San Luis Obispo County
Care Coordination Coalition

Purpose:

To effectively and efficiently coordinate care for adult county residents that receive services from multiple agencies, the San Luis Obispo Care Coordination Coalition members, hereafter CCC, aim to activate a multi-disciplinary team (MDT) according to the following process.

Process:

1. Any partner agency within the CCC may initiate an MDT for a client shared between multiple agencies as follows:

    a. The service provider or staff interested in calling the MDT meeting must obtain all HIPAA-compliant (and 42 CFR-compliant if Drug & Alcohol is requested to participate) release of information form from the client. (County Form 815 is preferred.)
    b. If unable to obtain a release of information, the service provider or staff interested in calling the MDT meeting must request assistance from Adult Protective Services (APS) in planning and holding the initial meeting. Before, during, and after the meeting, the initiating provider must continue to attempt to obtain a release of information.
    c. Once release form is completed, the service provider will call the Department of Social Services/Adult Protective Services Intake line at 805-781-1790 to request assembling of an MDT.
    d. Service provider next provides the completed release form to the Intake Line fax number (805-788-2534).
    e. The Administrative Assistant at DSS-APS will contact all identified partners on the release form and set up remaining logistics for the MDT (date, time, location, etc.). The Administrative Assistant shall include the release of information to the meeting invite or prior to the meeting to confirm selected agencies can participate in the MDT meeting and can share information.
        i. In instances where SLO County Behavioral Health is named on the release as necessary to participate in the MDT, DSS-APS should send an encrypted email stating reason for MDT to MH_Managed_Care_Personnel@co.slo.ca.us or contact Managed Care at 800-838-1381.
        ii. The Managed Care Program will ensure that the client is currently active with Behavioral Health and will refer case to correct program. If client is not currently active, they will arrange for appropriate referrals.

2. In the initial meeting, partners will consider if client's participation is in their best interest:
    a. If it is determined it would be in the client's interest, the first portion of the MDT meeting is exclusively for service providers.
    b. Service provider will ask the client to join for the second portion of the meeting.

3. In the first meeting:
    a. Inform everyone who the meeting is for (client's name).
    b. Inform the group who requested the MDT meeting.

4. Introduce all service providers represented in the MDT.

5. Ask the provider or staff who requested the MDT meeting to review the reason for the request.

6. Attendees review client's strengths.

7. Attendees identify and address client's needs.

8. The provider or staff who requested the MDT meeting facilitates the team discussion, to explore a plan to address each identified need.

9. The MDT meeting requestor takes notes throughout the entire meeting so the plan can be reviewed with the team after each need has been addressed.

10. The MDT meeting requestor sends notes securely in compliance with local, state, and federal privacy and confidentiality requirements to every attendee.

11. If the client is in attendance in the second portion of the meeting, the process above is followed.

12. When plans are created for the client, each element of the plan should be labeled with the name of the staff person/agency that will follow up on that item, to ensure all attendees are aware of their responsibilities.

13. The service provider who arranged the initial MDT meeting will arrange for follow-up MDT meetings via the above process as necessary.

Patient Rights Advocate:
BH.PatientRightsAdvocate@co.slo.ca.us
805-781-4338

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