

ENVIRONMENT OF CARE PROGRAM OVERVIEW – (policy)

PURPOSE

- Assure environments of care that promote the health and safety of consumers, families, staff and visitors.
- This policy additionally applies to consumers, families and others while participating in activities at sites operated by WCCMH.

POLICY

- It is the policy of WCCMH to develop and maintain a comprehensive Environment of Care (EOC) program that promotes the health and safety of consumers, families, staff and others.
- This program shall address all of the environments in which services are delivered including sites operated by WCCMH, “host sites” where staff deliver care in other agencies or facilities, consumer and family homes, and community sites including outreach activities.
- This comprehensive program shall include at a minimum a Site and Environment of Care Plan which includes managing risks for buildings, equipment, and people.
- It is the responsibility of leadership to assure that the comprehensive program includes all necessary elements and is updated based on emerging trends, events and changes in the service delivery system.
- All members of the WCCMH Clinical Team have the authority and responsibility to immediately intervene whenever environmental conditions or human behavior immediately threaten life or health or threaten to damage equipment or buildings.
- All staff are responsible for taking immediate action to activate emergency plans (including building evacuation), issue building alerts and/or contact 911 if immediately threatening conditions exist.
- The County Administrator or designee has the authority to close building or services should conditions warrant and to specify the length of closure.
- The County Facilities Management Director, in consultation with the WCCMH Director and Washtenaw County Risk Manager has the authority to arrange any supplementary on-site security measures in response to specific threatening

conditions or failures of existing security systems and to determine when such measures are no longer warranted.

- The program shall also promote and reflect the values of a recovery-oriented system of care including:
 - Welcoming, accessible and engaging services
 - A focus on quality and safety in every encounter
 - Services that are trauma informed and based in a culture of gentleness
 - Capable and competent delivery of services
 - Leadership and staff engagement in broader community initiatives that promote the health and safety of consumers, families and staff
 - Close collaboration with funding partners and other providers
 - Program hours that reflect customer and community needs.

- Leadership is responsible for:
 - Planning and allocating appropriate resources, space and equipment to assure health and safety
 - Establishing a structure under which all elements of the Environment of Care plan operates. Systems must be responsive both to ongoing, ordinary operations as well as sudden and potentially overwhelming events. Systems will use an Incident Command Structure for urgent/emergent responses.
 - Educating staff in all aspects of the comprehensive plan and in general principles and values that create a culture that promotes health and safety
 - Assuring educational and informational opportunities related to health safety for consumers and families
 - Creating a culture of open communication where consumers, families and staff feel free to express concerns and have appropriate avenues to be heard
 - Assuring that each component of the comprehensive program establishes standards and measures and develops and carries out appropriate plans and activities.
 - Review of quarterly reports that include completion of annual goals related to safety as well as the analysis of monthly data collected at each site related to safety.

- All policies, plans and activities to be conducted under the Environment of Care shall be in compliance with applicable standards, including but not limited to, Joint Commission; Michigan Department of Health and Human Service contractual requirements; Michigan Mental Health Code; third party payer

requirements; city, township, county, state and federal regulations and laws; and Washtenaw County standards, policies and procedures. It is the responsibility of leadership and assigned staff to consult appropriate references and experts to assure full compliance.

DEFINITIONS

Incident Command: A system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

Near Miss: An event occurring in the course of service provision that had the potential to result in significant harm to consumers, staff or others.

PROCEDURES

See procedures manual

REFERENCES

- Joint Commission Standards for Behavioral Health Care
 - Environment of Care Chapter
 - Leadership Chapter
 - Human Resources Chapter
- Washtenaw County Policies and Procedures
- Washtenaw Community Health Organization: Regional Policies and Procedures

EXHIBITS

A. Environment of Care Structure

EXHIBIT A

The WCCMH Environment of Care Committee is chaired by a designated staff. The Committee is comprised of the WCCMH Safety Committee Chair, the Safety Committee Chairs for each of the three major sites, and a representative from risk management. The chairs for each site are appointed by WCCMH leadership based on specific competence and expertise in subject matter.

The Site Safety Committee Chair will ensure the development of annual plans, updates of site emergency response plans as well as compliance with standards and measures for their area of responsibility and in keeping with the values and standards set forth in the WCCMH Environment of Care policy.

The WCCMH Environment of Care Committee meets every other month. Each meeting the Committee conducts an overview of any emerging trends, recent significant events or issues identified by staff, consumers or leadership. Results from these meetings and monthly inspections will be compiled into a quarterly report which will be forwarded to the WCCMH Management Team for review and action as appropriate.