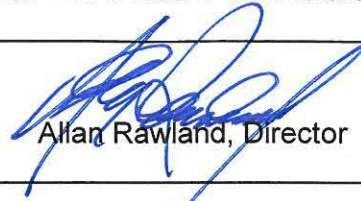


**County of San Bernardino
Department of Behavioral Health**

Interagency Communication of Unusual Events Procedure

Effective Date: 11/17/11
Approval Date: 11/17/11


Allan Rawland, Director

Purpose To provide Department of Behavioral Health (DBH) staff sharing a facility with other department(s) with a procedure to follow to communicate with the other department(s) when unusual events occur in one or more facility service areas.

Overview DBH programs and clinics sometimes share a facility with other County of San Bernardino (County) departments or agencies to efficiently and effectively provide services to local communities. There is a need to communicate with other County entities in a facility when an emergent situation occurs, which is the intent of this document. Interdepartmental and intradepartmental communication shall be coordinated as specified in this document whenever an unusual event (incident) occurs which may have an impact on other service areas during the course of service provision at a DBH-hosted facility, as defined below.

DBH staff sharing a facility hosted by another department or agency will follow the host facility's protocols. Program Managers and Clinic Supervisors in such environments have the responsibility of securing facility protocols in writing from the assigned facility contact at the time Memorandums of Understanding (MOUs) are signed. Where this DBH procedure conflicts with the host department's policies and procedures, the host department's policies and procedures will prevail.

The immediate safety and welfare of all patients, staff and visitors will be addressed as the first priority when an emergent incident occurs. DBH is committed to following all respective department, County, State and Federal statutes and regulations pertinent to this effort.

Note: All other DBH emergency/disaster/crisis policies and procedures continue to apply as appropriate and as described in the DBH Standard Practice Manual (SPM) Safety chapter for DBH-hosted facilities.

Definitions **Co-located** Programs or clinics are **co-located** when DBH and other departments or agencies are located in the same facility but substantially retain their independent departmental purposes and identities. For example, DBH, the Department of Public Health (DPH), and the Arrowhead Regional Medical Center (ARMC) are co-located at the DBH Behavioral Health Resource Center (BHRC).

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Definitions (continued)

Embedded A program or clinic is **embedded** when the program is located in another hosting department's or agency's facility and the embedded program is functioning as an operational component of the hosting department or agency. Examples include the Forensic Adolescent Services Team (FAST) program embedded at a Juvenile Justice Detention and Assessment Center and the integrated behavioral health teams embedded in the McKee Family Health Center and the Ontario Public Health Clinic.

Host The department or agency having the responsibility for the physical operation of the facility. For example, DPH is the host of the Holt, Ontario facility and ARMC is the host of the McKee facility. DBH has staff embedded in those facilities.

Incident An unusual event involving a patient/client injury or acute illness, or when an emergent safety risk or hazard occurs.

Security Personnel Security Personnel are personnel contracted to provide security services for County facility sites.

Procedure

The basic steps in the procedure below will be followed when an incident occurs in a DBH-hosted facility. All resident Clinic Supervisors/Managers in a DBH-hosted facility are responsible for:

- Completing each step or designating staff to do so, as appropriate
- Ensuring facility staff are trained in this procedure, as appropriate
- Ensuring each respective departments' incident policies and procedures are followed for each step, as appropriate

Important Note: The Clinic Supervisor/Manager responsible for the area or site in which an incident begins will have initial responsibility for ensuring the following steps take place.

Step	Action
1	Assess for injuries.
2	Initiate first aid, including CPR, as appropriate.
3	Call for assistance from <i>onsite</i> agencies and functions as appropriate to the nature of the occurrence: <ul style="list-style-type: none">• Request appropriate emergency medical assistance• Request emergency assistance from the nearest Community Crisis Response Team (CCRT) for emergent behavioral issues• Contact security personnel as appropriate to secure the building area affected by the incident
4	Call 911 for assistance from <i>outside</i> agencies as needed and according to respective departmental policies and procedures.

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Continued

Procedure
(continued)

Step	Action
5	<p>Follow his/her respective departmental policies and procedures to ensure the area is secured to:</p> <ul style="list-style-type: none"> • Maintain patient privacy and safety • Ensure the safety of staff and visitors <p>Note: Situations requiring a full building evacuation will follow the DBH Emergency Action Plan in DBH-hosted facilities.</p>
6	<p>Clinic Supervisors/Managers or designees will immediately notify by phone all other on-site departments, agencies and security who have not yet been notified, particularly when an incident involves more than one department and the departments are not involved in the initial response. The information provided should be general in description to protect client privacy and security and will include:</p> <ul style="list-style-type: none"> • Nature of the incident • Actions taken • Additional assistance needed/not needed
7	<p>Clinic Supervisors/Managers or designees for each department will be responsible for notifying his/her own department's or agency's administration in accordance with the established notification triggers and procedures in place for his/her respective department.</p>
8	<p>Ensure a written report is completed as established by the respective department's policies and procedures.</p>
9	<p>Ensure an interdepartmental site debriefing is held with all staff actively involved in the incident to:</p> <ul style="list-style-type: none"> • Review site-specific incident actions and procedures • Affect changes and improve future responses and interdepartmental communications • Ensure staff are individually debriefed as needed

**Related Policy
or Procedure**

[DBH Standard Practice Manual Safety Chapter](#)