



Comprehensive Psychiatric Emergency Program (CPEP) Regulatory Reform Proposal

14 NYCRR Parts 590 (“Program” Regulations)

590.1 Background and intent.

(a) The purpose of comprehensive psychiatric emergency programs for those individuals ~~[alleged to have a mental illness]~~ with a known or suspected mental illness is to provide emergency observation, evaluation, care, and treatment in a safe and comfortable environment.

(b) The purpose of this Part is to establish standards for a comprehensive psychiatric emergency program which provides a full range of psychiatric emergency services within a defined geographic area. ~~[The program is intended to establish a primary entry point into the mental health system for the catchment area it serves.]~~ Comprehensive psychiatric emergency program services will include crisis intervention services within an emergency room setting, mobile crisis outreach services, ~~[crisis residential services,]~~ beds for extended observation of patients, and triage and referral services.

(c) The purpose of this Part is to describe requirements for the establishment and operation of a comprehensive psychiatric emergency program; establish requirements for admission and discharge; and specify requirements for staffing, services, treatment planning, recordkeeping and appropriate community linkages.

590.2 Legal base.

(a) Sections 7.09 and 31.04 of the Mental Hygiene Law grant the Commissioner of Mental Health the powers and responsibility to adopt regulations that are necessary and proper to implement matters under his or her jurisdiction and to set standards of quality and adequacy of facilities, equipment, personnel, services, records and programs for the rendition of services for mentally ill individuals pursuant to an operating certificate.

(b) Section 9.40 of the Mental Hygiene Law provides for ~~[involuntary]~~ emergency psychiatric admission to a comprehensive psychiatric emergency program.

(c) In accordance with Mental Hygiene Law Sec. 9.13 voluntary patients may seek admission to a comprehensive psychiatric emergency program. Voluntary treatment means that a person has a mental illness for which care and treatment as a patient in a comprehensive psychiatric emergency program is essential to such person’s welfare and such person understands and consents to the need for such care and treatment.

~~[(e)]~~ (d) Section 31.02 of the Mental Hygiene Law prohibits the operation of programs providing services for mentally disabled persons unless an operating certificate has been obtained from the appropriate commissioner of an office within the Department of Mental Hygiene.

~~[(d)]~~ (e) The Mental Hygiene Law, sections 31.05, 31.07, 31.09, 31.13, 31.19 and 31.27 further authorize the commissioner or his or her representative to examine and inspect such programs to determine their suitability and proper operation. Sections 31.16 and 31.17 authorize the commissioner to suspend, revoke or limit any operating certificate.

590.4 Definitions.

(b) Services.

(1) ~~[Brief emergency visit means a face to face interaction between a patient and a staff physician who meets the requirements of paragraph (c)(2) of this section, (preferably a psychiatrist, to determine the scope of emergency service required. This interaction should include a psychiatric diagnostic examination. It may result in further comprehensive psychiatric emergency program evaluation or treatment activities on the patient's behalf or discharge from the comprehensive psychiatric emergency program. For those persons who are discharged from the comprehensive psychiatric emergency program and who require additional mental health services, the brief emergency visit must include a discharge plan.]~~ Collaterals means an individual who is a member of the patient's family or household, or other individual who interacts with the patient and is directly affected by or has the capability of affecting their condition and is identified in the comprehensive psychiatric emergency plan as having a role in treatment and/or is necessary for participation in the evaluation and assessment of the recipient prior to admission.

(2) ~~Crisis outreach [service] means [mental health] face to face psychiatric emergency services provided outside an emergency room setting which includes [clinical assessment and crisis intervention treatment] evaluation, assessment and stabilization services. Crisis outreach services include but are not limited to therapeutic communication, coordination with identified supports, psychiatric consultation, safety planning, referral, linkage, peer services. Crisis outreach services may be provided outside the emergency room of the hospital, in the community or in other clinical areas within the hospital, for purposes of face to face visits with individuals discharged from the comprehensive psychiatric emergency program. Crisis outreach does not have to result in a visit or admission to the comprehensive psychiatric emergency program. For individuals discharged from the comprehensive psychiatric emergency program, crisis outreach includes face to face contact with a mental health professional for purposes of facilitating an individual's community tenure prior to engagement or re-engagement with community-based providers.~~

~~[(3) Crisis residential services means a service operating 24 hours per day which provides residential and other necessary support services for up to five consecutive days to persons who have recently experienced a psychiatric crisis, who are in need of acute psychiatric symptom reduction, and who are in need of a controlled nonpatient residential setting in order to restore such person to their precrisis level of functioning. Such services may also be provided to persons who are clinically determined to be at risk of an emerging psychiatric crisis.]~~

~~[(4)]~~ (3) Extended observation bed means a bed located in or adjacent to the emergency room of a comprehensive psychiatric emergency program designed to provide, for a period up to 72 hours, a safe environment for an individual who, in the opinion of the examining physicians,

requires extensive evaluation, assessment, or stabilization of the person's acute psychiatric symptoms.

