

Telecare Next Steps

Supporting Your E&T Clients with Longer-Term Acute Beds



Introducing Next Steps

As an Evaluation & Treatment (E&T) provider in Washington, you serve people that are in acute distress — often on involuntary holds. Your services are limited to approximately 3-10 days. When it's time for discharge, where do you send people who need acute-level care for longer periods of time?

Telecare Next Steps beds were designed to help. Next Steps beds are located in a growing list of Telecare programs across Washington. They offer **90-180 days of support** for people who are leaving E&T facilities — but still need 24/7, acute-level care in a locked setting.

How to Refer

We have created a **Next Steps Concierge** to make the process easy. Our concierge will help you place your clients in Next Steps beds as soon as possible, so you can save time and free up E&T beds as soon as possible.

What You Need to Do	What the Next Steps Concierge Will Do
<ol style="list-style-type: none">Complete Next Steps Referral form<ul style="list-style-type: none">See referral criteria (below)Referral form available on website at: www.telecarecorp.com/nextstepsSend referral form to Next Steps Concierge<ul style="list-style-type: none">Via Fax: 1-866-390-7131Secure fax-by-email: nextsteps@telecarecorp.comContact us if you have questions or need help:<ul style="list-style-type: none">Secure fax-by-email: nextsteps@telecarecorp.com	<ol style="list-style-type: none">Identify open Next Steps beds at any Telecare facility.Work with you to smoothly manage the discharge and transfer process.If no Next Steps beds are currently available, we will add your client to wait list and let you know as soon as a bed becomes available. <p>Please note: To make the process a smooth and swift as possible, we do not allow E&Ts to choose the specific Telecare Next Steps program where clients will be placed. However, we always strive to place people as close to their home as possible. We do allow E&Ts to wait until a Next Steps bed opens in a specific location if that is preferable.</p>

Who We Serve

Who We Serve	Referral Criteria
Individuals with a documented period of stability and recovery who are ready to step down to a lower level of care from the traditional E&T model.	<p>Physical Criteria: Medical stability without needs for complex medical care, compliance with medications to manage complex or acute medical diagnoses, ability to independently perform activities of daily living, and self-transfer.</p> <p>Behavioral Criteria: Clients must be free from recent behavior likely to require emergency or compelled medication, seclusion, physical or mechanical restraint, elopement, physical intervention related aggression, failure to observe the rights and boundaries of other clients, recent suicide attempt or gesture, or the need for an enhanced level of observation. Medication compliance is also mandatory for admittance.</p> <p>Other Criteria: Generally speaking, individuals with a primary diagnosis of organic, characterological, or substance use disorder will not be admitted.</p>

Next Steps Services

Telecare Next Steps beds provide mental health and psychiatric treatment services in a safe, welcoming environment for adults leaving acute care settings and experiencing a mental health emergency.

Our secure facilities are staffed by registered nurses, clinicians, peer specialists, and social workers on call 24-hours a day to provide wraparound support.

Our services are designed using Telecare’s Recovery-Centered Clinical System (RCCS). This system incorporates evidence-based practices and innovative design components. RCCS focuses on choice-making skills, harm reduction techniques, and strives to awaken the hopes and dreams of the individual. The RCCS emphasizes “no-force first” practices. Staff work with individuals within their cultural dynamic in building independence and self-responsibility in order to foster their recovery and successfully transition them home or to a less restrictive community setting.

Client treatment plans include a variety of therapies and activities adapted to their needs and preferences, including, but not limited to:

- Comprehensive evaluation and risk assessment, covering mental health and substance abuse
- Psychiatric assessment and treatment
- Peer support and community group meetings
- Social and recreational activities
- Rehabilitation programming
- Supportive counseling on a group and individual basis
- Medication administration and management

More Information:

Next Steps at Telecare:

Website: www.telecarecorp.com/nextsteps

- List of Next Steps beds, downloadable forms and flyers, etc.

Secure fax-by-email: nextsteps@telecarecorp.com

Telecare Corporation:

Founded in 1965, Telecare has more than 50 years of experience providing services and support to people with serious mental illness and complex needs. We're a family- and employee-owned organization, delivering a full spectrum of excellent and effective behavioral health services that help people recover their health, hopes, and dreams. Learn more about Telecare:

- General info: www.telecarecorp.com.
- Our programs: www.telecarecorp.com/locations
- Our services: www.telecarecorp.com/program-types
- Our history: www.telecarecorp.com/history