

Exit and Discharge

Policy:

Morgan Support Services shall assist the person in transition following discharge to the extent reasonably practical and shall provide documentation to authorized agencies/individuals as appropriate. Exit and discharge criteria shall be uniformly and fairly applied to all program participants.

Procedure:

A program participant may be exit or be discharged from a Morgan Support Services program under the following circumstances:

1. Program participant/legally responsible person expresses a desire to terminate services from MSS
2. Program participant transfers to another facility/agency
3. Death
4. Program participant relocates outside of service area
5. All care goals are achieved
6. Program participant becomes ineligible for services
7. Program participant requires medical needs beyond the scope of MSS provision
8. Behavioral support needs extend beyond the scope of MSS ability to provide
9. Safety of the program participant or others at the facility are at risk
10. Non-compliance to plan of care
11. Failure to provide needed documentation, such as in regards to medication.
12. The program is no longer funded
13. MSS is no longer able to provide the service
14. MSS terminates the service

A person who receives 1:1 staffing who consistently is absent more than six days in a calendar month also is subject to discharge. Exceptions may include hospitalizations or vacation/other scheduled and preapproved absences. This aspect of the policy is meant to eliminate the issue of an employee hired to provide 1:1 services not being assured of consistent employment.

MSS shall coordinate with the program participant's Care Coordinator, attending physician, other community agencies and/or other service providers as applicable to insure continuation of services.

If MSS makes the determination to discharge the program participant for any of the reasons 5-14 above, the following steps shall be taken:

1. The agency shall provide written notice to the program participant/legally responsible person a minimum of 2 weeks prior to discharge, with a copy to the Care Coordinator.
2. The Clinical Director/designee shall meet with the program participant/legally responsible person to discuss options for placement and provide counseling regarding the advantages/disadvantages of continuing services elsewhere.
3. A Discharge Summary/Aftercare Plan shall be prepared by the Associate Clinical Director or his/her designee with the participation of the program participant/legally responsible person if appropriate. A copy shall be provided to the Care Coordinator and other authorized individual(s).
4. The Clinical Director/designee shall follow up within 30 days of discharge to determine program participant satisfaction with the new environment.

When the program participant is discharged for any reason, a Discharge Survey shall be sent to the program participant/legally responsible person to determine the program participant's satisfaction with MSS services. The information gathered on the survey(s) shall be used to assist MSS with program improvements.

The person/legally responsible person will be made aware of MSS' discharge policy during orientation.

Inactive Status

If a person stops attending the program as scheduled, all efforts will be made to contact the person, legally responsible person, and/or Care Coordinator to determine the cause and whether the person expects to resume attendance at a later date. If contact is unsuccessful, the person will be considered to be in an inactive status for 30 days following his/her last date of attendance. After that time, the person will be assumed to have voluntarily terminated his/her enrollment and the discharge procedure, including removing his/her clinical file from active status, will be initiated. If the person does intend to return, s/he will be put on inactive status for the anticipated period of absence. Upon his/her return, the Associate Clinical Director or his/her designee will verify his/her continued eligibility for programming (eg, Medicaid status.) If there has been no change in eligibility status, all services will resume as before. If there has been a change, the Associate Clinical Director or his/her designee will work with the person and his/her team to reinstate services as appropriate.

Supporting Forms/Documents

Discharge Summary/Aftercare Plan
Discharge Survey