SECTION I: PATIENT FOCUSED FUNCTIONS

**Chapter 1: Ethics, Rights, and Responsibilities (RI)**

- Procedure 1.1 Ethics, Rights and Responsibilities
- Procedure 1.2 Operationalizing the Code of Ethics
- Procedure 1.3 Open
- Procedure 1.4 Informed Consent
- Procedure 1.5 Patient’s Request for Treatment by Prayer Alone
- Procedure 1.6 Advance Health Care Directives
- Procedure 1.7 Open
- Procedure 1.8 Do Not Resuscitate (DNR) Order and Bracelet Protocol
- Procedure 1.9 Patient Grievance
- Procedure 1.10 Visitation
- Procedure 1.11 Patient Searches
- Procedure 1.12 Access to Advocates for Recovery/Treatment Planning
- Procedure 1.13 Donated Clothing
- Procedure 1.14 Organ/Tissue Donation
- Procedure 1.15 Arrest of Patients at Connecticut Valley Hospital
- Procedure 1.16 Privileged Conversation for Patients on Continuous or More Restrictive Levels of Observation Status
- Procedure 1.17 Conservatorship
- Procedure 1.18 Patient Communication and Restriction of Communication
- Procedure 1.19 Patient-to-Patient Sexual Harassment
- Procedure 1.20 Recording and Filming of Patients
- Procedure 1.21 Videotaping of Public Hearings Held on CVH Campus

**Chapter 2: Provision of Care, Treatment, and Services (PC)**

- **Assessment Continuum of Care**
  - Procedure 2.1 Assessment of Fall Risk and Falls
  - Procedure 2.2 Assessment and Reporting of Victims of Abuse, Neglect or Exploitation
  - Procedure 2.3 Sexual Assault
  - Procedure 2.4 Evaluating Comprehension of Patient Education
  - Procedure 2.5 Assessment and Management of Pain
  - Procedure 2.6 Integrated Treatment Planning Process
  - Procedure 2.7 Discharge Planning
  - Procedure 2.8 Evaluating and Managing Suicide Risk
  - Procedure 2.9 Linguistic Support: Use of Interpretation and Translation Services
  - Language Services Form
  - Procedure 2.10 Elopement/Escape and Unauthorized Absence
  - Procedure 2.11 Special Observation
  - Procedure 2.12 Patient Care and Gender Specific Assignment
  - Procedure 2.13 Outpatient and Emergency Visits to Acute Care Hospitals, Staff Expectations and Responsibilities
  - Procedure 2.14 Transitional Planning Between Units and Programs
  - Procedure 2.15 Group and Individual Treatment Programs
  - Procedure 2.16 Documentation of Patient Progress and Care
  - Procedure 2.17 Patient Privileges
  - Procedure 2.18 Animal Assisted Therapy / Animal-Assisted Activity / Service Animals
  - Procedure 2.19 Electroconvulsive Therapy (ECT)
  - Procedure 2.20 Pocket Talker Advanced Amplification Device
Procedure 2.21 Guidelines for Positive Behavioral Support Programming and Implementation
Procedure 2.22 Hand-Off Communication Among Caregivers
Procedure 2.23 Clinical Consultation
Procedure 2.24 Clinical Emergency All Available Code for Psychiatric Emergencies
Procedure 2.25 Medication Reconciliation
Procedure 2.26 Seclusion Use
Procedure 2.27 Restraint Use for the Management of Violent or Self Destructive Behavior
Procedure 2.28 Critical Clinical Alarm Systems
Procedure 2.29 Palliative Care Program
Procedure 2.30 Prevention of Tubing Misconnections
Procedure 2.31 Utilization Review Operational Guidelines
Procedure 2.32 Admission of Patients
Procedure 2.33 Adult CPR with AED Guidelines
Procedure 2.34 Patient Death: Staff Responsibilities
Procedure 2.35 Patients Identification
Procedure 2.36 Patient-to-Patient Sexual Harassment
Procedure 2.37 CASIG Assessment Process
Procedure 2.38 Community Integration and Discharge
Procedure 2.39 Homework Assignment/Generalization Process
Procedure 2.40 Use of Oxygen
Procedure 2.41 Medical Emergency
Procedure 2.42 Responding to a Choking Episode/Swallowing Episode
Procedure 2.43 Speech and Language Communication Services
Procedure 2.45 Use of the Humane Isolation Bed/Rolling Bed
Procedure 2.46 Guidelines for Weighted Modalities

Weighted Modality Rating Tool

Procedure 2.47 PAP Ventilation (APAP, BiPAP, CPAP)
Procedure 2.48 Guidelines for Appropriate Fingernail Hygiene
Procedure 2.49 Critical Test Results
Procedure 2.50 Naloxone Prescribing for Discharge (see also Commissioner’s Policy 6.41)
Procedure 2.51 Naloxone for Emergency Use (see also Commissioner’s Policy 6.41)
Procedure 2.52 Description of Diet Consistency Levels

Addiction Services Division
General Psychiatry Division
Whiting Forensic Division

