



Community Care Team Policies and Procedures

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Purpose

The purpose of the New Hampshire Harm Reduction Coalition (NHHRC) Community Care Team (CCT) is to provide person-centered care to and improve outcomes for the most vulnerable members of our community by developing wrap-around services through multi-agency partnership and care coordination.

Structure

The NHHRC CCT is comprised of three regional Community Care Teams. One team serves Strafford County, and two teams serve eastern Rockingham County.

NHHRC CCT Members are health and human service organizations serving Strafford County and eastern Rockingham County.

New member organizations are approved by the consensus of current member organizations.

Responsibilities

- Identify the highest need participants as indicated by their patterns of utilization of crisis/emergency services, hospital admissions or other compelling indicators of vulnerability.
- Each regional CCT shall meet an average of once each month.
- NHHRC CCT Member Organizations and all CCT meeting participants have a legal and ethical responsibility to protect the privacy of individuals and families referred to the CCT and to protect the confidentiality of their health information.

Guiding Principles

Shall conduct all business in a transparent manner.

Shall practice open communication with all patients/clients and Member Organizations.

Shall protect the privacy of individuals and families referred to the NHHRC CCT and to protect the confidentiality of their health information.

Shall strive to reduce duplication and increase coordination, collaboration, and integration of services.

Policies and Procedures

Purpose/Vision

The purpose of the New Hampshire Harm Reduction Coalition Community Care Team is to optimize the availability of services to patient/clients through an integrated and synchronous patient-centered care delivery through multi-agency partnership and care planning.

Confidentiality

- Each participant in NHHRC CCT meetings is required to sign the NHHRC CCT Confidentiality Statement and Policy and Procedures Acknowledgement before attending a meeting. Though several members from one agency may participate, each member is required to sign a separate statement. The signed statements will be kept on file with the NHHRC. (See Appendix A for Confidentiality Agreement and Policy and Procedures Acknowledgment)
- Each monthly CCT meeting will have a standing agenda item at the beginning of the meeting requesting that anyone in attendance who has not signed the Confidentiality Agreement and Policy and Procedures Acknowledgment do so before the meeting begins.
- Pursuant to New Hampshire RSA 151:13-a, CCT members are required to maintain confidentiality of all protected health information (PHI) and not disclose any such PHI to anyone not authorized. By signing the NHHRC CCT Confidentiality Agreement and Policy and Procedures Acknowledgement, you attest that you have read, understand, and agree to comply with this requirement.

CCT Membership

- The NHHRC Community Care Team is comprised of health and human service organizations serving eastern Rockingham and Strafford Counties. For operational purposes the CCT is split into three teams—one that meets in Portsmouth and serves eastern Rockingham County, one that meets in Exeter and serves eastern Rockingham County, and one meeting in Rochester serving Strafford County.
- The decision regarding the addition of organizations as members of the NHHRC CCT is that of current CCT members.

Release of Information (ROI) Form

- Any member of any agency listed on the ROI can facilitate a patient/client signing the

ROI. (See Appendix B for Release of Information)

- The CCT member assisting the patient/client will educate the patient/client as to the CCT purpose and revocation process reinforcing the name and telephone number on the ROI if the patient seeks to revoke the release.
- Original ROIs are maintained by the originating CCT member organization. A CCT member organization may request and keep a copy of a signed ROI for their records.
- Each CCT member organization is responsible for retaining a copy of ROIs originating from their organization and developing and providing employee CCT education and information on CCT operations at their organization.

Revocation

- A patient/client may revoke his/her/their NHHRC CCT Release of Information at any time by informing any CCT member or by notifying NHHRC. Contact information is included on the release.
- When a patient/client revokes their release, the member receiving the notice must confirm the identity of the patient/client using his/her/their name and date of birth.
- Once the identity of the patient/client is confirmed, the patient should be requested to sign the ROI below the authorizing signature section confirming their revocation, if the patient is present. If not present, the member receiving the revocation should document the date of revocation and the name of the member and organization receiving it in the designated section on the release.
- If the CCT member receiving the revocation is not the member with whom the release originated, the receiving member should notify the originating member of the revocation by phone or e-mail. Phone or e-mail messages should convey only the patient's name and request, e.g., "Patient/client name is revoking his/her release. Please contact me for more details."
- Each monthly CCT meeting will have a standing agenda item at the beginning of the meeting to review any revocations that need to be recorded.

Case presentations

- CCT members may present a case for discussion at any CCT meeting if they have obtained a signed ROI.
- The case presentation at the meeting should be concise and follow the CCT Case

Presentation Template. (See Appendix C for CCT Case Referral and Presentation Form)

Communication/PHI

- The ROI is for discussion of information only, not sharing of medical records, agency documentation, or other written private health information.
- NHHRC will maintain a secure/encrypted email server for use by CCT members for the purposes of meeting facilitation only.
- CCT members are responsible for directly addressing any disclosures of PHI that may occur outside of the secure/encrypted email server provided. CCT members are responsible for following their agency guidelines regarding any PHI disclosures. NHHRC staff will provide any CCT member with information to support appropriately revoking any disclosed information, as needed.