~~[(5)]~~ (4) Full emergency visit means a face to face interaction between a patient and a psychiatrist and other clinical staff as necessary to determine a patient's current psychosocial and medical condition. It must include a psychiatric diagnostic examination; psychosocial assessment; and medical examination; which results in a comprehensive psychiatric emergency treatment plan and a discharge plan when comprehensive psychiatric emergency program services are completed. It may include other examinations and assessments as clinically indicated by the patient's presenting problems. Full emergency visit should be provided to patients whose presenting symptoms are initially determined to be serious and where the clinical staff ~~believe~~ determine commencement of treatment should begin immediately, and/or where staff are evaluating a person for retention in an extended observation bed or admission to a psychiatric inpatient unit.

(5) Medical examination means an examination conducted as part of a comprehensive psychiatric emergency programs full emergency visit, conducted by an appropriately credentialed professional employed by the comprehensive psychiatric emergency program or emergency department. Such medical examination shall include:

(i) A History and Physical which may be obtained either from the individual or systems including but not limited to the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) or Electronic Health Records (EHR) and includes at a minimum:

- (a) past medical history,
- (b) review of systems (physical systems),
- (c) review of medications and allergies, and
- (d) assessment of vital signs.

(ii) Where clinically indicated:

- (a) a targeted physical exam, and
- (b) orders for laboratory and other diagnostic studies.

~~(6) [Interim crisis service means a mental health service provided outside an emergency room setting for persons who are released from the emergency room of the comprehensive psychiatric emergency program, which includes immediate face to face contact with a mental health professional for purposes of facilitating a patient's community tenure while waiting for a first post-comprehensive psychiatric emergency program visit with a community based mental health provider.]~~ On duty means the professional is physically present in the building and accessible.

(7) Received means the individual has completed all required registration materials upon entry to the comprehensive psychiatric emergency program, and a record has been created for such individual.

~~[(7)]~~ (8) Restraint means the term *restraint* as such term is defined in section 526.4 of this Title.

(9) Satellite facility means a medical facility providing psychiatric emergency services that is managed and operated by a general hospital who holds a valid operating certificate for a comprehensive psychiatric emergency program and is located away from the central campus of the general hospital. A satellite facility at minimum must provide crisis intervention services including triage and referral and full emergency visits and/or extended observation bed services.

~~[(8)]~~ (10) Seclusion means the term *seclusion* as such term is defined in section 526.4 of this Title.

~~[(9)]~~ (11) Triage means a determination upon presentation by a staff member that an individual should receive an evaluation, or when appropriate, referral to other nonmental health services.

(12) Triage and referral means a face to face interaction between a patient and a staff physician, preferably a psychiatrist, or Psychiatric Nurse Practitioner to determine the scope of emergency service required. This interaction should include a psychiatric diagnostic examination. It may result in further comprehensive psychiatric emergency program evaluation or treatment activities on the patient's behalf or discharge from the comprehensive psychiatric emergency program. For those persons who are discharged from the comprehensive psychiatric emergency program and who require additional mental health services triage and referral must include a discharge plan.

(c) Staffing.

- (1) Clinical staff are all staff members who provide services directly to patients. Students and trainees may qualify if they are participating in a program leading to a degree or certificate appropriate to the goals, objectives and services of the comprehensive psychiatric emergency program and are supervised in accordance with the policies governing the training program and are included in the staffing plan approved by the Office of Mental Health.
- (2) Professional staff, for the purpose of this Part, are individuals who are qualified by credentials, training and experience to provide supervision and direct service related to the treatment of mental illness in a comprehensive psychiatric emergency program and ~~shall~~ may include the following:

(i) Creative arts therapist is an individual who is currently licensed as a creative arts therapist by the New York State Education Department or possesses a creative arts therapist permit from the New York State Education Department.

(ii) Credentialed alcoholism and substance use counselor is an individual who is credentialed by the New York State Division of Alcoholism and Alcohol Abuse.

(iii) Licensed practical nurse is an individual who is currently licensed as a licensed practical nurse by the New York State Education Department or possesses a licensed practical nurse permit from the New York State Education Department

(iv) Licensed psychoanalyst is an individual who is currently licensed as a psychoanalyst by the New York State Education Department or possesses a permit from the New York State Education Department.

(v) Marriage and family therapist is an individual who is currently licensed as a marriage and family therapist by the New York State Education Department or possesses a permit from the New York State Education Department.

(vi) Mental health counselor is an individual who is currently licensed as a mental health counselor by the New York State Education Department or possesses a permit from the New York State Education Department.

(vii) Nurse practitioner is an individual who is currently certified as a nurse practitioner by the New York State Education Department or possesses a permit from the New York State Education Department.

(viii) Nurse practitioner in psychiatry (referred to as Psychiatric Nurse Practitioner in statute) is an individual who is currently certified as a nurse practitioner with an approved specialty area of psychiatry (NPP) by the New York State Education Department or possesses a permit from the New York State Education Department.

~~[(iii)]~~ (ix) *Physician* is an individual who is currently licensed as a physician by the New York State Education Department.

(x) *Physician assistant* is an individual who is currently registered as a physician assistant by the New York State Education Department or possesses a permit from the New York State Education Department.

