

TORRANCE MEMORIAL MEDICAL CENTER

DEPARTMENT:	MEDICAL STAFF
POLICY AND PROCEDURE:	ASSISTANCE PROGRAM
DATE APPROVED:	PRACTITONER WELL BEING COMM.: 5/17/2016
	BYLAWS COMMITTEE: 10/5/2016
	MEDICAL EXECUTIVE COMMITTEE: 12/13/2016
	BOARD OF TRUSTEES: 12/14/2016

POLICY: Torrance Memorial Medical Staff provides members of the Medical Staff with professional and confidential assistance through a Medical Staff Assistance Program (MSAP) at no cost to members for five (5) crisis and intervention visits per calendar year. This service provides members with a constructive way to deal with personal problems which may be affecting behavior and clinical performance. It is the belief that dealing with these problems preemptively may alleviate issues related to clinical performance, clinical privileges and/or membership. However, member involvement in this or any other rehabilitation program does not excuse or limit the obligation of members to meet Torrance Memorial Medical Staff's Bylaws, Rules and Regulations and policies/procedures or standards.

PROCEDURES:

Eligibility: All Medical Staff members of the Active, Associate, Courtesy and Provisional staffs are eligible to receive assistance through this Program upon appointment to the Medical Staff.

Self-Referral: Eligible Medical Staff members may self-refer to the Program. Inquiries will be held in strictest confidence.

Self-referrals are limited to up to five (5) visits to Program counselors. The Program counselor may immediately refer clients to a qualified professional in the community for continued care after an initial assessment, if the counselor determines that more than five (5) visits are necessary.

Medical Staff Directed

Interventions: When members are unable or unwilling to correct behavioral or clinical performance problems, a referral to the Program by any medical staff leader (department chief, committee chair, chief of staff, vice chief of staff or secretary/ treasurer) may be warranted. Such referrals can be based solely on the members' documented unsatisfactory performance or behavior. Members must voluntarily agree to the referral. Members' acceptance of the referral cannot be a requirement for continued membership and/or clinical privileges or the basis for disciplinary action.

Members' Responsibilities for Medical

Staff Referrals: Members complying with a referral to the Program will be monitored by the

Practitioner Well Being (PWB) Chair and will be expected to sign a “release of information form” so that the Practitioner Well Being Chair can receive the following information:

- Member’s attendance at the Program session
- Date of the next session
- Progress of the case

Follow-Up of Medical Staff

Referrals: The PWB Committee shall follow up on its referrals on a monthly basis either through the department chief or the member to monitor the status of the member’s performance. The Medical Staff shall tracks referrals for a minimum of two (2) months or until the performance problem has been at least somewhat resolved. Based on reports from the department chief or member, the PWB Committee shall determine what follow-up care should be considered.

Member’s Refusal of Referrals:

Members have the option to refuse the Medical Staff’s referral recommendation, and this refusal cannot be a cause for disciplinary action. Once members have refused the referral, their performance or behavior problems will continue to be handled in accordance with the Medical Staff’s Bylaws, Rules/Regulations, policies/procedures and protocols.

Cost: Members are not charged for the first five (5) intervention and assessment visits to the counselor per calendar year. Self-referred members who seek assistance beyond the five (5) sessions covered by the Program, are responsible for paying all incurred costs of continued counseling. When members are referred to a professional in the community, they will be told the cost of continued counseling. Members may use private insurance coverage for services.

Confidentiality: The Program counselors shall keep all records of members seeking assistance in strict confidence unless a particular member gives a signed release of information or unless the counselors are required by law to release information. These records are kept in secure, locked file cabinets for a minimum of two (2) years. No assessment or treatment information will be placed in members’ personnel or credential files.

Member

Access to Files: Members are permitted to read information in their counselor’s file during normal business hours in the counselor's presence.

Program: The Torrance Memorial Medical Staff Services Department shall receive monthly reports on how many members are using the Program. However, identifying information or names are not included in these reports.