

Policy/Procedure:	Crisis Management & Afterhours Navigation
Reviewed and Accepted by:	John Migliore III & Justin Honkala
Approved by:	John Migliore III
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Policy:

Bassett Community Health Navigation will identify Enrolled Members who want or may benefit from additional support to manage crisis situations and help reduce unnecessary Emergency visits and Inpatient Hospitalizations. Bassett Community Health Navigation will ensure that Enrolled Health Home Members have access to Care Management/Navigation services 24 hours per day/7 days a week.

Procedures:

A. Member Crisis Management

1. CHNs will assist Members with identifying their level of need for support in managing potential crisis situations and other events which may result in unnecessary Emergency visits and Hospitalizations.
2. For Members who prefer or would likely benefit from additional support, CHNs may assist the Member with developing an Individualized Crisis Management Plan* which identifies:
 - a. Potential stressors and triggers for crises and hospitalizations.
 - b. Methods/Coping Skills to manage stress and triggers.
 - c. Persons and resources that can provide support during crises.

*This information may be incorporated into the Member's Plan of Care Objectives and Interventions and/or detailed in an additional document.

3. CHNs will assist/coach the Member with utilizing their Individualized Crisis Management Plan, which includes reviewing the effectiveness of the plan in managing crisis and reducing unnecessary Emergency visits and Hospitalization, and updating the plan as needed.

B. Bassett CHN Afterhours Navigation

1. Bassett Community Health Navigation and Partnering Care Management Agencies will maintain 24/7 availability and access to Care Management/Navigation services to assist Members with accessing needed care and resources at any time.
 - a. A 24/7 Navigator On-Call/Care Management Coverage Schedule will be maintained which details the staff assigned to primary On-Call responsibilities, the period of time which the Navigator is responsible for and, as well as identifying staff to be called as back-up/additional assistance if the assigned staff is not available/reachable, or needs additional assistance.
 - b. Each Member will be provided with a Bassett CHN Contact Information Sheet upon

enrollment, which shall include contact information for Afterhours Navigator On-Call.

2. The Afterhours Navigator On-Call protocol is as follows:
 - a. Outside of normal business hours, the Bassett Community Health Navigation Main Phone Number will be forwarded to the Bassett Healthcare Network Call Center.
 - b. Incoming calls from Members/Supports will be screened for level of need.
 - c. Call Center staff will transfer the call to the assigned Navigator On-Call.
 - i. If the assigned Navigator On-Call is not reachable, Call Center staff will proceed to call the designated back-up staff, by level of escalation until someone is reached.
3. The responding Navigator/Staff will talk with the Member to assess the Member's immediate needs and provide appropriate assistance/guidance based on the information provided.
 - a. If the Member is experiencing serious medical symptoms, is in an unsafe situation, or at risk of harming themselves or others, Staff shall advise the Member to contact Emergency Services.
 - b. If the Member is at risk of not doing so, and there appears to be an imminent risk of harm, Staff will contact Emergency Services.
4. The Navigator On-Call will report all calls received and the content of the interactions to the Member's assigned Navigator and Navigator's Supervisor/Team-Leader on the next business day for follow-up.
5. Upon being notified of an Afterhours Call, the assigned Navigator will contact the Member immediately (or as soon as feasible) to follow-up on the Member's Care needs.
 - a. Follow-up may include notifying or consulting the Member's Provider(s), Care Team, MCO, or others as applicable and referring the Member to additional resources as needed.