~~[(iii)]~~ (xi) *Psychiatrist* is an individual who is currently licensed as a physician by the New York State Education Department and who is certified by, or eligible to be certified by, the American Board of Psychiatry and Neurology.

~~[(iv)]~~ (xii) *Psychologist* is an individual who is currently licensed as a psychologist by the New York State Education Department.

~~[(v)]~~ (xiii) *Registered professional nurse* is an individual who is currently licensed as a registered professional nurse by the New York State Education Department.

~~[(vi)]~~ (xiv) *Rehabilitation counselor* is an individual who has either a master's degree in rehabilitation counseling from a program approved by the New York State Education Department or current certification by the Commission on Rehabilitation Counselor Certification.

~~[(vii)]~~ (xv) *Social worker* is an individual who is either currently licensed as a licensed master social worker or as a licensed clinical social worker by the New York State Education Department or has a master's degree in social work from a program approved by the New York State Education Department.

(3) Certified peer specialist means an individual who is credentialed as a peer in New York State.

~~[(3)]~~ (4) Other professional disciplines may be included as professional staff, provided that the discipline is approved as part of the staffing plan submitted to the Office of Mental Health. The discipline shall be from a field related to the treatment of mental illness. For rural areas, individuals who have obtained at least a master's degree in psychology may be considered professional staff for the purposes of calculating professional staff but may not be assigned supervisory responsibility.

590.6 Organization and administration.

(a) The governing body of the hospital shall be responsible for the overall operation and management of the comprehensive psychiatric emergency program. The governing body may delegate responsibility for the day-to-day management of the program to appropriate staff pursuant to an organizational plan approved by the Office of Mental Health. No individual shall serve as both member of the governing body and of the paid staff of the comprehensive psychiatric emergency program without prior approval of the Office of Mental Health.

(b) The hospital shall assure that the comprehensive psychiatric emergency program has space, program, staff, policies and procedures that are sufficient to meet the requirements of this Part and are separately identifiable from any other programs which may be operated by the providers.

(c) The governing body shall comply with all requirements set forth in 10 NYCRR Part 405 as well as requirements established by appropriate local, State and Federal standard-setting bodies. In addition, the governing body shall be responsible for the following duties:

(1) to develop an organizational plan which indicates lines of accountability and the qualifications required for staff positions. Such plan may include the delegation of the responsibility for the day-to-day management of the program to a program director who shall be a member of the professional staff employed by the comprehensive psychiatric emergency program. The program director shall report to the director of the host hospital or to the Director of Psychiatry;

(2) to ensure ~~[that programs take into account the cultural and ethnic backgrounds of patients served;]~~ efforts to reduce disparities in access, quality of care and treatment outcomes for underserved/unserved marginalized populations, including but not limited to: people of color, members of the LGBTQ community, older adults, Veterans, individuals who are deaf & hard of hearing, individuals who are Limited English Proficient, immigrants, and individuals re-entering communities from jails and prisons. Such policies and procedures shall include, but are not limited to the following:

(i) written personnel policies which shall prohibit discrimination on the basis of race, color, creed, disability, sex, marital status, age or national origin, as well as, written policies on affirmative action which are consistent with the affirmative action and equal employment opportunity obligations imposed by title VII of the Civil Rights Act, Federal Executive Order 11246, the Rehabilitation Act of 1973, section 504, as amended, and the Vietnam Era Veteran's Readjustment Act;

(3) to develop, approve, periodically review and revise as appropriate all programmatic and administrative policies and procedures. Such policies and procedures shall include, but are not limited to the following:

~~(i) [written personnel policies which shall prohibit discrimination on the basis of race, color, creed, disability, sex, marital status, age or national origin, as well as, written policies on affirmative action which are consistent with the affirmative action and equal employment opportunity obligations imposed by title VII of the Civil Rights Act, Federal Executive Order 11246, the Rehabilitation Act of 1973, section 504, as amended, and the Vietnam Era Veteran's Readjustment Act;]~~

~~[(iii)]~~ written policies and procedures governing patient records which ensure confidentiality consistent with the Mental Hygiene Law, sections 33.13, 33.14 and 33.16, 45 C.F.R. parts 160 and 164 and which provide for appropriate retention of such records pursuant to section 590.12 of this Part; and

~~[(iii)]~~ (ii) written policies that ensure the protection of patients' rights. At a minimum these policies shall establish and describe a patient grievance procedure. The provider shall post a statement of patients' rights in a conspicuous location easily accessible to the public pursuant to section 590.15 of this Part.

(4) To make an effort that the comprehensive psychiatric emergency program's staffing matches the demographic profile of the persons served, the program regularly uses data to set workforce recruitment targets. Efforts to recruit a diverse workforce should include all levels of the organization's workforce, including management.

(d) Comprehensive psychiatric emergency programs review demographic data for the program's catchment area to determine the cultural and linguistic needs of the population. Staff is trained to be aware and respond appropriately to the cultural and linguistic needs of the catchment area.

(e) Comprehensive psychiatric emergency programs review available demographic data to identify disparities of access to treatment and should implement policy and procedures to address such disparities.

