



Inclusion of BHH Clients/Families for Improving Services

Date of Origin: 6/1/18

Modification Date(s): 6/14/18

Date of Last Review: 8/13/19

I. Purpose

To outline procedures to gather Behavioral Health Home (BHH) client/family input regarding our BHH Program and outline processes to address identified needs and solutions for improving services.

Aligns with Regulation: MaineCare Benefits Manual Section 92 Behavioral Home Services (92.02/Page 8, Letter B and C)

II. Policy

All BHH clients/families are surveyed twice a year and random quarterly phone check-ins are done with four clients/families per quarter to gather input regarding our program and identified needs and solutions for improving services.

III. Procedure

- The BHH survey is reviewed yearly and when revisions are necessary client/family input is received before a revised survey is distributed.
- BHH surveys are distributed to BHH clients/families twice a year.
- Input from BHH surveys are shared with the BHH team, clinical lead, Director of the BHH program and the UCP Board of Directors.
- When client needs are identified they are addressed at a BHH team meeting by the Clinical Team Leader and all survey information and suggestions are reported to the UCP Board of Directors by the Director of the BHH Program.
- There is a client/parent position on the UCP Board.
- Random quarterly phone check-ins are done for at least four BHH clients/families per quarter.
- The information from the quarterly check-ins are shared with the BHH team and if client needs or gaps of care are identified they are addressed by the Clinical Lead and the Manager of Pediatric Care Coordination.



Scott Tash, CEO

8-15-19

Date