Chapter 3: Medication Management (MM)
Procedure 3.1 Emergency and Involuntary Medication
Procedure 3.2 Drug-Use Evaluation and Medication-Use Evaluation
Procedure 3.3 Medication Event Reporting System
Procedure 3.4 Open
Procedure 3.5 Patient Self-Administration of Medication

Chapter 4 Surveillance, Prevention, and Control of Infection (IC)
Infection Prevention
Procedure Surveillance, Prevention and Control of Infections
SECTION II: ORGANIZATION FOCUSED FUNCTIONS

**Chapter 5**  Improving Organization Performance (PI)

- Procedure 5.1  (Reserved)
- Procedure 5.2  (Reserved)
- Procedure 5.3  (Reserved)
- Procedure 5.4  Assessment of Risk for the Purpose of Transport
- Procedure 5.5  Patient and Staff Safety in the Community
- Procedure 5.6  Risk Management
- Procedure 5.7  (Reserved)
- Procedure 5.8  Patient Safety Event and Incident Management

**Chapter 6**  Leadership (LD)

- Procedure 6.1  Governing Body By-Laws
- Procedure 6.2  Governing Body Self Assessment Tool
- Procedure 6.3  Development Revision of Operational Procedures
- Procedure 6.41  Prevention and Treatment of Opioid Addiction and Overdose (*Commissioner’s Policy*)
- Procedure 6.51  Community Integration and Discharge from Connecticut Valley Hospital (*Commissioner’s Policy*)

**Chapter 7:**  Management of the Environment of Care (EC)

- Procedure 7.1  Fire and Smoke Barrier Penetrations
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- Procedure 7.4  Requesting Use of CVH State Pool Vehicles
- Procedure 7.5  Safety Hazards
- Procedure 7.6  Guidelines for the Safe Management of Patient Personal Property
- Procedure 7.7  Firearms and Deadly Weapons
- Procedure 7.8  Bomb Threats
- Procedure 7.9  Open
- Procedure 7.10  Traffic Control and Designated Parking
- Procedure 7.11  Open
- Procedure 7.12  Use of Extension Cords and Surge Protectors
- Procedure 7.13  Social Environment
- Procedure 7.14  Space Planning
- Procedure 7.15  Allowable Patient Personal Property – Electronic Items
- Procedure 7.16  Security Alert: Active Shooter
- Procedure 7.17  Hot Spot Environmental Rounds
- Procedure 7.18  (Reserved)
- Procedure 7.19  Portable Heaters
- Procedure 7.20  Activity/Welfare Funds
- Procedure 7.21  Dietary Services
- Procedure 7.22  Signs
- Procedure 7.23  Patient Clothing and Linen Request
- Procedure 7.24  Patient Accounts Unit
- Procedure 7.25  Personal Service Agreements (PSA), Memorandum of Understanding (MOU), Property Use Agreements
- Procedure 7.26  Staff Housing
- Procedure 7.27  Panic and Body Alarms Security Systems
- Procedure 7.28  Open
- Procedure 7.29  (Reserved)
- Procedure 7.30  Purchasing
- Procedure 7.31  Loss or Damage - Real and Personal State Property
- Procedure 7.32  Physical Environment Assessment for Suicide Risks
Chapter 8: Management of Human Resources (HR)

Procedure 8.1 Benefits
Procedure 8.2 Education Required
Procedure 8.3 Education Data Base – Learning Management System (LMS)
Procedure 8.4 Open
Procedure 8.5 Open
Procedure 8.6 Open
Procedure 8.7 Employee Attendance Review
Procedure 8.8 Employee Organizations
Procedure 8.9 Open
Procedure 8.10 Employee Assistance Program (EAP)
Procedure 8.11 Fair Employment Practices
Procedure 8.12 Open
Procedure 8.13 Dual Employment Request
Procedure 8.14 Hospital Authorized Personnel Identification
Procedure 8.15 Leave of Absence
Procedure 8.16 Licensure/Certification
Procedure 8.17 Agency Compliance Code of Conduct

Also see DMHAS Commissioners Policy Agency Compliance Code of Conduct

Procedure 8.18 Organization Charts and Staffing Analysis
Procedure 8.19 Orientation
Procedure 8.20 Authorizations for Overtime Assignments
Procedure 8.21 Open
Procedure 8.22 Performance Management System
Procedure 8.23 Political Activity
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Procedure 8.27 Reporting Alleged Violation of Policies, Procedures, Regulations or Work Rules
Procedure 8.28 Employment Separation
Procedure 8.29 Staff Request Not to Participate in an Aspect of Patient Care
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Procedure 8.31 Open
Procedure 8.32 Open
Procedure 8.33 Employee Personnel Records
Procedure 8.34 Investigation of Alleged Violations of DMHAS Policies, Procedures,
Regulations, or Work Rules
Procedure 8.35 Workers’ Compensation
Procedure 8.36 Pre-Employment Physical Examinations
Procedure 8.37 Open
Procedure 8.38 Tuition Reimbursement
Procedure 8.39 Staff Suggestions
Procedure 8.40 Release/Disclosure of Information from Employee Personnel and Employee Medical Files
Procedure 8.41 Publishing Related Activities
Procedure 8.42 Guidelines Concerning the Prohibition on Sexual or Otherwise
Exploitative Relationships Between Employees and Patients/Clients (DMHAS Work Rule #24)
Procedure 8.43 Guidelines for Appropriate Employee Dress
Chapter 8a: Staff Development