(f) Comprehensive psychiatric emergency programs shall ensure provision of language assistance services to individuals who are Limited English Proficient and/or have other communication needs (e.g., deaf or hard of hearing) at no cost to them to facilitate timely access to all health care and services. Language access services will be made available in such a way that assessment or treatment activities will not be delayed.

(1) The comprehensive psychiatric emergency program shall make all necessary documents available in the individual's preferred language (e.g. releases). The program shall inform all individuals of their right to receive language assistance services clearly and in their preferred language, verbally and in writing.

(2) The comprehensive psychiatric emergency program provides easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area, with a focus on the varied reading levels among the service user population.

(3) Efforts are made to provide the individuals identified as collaterals with language assistance services translated into their preferred language, verbally and in writing.

(4) Efforts are made to employ staff that are proficient in the most prevalent languages spoken by services users.

(5) Ensures the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

(g) Incidents

~~(e)~~ (1) The hospital shall ensure the timely reporting, investigation, review, monitoring and documentation of incidents pursuant to the Mental Hygiene Law and Part 524 of this Title. Additionally, [S]such records and any related information shall be made available to the Department of Health, at their request.

(i) The comprehensive psychiatric emergency program shall utilize New York Incident Management Reporting System reports to assist in risk management activities and compile and analyze incident data for the purpose of identifying and addressing possible patterns and trends to improve service delivery.

(2) Incident Training

(i) All new staff shall receive training which must include at a minimum, the definition of incidents, reporting procedures, an overview of the review process, and the role of risk management.

(ii) Refresher incident reporting training shall be conducted at least annually for all staff and evidence of such training must be recorded in the staff personnel file;

(3) The Hospital's incident review committee shall review incidents, make recommendations and ensure implementation of action plans with the comprehensive psychiatric emergency program's administrator.

~~(e)~~ (h) The hospital shall ensure that no otherwise appropriate patient is denied access to services solely on the basis of multiple diagnoses or a diagnosis of HIV infection, AIDS, or AIDS-related complex.

~~[(f) There shall be an annual written evaluation of the comprehensive psychiatric emergency program's attainment of its stated goals and objectives, including any required changes in policies and procedures.]~~

~~[(g)]~~ (i) The hospital shall participate with the local governmental unit in local planning processes pursuant to sections 41.05 and 41.16 of the Mental Hygiene Law. At a minimum, such participation shall include:

- (1) provision of budgeting and planning data as requested by the local governmental unit;
- (2) identification of the population being served by the program;
- (3) identification of the geographic area being served by the program; and
- (4) description of the program's relationship to other providers of service, including but not limited to a description of all written agreements entered into pursuant to this Part.

~~[(h)]~~ (j) In programs which are not operated by State or local government, there shall be an annual audit, pursuant to a format prescribed by the Office of Mental Health, of the financial condition and accounts of the program performed by a certified public accountant who is not a member of the governing body or an employee of the program. Documents and fiscal information provided by the certified public accountant shall be relied upon by the Office of Mental Health in determining whether to issue, modify or renew the program's license and any associated contracts. Government-operated programs shall comply with applicable laws concerning financial accounts and auditing requirements. The audit may be program specific or may be performed as a part of any overall hospital audit.

~~[(i)]~~ (k) The hospital shall ensure the posting of notices of recipients' rights pursuant to section 527.5 of this Title. [Such notice shall also include the address and telephone number of local peer counseling/self help services.]

(l) The comprehensive psychiatric emergency center shall ensure the posting of notices displaying the availability of on-site peer counseling/self-help services and the address and telephone number of local off-site peer counseling/self help services.

590.7 Emergency service plan.

(b) The emergency services plan shall include:

- (1) a description of the program's linkages with mental health, substance abuse, alcohol, ~~[mental retardation]~~ intellectual and developmental disabilities, social services, peer counseling and self help services, State and local police agencies, emergency medical services, and ambulance services or other transportation agencies;

590.8 Admission and discharge procedures.

(a) Each comprehensive psychiatric emergency program shall maintain admission and discharge criteria which are consistent with its goals and objectives, and which are subject to the approval of the Office of Mental Health. Each admission shall be in accordance with the provisions of section 9.40 of the Mental Hygiene Law and on the forms prescribed therefor.

(b) Admission and retention of individuals.

- (1) Any person admitted into the emergency room of the comprehensive psychiatric emergency program must be examined by a staff physician as soon as practicable and in any event within six hours after being received into the emergency room.
- (2) The director of the comprehensive psychiatric emergency program may, in accordance with section 9.40 of the Mental Hygiene Law, involuntarily receive and retain in an extended observation bed any person alleged to have a mental illness which is likely to result in serious harm to the person or others and for whom immediate observation, care and treatment in the comprehensive psychiatric emergency program is appropriate. Retention in an extended observation bed shall not exceed 72 hours, which shall be calculated from the time such person is initially received into the emergency room of the comprehensive psychiatric emergency program.
- (3) No person may be involuntarily retained in a comprehensive psychiatric emergency program for more than 24 hours unless the person is admitted to an extended observation bed in accordance with section 9.40 of the Mental Hygiene Law.
- (4) Any person with a need of medical or surgical care or treatment which cannot be provided in the comprehensive psychiatric emergency program, shall not remain in the comprehensive psychiatric emergency program for a period exceeding eight hours. Within eight hours such person shall be accepted by the host hospital or a hospital with an affiliation agreement pursuant to section 590.7(b)(3) of this Part for appropriate observation or treatment in accordance with applicable regulations of the Department of Health (10 NYCRR section 405.19[e]).

