

BEHAVIORAL HEALTH SUPPORT TEAM

Specialized Training

*Residential Care Services
(RCS)*

The *Behavioral Health Training Specialist* is a unique member of the Behavioral Health Support Team with Residential Care Services (RCS). It is the first of its kind to delicately balance and integrate the division's regulatory role and the adaptation and application of coaching and teaching strategies.

The Training Specialist is the designated expert for behavioral health and is responsible for providing statewide oversight to ensure RCS staff and providers are kept apprised of and educated on current and changing behavioral health standards. This includes consultation, development, and deployment of exclusive training to build proficiencies, understanding, and abilities in working with individuals with challenging and complex behavioral health needs, as well as technical assistance and education on regulatory requirements and best practice training.

Specialized Training Overview:

- **Application:** Utilize evidence-based practice, treatment approaches, and systematic coordination and partnership to equip providers with the skills needed in order to provide appropriate care for individuals who have various behavioral problems and mental instability.
- **Exclusive Training:** Regional RCS staff and providers can request the development and delivery of training on specific subject matter pertaining to behavioral health.
- **Provider Support:** Individualized and group training sessions for providers and their staff struggling with special topics or specific situations related to the complex world of behavioral health.
- **Travel & Availability for RCS Staff:** Travel statewide to any region, office, conference, etc. to provide specialized training, consultation, and strategic planning pertaining to behavioral health.
- **Travel & Availability for Providers:** Travel statewide to individual provider's facility and deliver in-service training, support groups, clinics, and/or technical assistance to improve and expand practical and clinical approaches to enhance skills in caring for residents with complex behavioral issues.
- **Research:** Conduct national research for proven mental health, chemical dependency, organic or traumatic brain injury, cognitive impairment issues, psychoactive medication usage, and physical environment approaches for people with challenging behaviors.
- **Leadership:** Plan, lead, organize and control the work performed by RCS in developing behavioral health principles, procedures, tools, and curricula.
- **Collaboration:** Represent RCS by chairing and facilitating both internal and external stakeholder meetings related to behavioral health training and curriculum development operation.
- **Administrative Responsibility:** Implementation and application of policy and program development related to behavioral health issues statewide.

Specialized Training Goals:

For Providers: To support in the readiness and continued learning to gain better understanding and skills for challenging behavioral issues and successfully navigate the regulatory requirements specific to individual facility settings.

For RCS staff: To support our staff with access to resources and training opportunities to enhance knowledge and skills pertaining to interactions with individuals with complex behavioral health symptoms and extremely challenging behaviors.

Referrals to the program can be made by phone or email:

BHST Email: rcsbhst@dshs.wa.gov

BHST Referral Message Line: 360-725-3445

BEHAVIORAL HEALTH SUPPORT TEAM

Quality Improvement Consultation

*Residential Care Services
(RCS)*

Residential Care Services has developed a new *Behavioral Health Support Team (BHST)* to offer technical assistance to our community providers who give services and supports to those individuals transitioning from local/state psychiatric hospitals or those providers who currently serve individuals with behavioral health challenges.

A goal of the RCS *Behavioral Health Team (BHST)* is for long-term success for people with behavioral challenges living in home and community-based settings. By promoting expertise within community settings, the team offers a person-centered approach in working with providers to address unique and complex needs of residents while navigating within the regulatory framework.

The RCS BHST has *Behavioral Health Quality Improvement Consultants (BQIC)* available to all providers who are providing care and services to a resident who has challenging behaviors. *This resource is available to providers regardless of the individual's funding source.*

BQIC consultations are brief, focused work and may include one to two visits with the provider and/or staff.

Examples of ideal BQIC referrals include:

- The provider has run out of ideas on how to provide care and services;
- The resident is at risk of being discharged due to behaviors;
- The provider is concerned about regulatory compliance regarding a client with behavioral health challenges; and/or
- There are no, or very limited mental health supports involved.
- Or, the hospitalized resident hasn't yet moved into the home/facility but the provider wants to receive additional support understanding the WACs and addressing the individual's potential behavioral challenges prior to residency.

Examples of what may be offered during a consultation include:

- Troubleshooting specific resident behaviors and providing clinical and regulatory guidance related to that behavior;
- Technical assistance with specific regulations;
- Brief focused training for a resident situation that impacts a large number of staff;
- Assist provider in developing fresh ideas to expand provider's intervention creativity and improve care plan quality while staying within the boundaries of the regulations; and/or
- Reaching out to community care members of care teams to help bridge the gaps.

If the resource need is identified by someone other than the provider (such as a case manager) please discuss the resource with the provider and if it is agreed that this may be a good resource, either person can make the referral.

Information by phone or email to include:

- ✓ Referent name and contact information
- ✓ Facility name and type (NH, ALF, AFH, ESF, CCRSS)
- ✓ Client name and date of birth
- ✓ Brief overview of concern

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