Chapter 9: **Management of Information (IM)**

- Procedure 9.1 Authorization to Document in the Medical Record
- Procedure 9.2 (Reserved)
- Procedure 9.3 Faxing Patient Health Information
- Procedure 9.4 Subpoena of Medical Records
- Procedure 9.5 Legal Status: Admission and Changes in Legal Status and Probate Court Hearings
- Procedure 9.6 Diagnosis: Admission and Changes in Diagnosis
- Procedure 9.7 Standards for Medical Record Completion
- Procedure 9.8 Records Retention Schedules for State Agencies
- Procedure 9.9 Computer Hardware – See Commissioner’s Policy 7.2 and 7.4
- Procedure 9.10 Software Licensing – See Commissioner’s Policy – Software Inventory Control
- Procedure 9.11 Service of Process and Procedure for Acceptance of Notice of Legal Action or Proceedings
- Procedure 9.12 Internet, Computer, E-Mail, and Phone Use
- Procedure 9.13 Hospital Census – Reporting Patient Movement
- Procedure 9.50 Permissible Patient Use of CVH Computer Systems

**HIPAA Procedures**

- Procedure 9.14 Provision of Notice of Privacy Practices for Protected Health Information
- Procedure 9.15 Access to Protected Health Information
- Procedure 9.16 Amendment of Protected Health Information
- Procedure 9.17 Accounting of Disclosures of Protected Health Information
- Procedure 9.18 Request for Confidential Communication of Protected Health Information
- Procedure 9.19 Authorization for Use and Disclosure of Protected Health Information
- Procedure 9.20 Resolving Conflicting Authorizations
- Procedure 9.21 Verification Requirements for the Use and Disclosure
- Procedure 9.22 Restrictions on the Use and Disclosure of Protected Health Information
- Procedure 9.23 Use and Disclosure of Protected Health Information without Authorization
- Procedure 9.24 Use and Disclosure of Protected Health Information, Minimum Necessary
- Procedure 9.25 Disclosure to Personal Representatives
- Procedure 9.26 Use and Disclosure of Protected Health Information for Research
- Procedure 9.27 De-Identification of Protected Health Information
- Procedure 9.28 Limited Data Set
- Procedure 9.29 Transporting Medical Records and Documents Containing Patient Protected Health Information
- Procedure 9.30 Reserved
- Procedure 9.31 Reserved
Procedure 9.32 Reserved
Procedure 9.33 Reserved
Procedure 9.34 Reserved

Procedure 9.35 Confidentiality of Patient Information Access to Patient Information by (Other) DMHAS Facilities
Procedure 9.36 Confidentiality of Patient Information – Patient Requests to Examine Records – Inpatient Status
Procedure 9.37 Confidentiality of Patient Information Patient (Or Conservator) Requests to Examine or Receive Copies of Medical Records - Patient Discharged Admin/Executor or Next-of-Kin - Patient Deceased
Procedure 9.38 Confidentiality of Patient Information / Processing of Requests for Patient Information
Procedure 9.39 Open
Procedure 9.40 (NEW) Patient Access to Medical Records
Procedure 9.42 Communication Rooms
Procedure 9.44 Electronic Monitoring/Surveillance System
Procedure 9.45 Open
Procedure 9.46 Patches/Security – See Commissioner’s Policy – Software Inventory Control

SECTION III: STRUCTURES WITH FUNCTIONS

Chapter 10: RESERVED

Chapter 11 Nursing (NR)
Procedure 11 Nursing Services

Chapter 12 Clinical Disciplines

a. (See the Clinical Social Worker Folder located on the T-Drive)

b. Psychology Manual
   Procedure 12.b.1 Open
   Procedure 12.b.2 Open
   Procedure 12.b.3 Open
   Procedure 12.b.4 Open
   Procedure 12.b.5 Psychological Evaluation Referral and Administration
   Procedure 12.b.6 Open
   Procedure 12.b.7 Open
   Procedure 12.b.8 Open

c. Rehabilitation Therapy Manual
   Procedure 12.c.1 Rehabilitation Services
   Procedure 12.c.2 Patient Library Services
   Procedure 12.c.3 Volunteer Services
   Procedure 12.c.4 Vocational Rehabilitation Services
   Procedure 12.c.5 Occupation Therapy Services
   Procedure 12.c.6 Special Education Services
   Procedure 12.c.7 Chaplaincy Services
d. Speech and Language Services
   Procedure 12.d.1 Open

   e. Dysphagia
      Procedure 12.e.1 (Reserved)
      Procedure 12.e.2 (Reserved)
      Procedure 12.e.3 (Reserved)
      Procedure 12.e.4 (Reserved)
      Procedure 12.e.5 (Reserved)

Ambulatory Care Services
   Procedure 12.e.9 Open

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