(c) Information gathering

- (1) The program shall access the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) or other available electronic health records or database(s) to identify the patient's treatment providers and prior medication use and/or treatment engagement history.
- (2) The program shall document efforts to identify and contact with the individual's consent, the individual's treatment team and other relevant providers (e.g., housing providers, care coordination, managed care organizations), and collaterals.

(d) Screening and assessment

- (1) all presenting individuals shall be screened for risk of harm to self and others;
- (2) staff shall collaborate with collaterals as appropriate and available;
- (3) for individuals determined to be of moderate to high risk, efforts shall be made to obtain or develop a safety plan;

(4) all presenting individuals shall be screened for alcohol and substance use, abuse and dependence;

(5) screening tools should be evidence based and validated where possible; and

(6) assessments shall be strength-based and person-centered.

~~[(e)]~~ (e) The commissioner or his or her designee may prevent new admissions to the comprehensive psychiatric emergency program emanating from emergency medical services, ambulance services and law enforcement if a conclusion is reached that the ability of the program to deliver quality service would be jeopardized.

(1) The commissioner or his or her designee shall review the continued necessity for such prevention at least once every 24 hours according to a mutually developed plan.

(2) The comprehensive psychiatric emergency program shall develop a contingency plan with other local affiliated hospitals, emergency medical services and law enforcement for the prevention of new admissions during periods of high demand and overcrowding.

(3) Where a comprehensive psychiatric emergency program prevents new admissions pursuant to this paragraph, the comprehensive psychiatric emergency program must notify the appropriate OMH Field Office according to a mutually developed plan.

~~[(d)]~~ (f) Discharge criteria.

The provisions of section 29.15 of the Mental Hygiene Law shall not apply to the discharge of an individual from a comprehensive psychiatric emergency program, however:

(1) Discharge planning shall be conducted for all persons discharged from a comprehensive psychiatric emergency program who have been determined to require additional mental health services after ~~[a brief]~~ triage and referral or full emergency visit and for those persons admitted to extended observation beds who require additional mental health services.

(2) Discharge planning criteria shall include at least the following activities prior to discharge from the comprehensive psychiatric emergency program:

(i) a review of the person's psychiatric and physical needs;

(ii) completion of referrals to ~~[appropriate]~~ community services providers, in collaboration with the individual receiving services and comprehensive psychiatric emergency program staff, [where the individual so desires,] to address the person's identified needs;

(iii) ~~[if the individual so desires]~~ in collaboration with the individual receiving services, the comprehensive psychiatric emergency program shall arrange for appointments with community providers which shall be made as soon as possible after ~~[release]~~ discharge from the emergency room of the comprehensive psychiatric emergency program. When an appointment for mental health services cannot be made within a reasonable period of time, crisis outreach teams or other available comprehensive psychiatric emergency program staff may provide ~~[interim]~~ crisis outreach [services] until the initial appointment occurs and such services shall be reimbursed pursuant to section 591.4(f); and

(iv) each individual shall be given the opportunity to participate in the development of his or her discharge plan. Absent the objection of the

person and when clinically appropriate, reasonable attempts shall be made to contact family members for their participation in the discharge planning program. However, no person or family member shall be required to agree to the person's discharge. A notation shall be made in the person's record if such person objects to the discharge plan or any part thereof.

- (3) The comprehensive psychiatric emergency program shall verify that after-care appointment(s) occurred and follow up with individuals to ensure satisfactory linkage to care. Until linkage to care is completed, or for other clinically-indicated reasons, comprehensive psychiatric emergency program staff should provide crisis outreach services to ensure individuals are safe and stable in the community and continue to provide support, care and assistance with linkage to follow up care. Such services shall be reimbursed pursuant to section 591.4(f)

590.9 Services.

(a) The comprehensive psychiatric emergency program shall directly provide or ensure the provision of psychiatric emergency services, seven days per week, which shall include but not be limited to crisis intervention services in an emergency room, crisis outreach services, [~~crisis residential services,~~] extended observation beds and triage and referral services as such terms as defined in section 590.4 of this Part.

(b) Crisis intervention services shall be provided in the emergency room 24 hours per day, seven days per week and shall include psychiatric and medical evaluations and assessments which are used to determine the appropriateness of admission to and retention in the comprehensive psychiatric emergency program.

- (1) [~~Brief emergency visit~~] Triage and referral services shall be performed as soon as practicable and in any event within six hours after an individual is admitted into the comprehensive psychiatric emergency program's emergency room.
- (2) Full emergency visit services shall be performed as soon as is practicable after an individual is determined to need such services. If a [~~brief emergency~~] triage and referral visit is not conducted, a full emergency visit must be initiated within six hours.
- (3) In any case, an individual shall not be retained in the comprehensive psychiatric emergency program emergency room for more than 24 hours at which point they must be admitted to an extended observation bed or a psychiatric inpatient bed.

