

<b>POLICY AND PROCEDURE MANUAL</b>	<b>BCCMHA</b>	<b>PAGE 1 OF 6</b>
<b>CATEGORY - ORGANIZATIONAL STRUCTURE</b>	<b>CHAPTER 2</b>	<b>SUBJECT K</b>
<b>COMMUNICATION</b>	<b>REVISED</b> <b>04/18/00 1/30/13</b> <b>01/13/03 1/29/16</b> <b>09/17/03 1/19/18</b> <b>03/29/06</b> <b>03/14/07</b> <b>04/29/09</b>	<b>EFFECTIVE</b> <b>01/20/97</b>

**I PURPOSE**

To outline the guidelines for internal and external communication.

**II APPLICATION**

The provisions of this policy apply to all Barry County Community Mental Health Authority (BCCMHA) staff.

**III POLICY**

The agency will have a system of communication to internal and external constituents.

**IV STANDARDS**

The Executive Director holds monthly board meetings in order to communicate to the Board the degree to which the agency is meeting its goals and objectives.

The Board and the Management Team receive copies of results of client surveys and studies so that this data can impact decisions relative to programs where appropriate.

The agency's code of ethics and code of conduct is communicated to staff via policy and trainings.

Agency policies are communicated to staff via the agency Policy and Procedure Manual, desktop availability, and/or receipt/review of hard or soft copies of these policies. Staff are required to sign an attestation indicating their review, understanding and commitment to abide by all agency policies.

Staff are required to periodically give presentations regarding agency services to other human service agencies and document same. Informal communication explaining the agency's

## COMMUNICATION

programs and services to other human service agency personnel is expected on an ongoing basis.

Staff are not to communicate with outside agencies/organizations that are involved in an incident in which insurance, media, and/or attorneys of law are involved, without prior authorization from their direct supervisor and/or Executive Director. Should staff be contacted by these outside agencies/organizations prior to authorization, staff will immediately direct the communication to either their supervisor and/or the Executive Director. Staff will not release any information prior to obtaining authorization.

Staff are encouraged to participate in formal community presentations regarding mental health and substance use disorder issues when appropriate.

Staff should participate in appropriate community human services committees and use these opportunities to educate others regarding BCCMHA services, (ie, Barry Community Resource Network, Strong Families Safe Children, WRAP Around Committee, Barry County Child Abuse Committee, etc.).

Program/service outcome information should be communicated to the Board, staff, and, where appropriate, to other human service agencies.

Information regarding safety issues should be communicated to appropriate staff as soon as feasible.

The Executive Director communicates appropriate program and administrative information to the Management Team members at the weekly Coordinator's Staff Meetings and at individual meetings.

The Management Team members have the opportunity to share problem situations, progress reports and program information with each other on a weekly basis and any time in between meetings as necessary.

Appropriate information generated from management meetings should be communicated to the individual coordinator/manager's staff persons in an effort to keep personnel apprised of new information. Coordinators/Managers should hold regular staff meetings with their staff for purposes of disseminating relevant information and for obtaining staff feedback, reports, concerns, etc.

The agency should hold regular "all staff" meetings in order for staff to have the opportunity to both obtain information from supervisory personnel and give information.

## COMMUNICATION

The Single Entry Team will meet at least weekly for the purpose of disseminating information to staff about psychiatric admissions/discharges, debriefing, and on-call activity and follow-up.

The Residential Specialist will conduct AFC home operator training and provide ongoing communication with BCCMHA.

Staff are informed that ideas regarding programs/services are encouraged and may be forwarded to the appropriate staff for consideration.

An agency newsletter is prepared periodically and stored on the "S" Drive and contains pertinent information for staff and also an agency website is available for viewing.

## **V PROCEDURES**

None.

## **REFERENCES**

42.CFR 438.102  
45.CFR Part 164  
BCCMHA  
CARF  
Department of Health and Human Services  
CMS-BBA  
HIPAA  
Mental Health Code

## **QUALITY IMPROVEMENT**

This policy/procedure will be evaluated by the Quality Improvement Committee on an annual basis to enhance and improve the quality.

At any time employees can request in writing, on the form provided, that this policy or items in this policy be reviewed by the Quality Improvement Committee. Employee's written requests can be given to any Quality Improvement Committee member.

When an area for improvement is indicated, the process for improvement as identified in the Quality Improvement Plan will be followed.

COMMUNICATION

**APPROVED BY:**

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Richard Thiemkey  
Executive Director

Date

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Kelly Jenkins, MBA  
Chief Operating Officer

Date

COMMUNICATION

DATE REVIEWED

12/01/99  
05/09/01  
05/15/02  
06/25/03  
09/08/04  
09/14/05  
02/22/06  
02/14/07  
02/27/08  
04/08/09 – SA Merger  
01/27/10  
01/26/11  
01/18/12  
01/23/13  
01/15/14  
01/21/15  
01/20/16  
01/18/17  
01/17/18  
01/09/19