


**DEPARTMENT OF HEALTH
NURSING CARE QUALITY ASSURANCE COMMISSION
PROCEDURE**

Title:	Intake	Number:	W33.01
Reference:	RCW 18.130.160 RCW 18.130.175 WAC 246-840-750 through 246-840-780 Procedure W05		
Contact:	Paula R. Meyer, MSN, RN, FRE Executive Director Nursing Care Quality Assurance Commission		
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Supersedes:	W04.01		
Approved:	 Tracy Rude, LPN Chair Nursing Care Quality Assurance Commission		

PURPOSE:

Washington Health Professional Services (WHPS) designs the intake process to be supportive of the nurse. WHPS focuses on establishing a cooperative relationship while ensuring the protection of the public.

The case managers are responsible for gathering and distilling the available information and formulating Program Participation Contract recommendations. While the case managers base contract recommendations on the guidance contained in the WHPS procedures, they may individualize the contract terms dependent upon the nurse's circumstances and needs.

PROCEDURE:

- I. Intake Interview by Assigned Case Manager
 - A. Facilitate discussion of nurse's history and current situation; verify willingness to participate in the program.
 - B. Use active listening skills and motivational interviewing techniques.
 - C. Document intake information in the electronic monitoring record, to include: identifying and contact information, circumstances of referral, substance use and treatment history, and mental health and medical history.
 - D. Verify program eligibility, referral type, license status, and demographic information.

- E. Provide a description of WHPS services, and refer the nurse to the *WHPS Handbook* for additional program details.
- F. Review Nursing Care Quality Assurance Commission (NCQAC) processes, e.g., health care investigator contact and different types of admission categories to the WHPS program (Stipulation to Informal Disposition, Agreed Order, and Final Order).

II. Create the Monitoring Record

- A. Complete intake interview form and document the following:
 - 1. Demographic assessment
 - 2. Employment history
 - 3. Health history
 - 4. Psychiatric history
 - 5. Family/social history
 - 6. Current enrollment in an academic nursing or other healthcare program
- B. Attach collateral documents (e.g., complaint, legal orders, notice of legal representation, Prescription Monitoring Program reports).
- C. The nurse will sign Release of Information authorization(s) allowing communication between WHPS and third parties as necessary.

III. Substance Use Disorder (SUD) Evaluation

- A. The nurse will schedule a SUD evaluation. The case manager will provide at least three referrals for an evaluation. The case manager may refer the nurse for an integrated evaluation (SUD and mental health) based on history and current status.
- B. The case manager provides instructions to obtain a criminal history report and driving abstract.
- C. The case manager will fax or email the WHPS Evaluation Guidelines to the evaluation service.
- D. The case manager will provide information to the evaluator to support the evaluation process.
- E. The SUD evaluator should complete the evaluation and forward the report within 30 days of intake. If WHPS does not receive the report within 30 days, the case manager contacts the SUD evaluator.