(c) Crisis outreach [~~services and interim crisis services~~] shall be provided seven days per week, during at least the day and evening hours pursuant to a staffing plan approved by the Office of Mental Health.

(1) Such services may be provided directly by the comprehensive psychiatric emergency program or through written agreement with a provider of service approved by the Office of Mental Health.

- ~~(2) Crisis outreach services shall include only:~~
- ~~(i) initial evaluation and assessment;~~

- ~~(ii) crisis intervention services; and~~
- ~~(iii) interim crisis services.]~~

(2) Crisis Outreach means face to face psychiatric emergency services provided outside an emergency room setting which includes evaluation, assessment and stabilization services. Crisis outreach services may be provided outside the emergency room of the hospital, in the community or in other clinical areas within the hospital, for purposes of face to face visits with individuals discharged from the comprehensive psychiatric emergency program. Crisis outreach does not have to result in an admission to the comprehensive psychiatric emergency program. For individuals discharged from comprehensive psychiatric emergency programs, crisis outreach includes face to face contact with a mental health professional for purposes of facilitating an individual's community tenure prior to engagement or re-engagement with a community-based provider.

(i) Crisis outreach services include but are not limited to assessment, therapeutic communication, coordination with identified supports, psychiatric consultation, safety planning, referral, linkage, peer services.

(b) Crisis outreach referrals can be made through internal referrals, external referrals or through comprehensive psychiatric emergency program discharge referrals.

~~[(d) Crisis residential services shall be available 24 hours per day, seven days per week and shall provide temporary residential, and other necessary support services.~~

- ~~(1) Crisis residential services may be provided to an individual for no more than five consecutive days in connection with a single admission to comprehensive psychiatric emergency program.~~
- ~~(2) Crisis residential services may be provided directly by the comprehensive psychiatric emergency program or through agreement with a provider of services operated or approved by the Office of Mental Health.~~
- ~~(3) Individuals utilizing the crisis residential services of the comprehensive psychiatric emergency program must be monitored on-site on a 24-hour basis by clinical staff. The clinical staff must be supervised by a mental health professional as defined in section 590.4(c)(2) of this Part.]~~

~~[(e)](d) Extended observation beds shall be available 24 hours per day, seven days a week to provide extended assessment and evaluation as well as a humane, safe environment which includes appropriate toilet, bath, and dietary facilities. The rationale for placement in extended observation beds shall be documented in the patient's case record and continued stay for up to 72 hours shall be subject to a daily written documentation of the need for continued retention.~~

~~[(f)](e) Triage and referral services as defined in section 590.4(b) of this Part, shall be available 24 hours per day, seven days per week and shall be provided to all individuals who receive services from the comprehensive psychiatric emergency program.~~

~~[(g)](f) Each comprehensive psychiatric emergency program shall provide information to individuals regarding the availability of peer counseling, family support, and/or self-help services.~~

590.10 Staffing.

(a) A comprehensive psychiatric emergency program shall continuously employ an adequate number of staff and an appropriate staff composition to carry out its goals and objectives as well as to ensure the continuous provision of sufficient ongoing and emergency supervision. Each comprehensive psychiatric emergency program shall submit a staffing plan which includes the qualifications and duties of each staff position by title. The staffing plan and its rationale shall be subject to approval by the Office of Mental Health. The Office of Mental Health must be notified of and approve any long-term deviations from the approved staffing plan.

(b) ~~At least 70 percent of the clinical staff hours shall be provided by full-time employees.~~ An adequate proportion of the clinical staff hours shall be provided by full-time employees.

(c) The comprehensive psychiatric emergency program shall, at a minimum, employ the following types and numbers of staff:

- (1) except as provided in subdivision (e) of this section, at least one full-time equivalent psychiatrist who is a member of the psychiatric staff of the program shall be on duty and available at all times;
- (2) at least one full-time equivalent registered nurse shall be on duty at all times and shall be responsible for the supervision of the nursing care and treatment provided in the extended observation beds of the comprehensive psychiatric emergency program;
- (3) at least one full-time equivalent licensed master social worker or licensed clinical social worker shall be on duty and available, at a minimum, during the day and evening hours;
- (4) a sufficient number of security personnel shall be on duty and available at all times;
- (5) at least one full-time equivalent credentialed alcoholism and substance abuse counselor or clinical staff person with experience ~~related to~~ in the counseling or treatment of individuals with a substance abuse problem shall be available or on call 24 hours a day;
- (6) the extended observation beds component of the comprehensive psychiatric emergency program shall be staffed by at least one clinical staff person, who is supervised by the registered nurse supervisor indicated in paragraph (2) of this subdivision, 24 hours per day, seven days per week; and
- (7) when providing crisis ~~intervention services~~ outreach at a site other than the emergency room of the comprehensive psychiatric emergency program ~~or the crisis residential service~~ at least two staff of the crisis outreach team, one of whom is a member of the professional staff, shall be present at all times.

