



**MONTANA STATE HOSPITAL
FORENSIC MENTAL HEALTH FACILITY
POLICY AND PROCEDURE**

**CRISIS RESPONSE SERVICES
FOR THE
FORENSIC MENTAL HEALTH FACILITY**

Effective Date: September 6, 2019

Policy: MSH FMHF-15

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- I. PURPOSE:** The purpose of this policy is to define and describe crisis response services for patients at the Montana State Hospital (MSH) Forensic Mental Health Facility (FMHF).
- II. POLICY:** It is the policy of the MSH FMHF to have crisis response services available to the patients at the FMHF 24 hours a day, 7 days a week. Crisis response services are provided to the patients by trained staff or contractors.

Nursing staff responsible for providing crisis response services will be instructed and trained in the following areas:

- A. The policies and procedures for crisis response services;
 - B. Crisis intervention techniques;
 - C. Conducting assessments of risk of harm to self or others and prevention approaches;
 - D. The signs and symptoms of mental illness; and
 - E. The appropriate utilization of collateral or emergency services.
- III. DEFINITIONS:** None.
- IV. RESPONSIBILITIES:**
- A. **MSH FMHF Program Manager and/or Nurse Manager:** Ensure that all patients of the MSH FMHF are informed of this policy during their orientation to the program. Ensure that all Registered Nurses are trained in the areas identified above and documentation of the training is forwarded to the MSH Staff Development and Personnel Departments.
 - B. **Registered Nurses:** Be trained and available to respond immediately to patients in crisis at the FMHF. Consult with Licensed Independent Practitioner and others as needed to help resolve a patient's crisis.

- C. **Licensed Independent Practitioners:** Consult with Registered Nurses providing crisis response services as requested in order to help resolve the patient's crisis in the most effective manner.

V. PROCEDURE:

- A. All Registered Nurses assigned to the FMHF will be trained in providing crisis response services. Documentation of their training will be maintained in their personnel files.
- B. A Registered Nurse will be available at the FMHF at all times of the day and week in order to be available for immediate response to patient crises.
- C. MSH FMHF patients will be instructed to notify the Registered Nurse of a personal crisis and request crisis response services at any time of the day or night.
- D. The FMHF will maintain call buttons in rooms and other means for a patient to report a personal crisis.
- E. The Registered Nurse will respond immediately to a request for crisis response services, assess the patient, and perform a risk assessment.
- F. The Registered Nurse will consult the Licensed Independent Practitioner or other professionals if clinically indicated.
- G. The Registered Nurse will develop a crisis management plan and take appropriate action to ensure the safety and well-being of the patient.
- H. The Registered Nurse will coordinate collateral interventions or services as indicated to help resolve a patient crisis.
- I. The Registered Nurse will complete documentation of the crisis, crisis management plan, and crisis services provided in the patient's medical record. Effective individualized interventions should be recorded for future crisis responders.

VI. REFERENCES: Administrative Rules of Montana Health Care Facilities, Subchapter 12, Minimum Standards for Mental Health Centers, 37.106.1945.

VII. COLLABORATED WITH: Hospital Administrator, Medical Director, Director of Clinical Services; Director of Nursing; Director of Quality Improvement; Program Manager of the FMHF.

VIII. RESCISSIONS: MSH FMHF-15, Crisis Response for the FMHF dated February 1, 2016.

Montana State Hospital Forensic Mental Health Facility Policy and Procedure

- IX. DISTRIBUTION:** MSH Electronic Policy and Procedure Manual; MSH Website Policy and Procedure Manual.
- X. ANNUAL REVIEW AND AUTHORIZATION:** This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-16-330.
- XI. FOLLOW-UP RESPONSIBILITY:** MSH FMHF Program Manager.
- XII. ATTACHMENTS:** None.

Signatures:

Kyle Fouts
Hospital Administrator (I)

Thomas Gray, MD
Medical Director