

## **OPTIONS, INC.**

### **SERVICE COORDINATION AND CONTINUITY POLICY (revised)**

#### I. Policy

People will receive the supports they want and need. Such supports will be integrated into a common plan through concurrent planning and frequent contact among all support providers.

#### II. Procedures

##### A. Interdisciplinary Team Coordination

1. The interdisciplinary team (IDT) consists of the consumer, the parent(s) or family, legal representative, the case manager, the responsible qualified mental retardation professional (QRMP) and other persons serving or otherwise designated by the consumer. Also, a representative from each service provider jointly serving the same person will act as a member of the person's IDT.
2. The legal representative will provide informed consent to the program for the release of information between service providers in order to facilitate communication between IDT members.
3. Contacts between IDT members will occur as often as needed to promote the safety and success of supports provided, or as requested by the consumer, the parent(s) or family, legal representative, the case manager.
4. A progress summary report will be sent to IDT members prior to the annual review meeting or as designated in the person's annual plan.
5. Services within individual programs will be coordinated by the Designated Coordinator (DC) and/or QMRP as required under applicable law or rule.

##### B. Program Coordination

1. The DC will ensure that the program coordinates and uses assessment results of risk areas for the development of the program's Risk Management Plan (RMP) or a shared RMP as directed by the person's case manager or legal representative before a consumer is admitted.
2. The DC will coordinate transportation between programs jointly serving the same person to ensure the person always receives the necessary level of supervision at any given program location.
3. The DC will establish a contact and schedule of telephone calls to exchange information with other service providers on an as needed basis.
4. The DC will report incidents, accidents, medication changes (planned and unplanned), appointments made, and other significant and relevant events with other licensed caregivers by the following business day.
5. The DC will ensure that program staff communicate essential information to other programs as needed. A communication log will be established if necessary.
6. The DC will coordinate assessments and/or other services from other licensed and non-licensed service providers as directed in the person's ISP.
7. The DC will ensure that all other relevant information is communicated to these other service providers according to the directions provided by the county case manager.

C. Health Care Coordination

1. Staff will ensure that medication and treatment changes are implemented according to procedures established in the medication administration policy.

D. Continuity of Care

1. Every effort will be made to ensure consistency in staff at Options. In addition, all staff working at a service location will be trained to implement each consumer's program and Risk Management Plan.

2. To the greatest extent possible the IDT membership will remain stable over time.

Authorized by:

Executive Director      Date