(e) The commissioner may waive the requirement that one full time equivalent psychiatrist be on duty and available during the night hours, if:

- (1) the comprehensive psychiatric emergency program can demonstrate that the volume of service does not require such level of staff coverage; and
- (2) the comprehensive psychiatric emergency program can demonstrate that it can provide adequate coverage by other professional disciplines; and

(3) the comprehensive psychiatric emergency program can demonstrate the availability of a psychiatrist on call for consultation and supervision.

(f) For comprehensive psychiatric emergency programs which are within rural areas and which have 3,000 or less presentations per year, the commissioner may waive the requirement that one full-time equivalent psychiatrists be on duty and available if:

- (1) the comprehensive psychiatric emergency program can demonstrate that the volume of service does not require such level of staff coverage;
- (2) the comprehensive psychiatric emergency program can demonstrate that it can provide adequate 24-hour coverage by other professional staff; and
- (3) the comprehensive psychiatric emergency program can demonstrate the availability of a psychiatrist on-call for face-to-face interaction, consultation, supervision, an admission to or discharge from an extended observation bed.

~~[(g) If at least one percent of the general population of the catchment areas served by the comprehensive psychiatric emergency program has a primary language other than English, the comprehensive psychiatric emergency program shall ensure the availability of individuals who are fluent in that language. The program shall also ensure the availability of persons who are proficient in communicating with hearing impaired individuals.]~~

~~[(h)]~~ (g) In order to assure that individuals admitted to the comprehensive psychiatric emergency program are adequately supervised and are cared for in a safe and therapeutic manner, the comprehensive psychiatric emergency program shall meet each of the following requirements:

- (1) appropriate professional staff shall be available to assist in emergencies on at least an on-call basis at all times; and
- ~~[(2) a psychiatrist shall be available at least on an on-call basis at all times.]~~

590.12 Case records.

(a) There shall be a complete legible case record maintained for each patient admitted to a comprehensive psychiatric emergency program.

(b) The case record shall be available to all clinical staff of the comprehensive psychiatric emergency program who are participating in the treatment of the patient consistent with 45 C.F.R. parts 160 and 164.

(c) All individuals ~~[admitted]~~ receiving services [by] from the comprehensive psychiatric emergency program must have a case record which, at a minimum, includes a presentation note which indicates:

- (1) a brief description of the presenting problem, critical needs and overall conditions;
~~[and]~~
- (2) a brief description of the care and treatment required to safely and effectively address the individual's needs during the initial period after admission~~[-]; and~~
- (3) a brief description of the comprehensive psychiatric emergency programs attempts to contact collaterals.

(d) In addition to the information called for in subdivision (c) of this section, each case record for individuals who receive a triage and referral visit, a full emergency visit, or are admitted to an extended observation bed or receive crisis outreach [~~services or receive interim crisis services or receive crisis residential services~~] shall include:

- (1) patient identifying information and available psychiatric medical and relevant social history, including the person's residential situation and the details of the circumstances leading to the individual's presentation at the comprehensive psychiatric emergency program, and the name of the person or persons who have referred or brought the individual to the comprehensive psychiatric emergency program, if any. In the case of individuals brought to the comprehensive psychiatric emergency program by law enforcement officers, the officers should be interviewed and identified in the case record;
- (2) diagnosis
- (3) assessment of the patient's treatment needs based upon psychiatric, physical, social and functional evaluations; and
- (4.) [~~reports of all mental and physical diagnostic exams, assessments, tests, and consultations;~~]

~~[(5)]~~ progress notes which relate to goals and objectives of treatment and document services provided.

(e) The following information is required for each case record for individuals who receive a full emergency visit and/or is admitted to an extended observation bed and may be included in the case record for individuals who receive a triage and referral visit and/or crisis outreach:

(1) reports of all mental and physical diagnostic exams, assessments, tests, and consultations;

~~[(6)]~~ (2) notes which relate to special circumstances and untoward incidents;

~~[(7)]~~ (3) dated and signed orders for all medications; [and]

~~[(8)]~~ (4) discharge summary, including referrals to other programs and services, which must be completed within five days of discharge[-] and

(5) documentation of attempts to contact collaterals.

~~[(e) A description of services provided in the emergency room, extended observation beds and crisis residential services, and by the crisis outreach teams shall become part of the complete case record.]~~

(f) The case record shall include documentation of the patient's legal status.

590.13 Premises.

(a) The comprehensive psychiatric emergency program and any satellite facility shall maintain premises adequate and appropriate for the safe and effective operation of the program.

