FRAMEWORK FOR ALL NSMHA ACTIVITIES

Adopted by the NSMHA Board of Directors
July 14, 2005
Motion #:05-051

The NSMHA proposes the following core values and principles and key elements of consumer care. This framework will be the basis for all NSMHA activities and contracts. It is also intended that all NSMHA activities and contracts will be in compliance with the regulatory requirements of WAC, MHD Contract, and Clinical Eligibility and Care Standards. These assumptions are based on a consumer driven mental health services and Recovery model focusing on strength-based concepts and the provision of responsive, effective, and improved services throughout the region.

I. CORE VALUES AND PRINCIPLES – KEY ELEMENTS OF CONSUMER CARE

A. Eligibility / Access

1) Eligible Consumers shall have timely access to medically necessary Mental Health Services and supports.
2) Screening and assessment shall be provided on a 24-hour, 365-day basis.
3) NSMHA requires a no decline policy that assures the provision of medically necessary mental health services.
4) There shall be a single entry point by which services are most easily accessed. Such entry point shall be provided on a 24 hour, 365-day basis throughout the region.
5) All parts of the mental health system will assist consumers in obtaining access to appropriate services.
6) Consumer access to specific mental health support or treatment services shall not be dependent on consumer willingness to participate in other (concurrent) treatment options.

B. Consumer Services / Consumer Rights

1) Consumer services shall, at all times, be rendered with dignity, respect, courtesy, and fairness
2) Consumer participation, voice, and satisfaction with services
3) Consumer's individual and cultural differences shall be honored through culturally competent service provision.
4) Continuity of care shall be provided with seamless access.
5) Consumer confidentiality.
6) Consumers shall be provided with maximum alternatives and choice in matters of their care.
7) There shall be an integrated inpatient/outpatient system.
8) Homeless consumers shall be provided with mental health services.
9) The NSMHA supports the Mental Health Division Consumer Rights at the provider level
10) Active provider outreach and engagement for enrolled or unserved consumers are required.
11) Mental Health crisis workers shall have access to current crisis plans and individual treatment plans at all times. The NSMHA supports a meaningful information system for all mental health professionals that provides ready access to information regarding the specific consumer's crisis plans and individualized treatment plans.
12) There shall be comprehensive complaint and grievance service made available (and tracked) at all levels of the system.

C. Strength Based Services and Recovery

1) Consumers' skills, capabilities, strengths, and assets will be recognized and utilized in the individual service plan. Services provided in partnership between consumer, provider and other systems.
2) Families, communities, and natural supports will be valued and utilized in serving the needs of consumers.
3) It is in the best interest for consumers to live as independently as possible in communities and settings of their choice. Consumers' mental health improves when they participate in and increasingly assume responsibility for their own care.
4) A range of residential services and housing supports shall be provided, emphasizing least restrictive, stable living options that are age, culturally, and linguistically appropriate. "Housing" is defined in WAC 275-57-140.
5) Consumers shall be assisted with engaging in meaningful daily activities. This could include volunteerism and active participation in their community and proactive assistance in educational and employment services.

D. Mental health systems and services improve when consumers participate in planning and quality assurance at all levels

People with mental illness are best served by people who care about them.

E. The NSMHA and its providers are committed to safety of:

1) Public
2) Consumer
3) Staff

F. Collaboration

1) NSMHA and its contractors will work in collaboration with other systems to meet the needs of the whole person.
2) Services shall proactively follow mental health consumers, regardless of setting (wherever they are) in the mental health or physical health system.
3) Mentally ill consumers in the justice system shall have access to mental health services.

G. Education

1) The importance of community education programs about mental health issues is a core value.
2) NSMHA and its providers will educate the public about the scope of available services, service locations, crisis response services, client rights and responsibilities.
3) The NSMHA and its providers shall actively promote public education regarding mental health and stigma reduction.

H. Consumers, family members, NSMHA and its contractors shall advocate for consumer rights, funding for services, and quality

Both NSMHA and its Member Counties provide technical assistance to all parties in the Region.