

CHAPTER 3

Overview: Health and Safety

NorthCare and the Network Providers share an essential requirement to monitor the health and safety of the individuals we serve. Health and safety provide the bedrock for the individual's recovery across the network of providers and treatments. Monitoring assures best practices to support health and safety are followed at the provider level. Monitoring & reviewing also helps discern where changing treatment practices could improve the experiences of the consumers and often the staff as well.

NorthCare addresses these two aspects of supporting health and safety through:

1. **Integrated Health Care:** Network Providers engage and encourage consumers to address their medical and behavioral health needs using an integrated approach. This approach requires the behavioral health provider to pursue active coordination of care with medical providers as well as with agencies such as schools, law enforcement, family members and natural supports. The state legislature supported integrated care by passing Public Act 129 of 2014. The law mandated MDHHS to develop a "Universal Consent" form that can be shared across multiple providers with the consumer choosing the agencies listed and signing the consent. MDHHS FAQs and the consent form are provided below. NorthCare policies that outline the steps to achieve integrated care are also provided below. Additionally, NorthCare has been sending integrated literature to mutually-served consumers. This is available on the NorthCare website under customer services.
2. **Incident reporting:** When harm or the potential for harm has occurred involving an individual (or in the case of residential SUD treatment, the incident is reported for the program not an individual), incident reporting is required. The specific categories of incidents that need to be reported and the groups of individuals for whom the incidents must be reported are defined in the MDHHS Quality Assessment and Performance Improvement Programs Attachment. How to report the incidents to MDHHS is defined in the PIHP Event Reporting document. NorthCare further defines our regional reporting requirements in the Event Policy. The actual reporting of incidents requires a more detailed description of the categories than outlined by MDHHS. A regional team of Recipient Rights Officers, Quality Improvement staff and clinicians developed a standard set of codes and descriptions for categorizing the regional incident reports. The current NorthCare Incident Codebook is available below.