590.14 Statistical records and reports.

~~[(d) Summaries of statistical information shall be reviewed by the comprehensive psychiatric emergency program at least annually as part of the annual evaluation process.]~~

14 NYCRR Parts 591 (“Reimbursement” Regulations)

591.3 Definitions.

~~[(a) *Brief emergency visit* means a face-to-face interaction between a patient and a staff physician, preferably a psychiatrist, to determine the scope of emergency service required. This interaction should include a mental health diagnostic examination. It may result in further comprehensive psychiatric emergency program evaluation or treatment activities on the patient's behalf or discharge from the comprehensive psychiatric emergency program. For those persons who are discharged from the comprehensive psychiatric emergency program and who require additional mental health services, the brief emergency visit must include a discharge plan.]~~

[(b) (a) *Crisis outreach [service]* means [mental health] face to face psychiatric emergency services provided outside an emergency room setting which includes clinical [assessment and crisis intervention treatment] evaluation, assessment and stabilization services. Crisis outreach services include but are not limited to therapeutic communication, coordination with identified supports, psychiatric consultation, safety planning, referral, linkage, peer services. Crisis outreach services may be provided outside the emergency room of the hospital, in the community or in other clinical areas within the hospital, for purposes of face to face visits with individuals discharged from the comprehensive psychiatric emergency program. Crisis outreach does not have to result in a visit or admission to the comprehensive psychiatric emergency program. For individuals discharged from the comprehensive psychiatric emergency program, crisis outreach includes face to face contact with a mental health professional for purposes of facilitating an individual's community tenure prior to engagement or re-engagement with community-based providers.

~~[(c) *Interim crisis service* means a mental health service provided outside an emergency room setting for persons who are released from the emergency room of the comprehensive psychiatric emergency program, which includes immediate face-to-face contact with a mental health professional for purposes of facilitating a patient's community tenure while waiting for a first post-comprehensive psychiatric emergency program visit with a community based mental health provider.]~~

[(d) (b) *Full emergency visit* means a face-to-face interaction between a patient and a psychiatrist and other clinical staff as necessary to determine a patient's current psychosocial and medical condition. It must include a psychiatric or mental health diagnostic examination; psychosocial assessment; and medical examination; which results in a comprehensive psychiatric emergency treatment plan and a discharge plan when comprehensive psychiatric emergency program or services are completed. It may include other examinations and assessments as clinically indicated by the patient's presenting problems. Full emergency visits

should be provided to patients whose presenting symptoms are initially determined to be serious and where the clinical staff ~~believe~~ determine commencement of treatment should begin immediately, and/or where staff are evaluating a person for retention in an extended observation bed or admission to a psychiatric inpatient unit.

(c) Medical examination means an examination conducted as part of a comprehensive psychiatric emergency program's full emergency visit, conducted by an appropriately credentialed professional employed by the comprehensive psychiatric emergency program or emergency department. Such medical examination shall include:

(1) A History and Physical including, but not limited to:

- (i) past medical history,
- (ii) review of systems (physical systems),
- (iii) review of medications and allergies, and
- (iv) assessment of vital signs.

(2) Where clinically indicated:

- (i) a targeted physical exam, and
- (ii) orders for laboratory and other diagnostic studies.

(d) Triage and referral means a face to face interaction between a patient and a staff physician, preferably a psychiatrist, or Psychiatric Nurse Practitioner to determine the scope of emergency service required. This interaction should include a psychiatric diagnostic examination. It may result in further comprehensive psychiatric emergency program evaluation or treatment activities on the patient's behalf or discharge from the comprehensive psychiatric emergency program. For those persons who are discharged from the comprehensive psychiatric emergency program and who require additional mental health services, triage and referral must include a discharge plan.

591.4 Standards pertaining to reimbursement.

(a) The comprehensive psychiatric emergency program must have a valid operating certificate.

(b) The staff and services must conform with the requirements of Part 590 of this Title.

(c) The written records of the reimbursed unit of service, including presentation log, case records and discharge plans and summaries, as appropriate, must conform with the requirements of Part 590 of this Title.

(d) A patient may receive one ~~brief~~ triage and referral visit or one full emergency visit service in one calendar day. If a patient receives one of each, the comprehensive psychiatric emergency program shall receive reimbursement for the full emergency visit.

(e) A patient may receive one crisis outreach visit ~~[or one interim crisis service]~~ and either one ~~brief~~ triage and referral visit or one full emergency visit in one calendar day.

(f) A patient may receive ~~[interim]~~ crisis outreach services for a period ~~[not to exceed five days]~~ of time that allows for linkage to services after [release] discharge from the emergency room of the comprehensive psychiatric emergency program.

(g) In any calendar day comprehensive psychiatric emergency services reimbursed pursuant to this Part shall not be included in the limitation on the number of reimbursed services included in Part 588 of this Title.

(h) The services provided in a medical/surgical emergency ~~[or clinic]~~ setting for comorbid conditions shall be separately reimbursed. ~~[These services shall not substitute, for reimbursement purposes, for medical and nursing evaluations provided in the comprehensive psychiatric emergency program. If medical and/or nursing evaluations provided outside the comprehensive psychiatric emergency program are utilized by the comprehensive psychiatric emergency program, the comprehensive psychiatric emergency program may be reimbursed for a brief emergency visit only.]~~

(i) The standards of reimbursement included within this Part shall be in effect as long as continued Federal financial participation is assured.

~~[591.5 Reimbursement for comprehensive psychiatric emergency programs.~~

~~Effective April 1, 2015, reimbursement for comprehensive psychiatric emergency programs under the medical assistance program shall be in accordance with the following fee schedule:~~

Brief emergency visit —	\$ 181.77
Full emergency visit	\$1,064.50
Crisis outreach service visit	\$1,064.50
Interim crisis service visit	\$1,064.50]