

**Santa Fe Recovery Center
Policies and Procedures**

Policy Number: CCBHC 2a Effective Date: 01AUG2024 Revision Date:

Policy and Procedure: The Client Journey

Purpose:

To outline the client journey within the Santa Fe Recovery Center Certified Community Behavioral Health Clinic (CCBHC), ensuring a seamless, respectful, and supportive experience from the initial contact through treatment and follow-up care. This policy is designed to align with the principles of the Quadruple Aim, focusing on improving client outcomes, enhancing client experience, reducing costs, and supporting staff well-being through exceptional customer service.

Policy:

The CCBHC is committed to providing a client-centered approach that respects the dignity, cultural background, and unique needs of each individual. The client journey is designed to be comprehensive, collaborative, and responsive, ensuring that clients receive the highest standard of care and customer service at every stage, in alignment with the high-quality client outcomes.

Staff Responsible for the Implementation of This Policy and Procedure (in part or in whole) Include:

This policy applies to all CCBHC staff involved in client care, including administrative, clinical, and support personnel, who contribute to the client's experience.

Procedure:

1. Initial Contact and Engagement

- a. Clients can access services through multiple channels, including walk-ins, referrals, phone calls, and online inquiries.
- b. Administrative staff will ensure that clients are welcomed warmly, provided with clear information about available services, eligibility criteria, and the next steps in the process.
- c. Staff will greet clients with professionalism and empathy, ensuring that each interaction is positive and that clients feel valued and supported.
 - i. Ensuring timely access and clear communication contributes to a positive client experience and can reduce unnecessary delays or barriers to care.
- d. During the intake process, clients will be asked to provide relevant personal, medical, and social information.
- e. Staff will explain the services offered, client rights, and confidentiality policies, ensuring that clients understand their options and feel comfortable proceeding.
- f. The intake process will include questions about cultural background, language preferences, and any specific needs or preferences the client may have, especially for veterans and Native American clients.
 - i. A thorough and respectful intake process can improve client satisfaction and ensure that care is tailored to individual needs, contributing to better outcomes.

2. Assessment and Planning

- a. Clinicians will conduct a comprehensive assessment of the client's mental and behavioral health needs, using evidence-based screening tools to gather relevant information.
- b. The assessment will include an exploration of the client's strengths, challenges, and goals.
- c. Throughout the assessment, staff will ensure that clients feel heard, respected, and empowered to share their concerns and goals.

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- d. Conducting assessments that are efficient and client-centered can help optimize care plans, reducing unnecessary costs while improving outcomes and satisfaction.
- e. Based on the assessment, a personalized care plan will be developed in collaboration with the client and, where appropriate, their family.
- f. The care plan will outline the services to be provided, including therapy, medication management, and any additional support services.
- g. For Native American clients, the care plan may also include traditional healing practices in consultation with the client and their family.
- h. Collaborative care planning supports client engagement and shared decision-making, leading to improved adherence to treatment and better health outcomes.

3. Treatment and Intervention

- a. Clients will receive services as outlined in their care plan, which may include individual therapy, group therapy, medication management, peer support, and family counseling.
- b. Services will be delivered in a manner that respects the client's cultural background, preferences, and autonomy.
- c. Staff will consistently demonstrate empathy, responsiveness, and professionalism, ensuring that clients feel supported and valued throughout their treatment.
- d. High-quality, evidence-based care delivered efficiently can improve clinical outcomes, client experience, and cost-effectiveness.
- e. The client's progress will be regularly monitored, and the care plan will be adjusted as needed based on the client's response to treatment and any changes in their circumstances.
- f. Clinicians will maintain regular communication with clients to ensure they are informed and engaged in their care.
- g. Throughout treatment, staff will ensure that clients are treated with dignity and respect, their voices are heard, and their preferences are honored. Special attention will be given to the unique needs of veterans, Native Americans, and clients of all ages.
- h. Regular monitoring and client-centered adjustments enhance care quality, leading to better health outcomes and higher client satisfaction.

4. Crisis Intervention

- a. The CCBHC will provide immediate assistance to clients experiencing a mental health or behavioral crisis, ensuring that they receive the necessary care in a timely and supportive manner.
- b. Crisis services may include emergency counseling, hospitalization, or coordination with other community resources.
- c. Staff will handle crisis situations with the utmost sensitivity, ensuring that clients and their families feel supported and reassured.
- d. Effective crisis intervention reduces the need for more intensive services later, improving outcomes and reducing overall cost.

5. Transition and Follow-Up

- a. When a client is ready to transition out of CCBHC services, a comprehensive discharge plan will be developed in collaboration with the client and their family.
- b. The plan will include referrals to community resources, follow-up appointments, and any necessary aftercare services.

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- c. A well-coordinated discharge plan ensures continuity of care, reduces the risk of readmission, and supports long-term health and cost saving.
 - d. The CCBHC will conduct follow-up contacts with clients to ensure continuity of care and to address any ongoing needs or concerns.
 - e. Staff will make follow-up contacts in a timely, respectful, and supportive manner, reinforcing the CCBHC's commitment to client well-being.
 - f. Proactive follow-up care contributes to better health outcomes and client satisfaction while potentially reducing the need for more intensive services.
- 6. Client Feedback and Continuous Improvement**
- a. Clients will be encouraged to provide feedback on their experience at the CCBHC through surveys, suggestion boxes, or direct communication with staff.
 - b. Feedback will be used to improve the client journey and ensure that services remain client-centered, culturally appropriate, and aligned with high standards of customer service.
 - c. Systematic collection and use of client feedback contribute to continuous quality improvement, enhancing care delivery and client satisfaction.
 - d. The CCBHC will regularly review and analyze client journey data, including feedback, outcomes, and service utilization, to identify areas for improvement.
 - e. Continuous improvement efforts will focus on enhancing client satisfaction, service delivery, and overall outcomes.
 - f. Ongoing quality assurance ensures that services remain aligned with better health outcomes, cost-effectiveness, and staff well-being.