioral Health staff and its authorized representatives. JBH shall follow this policy as it applies to the OHP mental health services governed by the Mental Health Organization Agreement between the State of Oregon and JBH. Participating Providers shall follow this policy to the extent that it applies to the mental health services that they provide to JBH Members. The responsibilities outlined in this policy shall also include, but not be limited to, contractors and subcontractors and/or any agency delegated with the responsibility for managing mental health services for JBH members.

II. PART II: POLICY AND PROCEDURE

1. Criteria for Developing Practice Guidelines

- a. JBH shall adopt practice guidelines that are based on valid and reliable clinical evidence or a consensus of mental health professionals.
- b. Practice guidelines shall consider the needs of OHP Members, be adopted in consultation with JBH's Contracted Participating Providers, and be reviewed and updated periodically, as appropriate.
- c. JBH shall disseminate the practice guidelines to all affected contractors, and updates will be sent as they are implemented.

- i. JBH shall keep a log of all updates to the practice guidelines and any requests from members or potential members.
- d. Practice Guidelines will be sent upon request to members and potential members. In addition, these guidelines will be published on the JBH website.
 - i. JBH's Member Services Specialist will respond to practice guideline policy request from members or potential members within one week of request.
- e. Decisions for Utilization Management, OHP member education, coverage of services, or other areas, to which the guidelines apply, should be consistent with the adopted practice guidelines.
 - i. JBH shall monitor through utilization review processes that decisions made by JBH contractors and MHO staff are consistent with practice guidelines.
- f. All practice guidelines shall be developed through the Quality Management Committee with input from mental health professionals working with OHP members.

2. Practice Guidelines and the Member Needs

- a. Practice Guidelines shall reflect the needs of the JBH enrolled population
- b. Effectiveness of Practice Guidelines
- c. Practice Guidelines shall be reviewed and updated on a periodic basis following their adoption.
- d. The duration between periodic reviews for the purposes of evaluating and updating Practice Guidelines shall not exceed two (2) calendar years.

3. Implementation and use of Practice Guidelines

- a. The JBH QA committee will solicit input from mental health practitioners and advocates on an ongoing basis for recommendations on practice guidelines.
- b. In general, the guidelines recommended are consistent with the Recovery Model of mental health care. SAMHSA, the Substance Abuse and Mental Health Services Administration within the US Department of Health and Human Services issued a consensus statement in 2004, defining "Mental Health Recovery" as "a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full potential." The 10 Components of Recovery are Hope, Self-Direction, Individualized and Person Centered, Empowerment, Holistic, Non-Linear, Strengths-Based, Peer Support, Respect, and Responsibility.
- c. The Recovery model recognizes that client needs are unique to each individual, and therefore a variety of evidence-based methods may

be clinically appropriate or indicated. JBH endorses and encourages the use of AMH approved EBP (evidence based practices) in a variety of community-based services that support empowerment of persons with mental illnesses to recover.

- d. JBH retains the right to deny payment for any practice that falls outside of the standard scope of practice for treatment and does not endorse the use of experimental treatments.
- e. Contracted Provider's must have an internal QA process for practice guidelines implementation.
- f. While JBH does not specifically prescribe the use of any set of guidelines as a standard for practice, JBH recognizes their value and encourages providers to make use of them as appropriate to assist in clinical decision making processes.
- g. Guidelines which have been endorsed by various professional organizations can be accessed through the Agency for Healthcare Research and Quality National Guideline Clearinghouse at <http://www.guideline.gov>.
- h. AMH approved Practices and Process is available at: <http://www.oregon.gov/OHA/mentalhealth/ebp/main.shtml#practices>