

Service Name	OBSERVATION ROOM
Setting	Hospital
Facility License	As required by DHHS Division of Public Health.
Basic Definition	Emergency psychiatric observation provides less than 24 hours of care in a secure, medically supervised hospital setting for evaluation and stabilization of acute psychiatric and/or substance use disorder symptoms.
Service Expectations (basic expectations for more detail see Title 471 chapter 20)	<ul style="list-style-type: none"> • Complete a trauma-informed mental health assessment beginning with a face-to-face, assessment and continuing with an emergency psychiatric observation level of care during a period of less than 24 hours. • A substance use disorder screening is completed during the observation period. • A health screening/nursing assessment is conducted by a registered nurse (RN). • A discharge plan, with emphasis on crisis intervention and referral for relapse prevention and other services developed under the direction of a physician (psychiatrist preferred). • Provide medication evaluation and management services.
Length of Service	Less than 24 hours
Staffing	<ul style="list-style-type: none"> • Psychiatrist (preferred) or Physician • Physician Assistant • APRN or RN with psychiatric experience • LIMHP • LMHP (preferred dual diagnosed LMHP/LADC) • PLMHP • Social worker(s)
Staffing Ratio	All positions staffed in sufficient numbers to meet hospital accreditation guidelines.
Hours of Operation	24/7
Desired Individual Outcome	<ul style="list-style-type: none"> • Symptoms are stabilized and the individual no longer meets clinical guidelines. • Sufficient supports are in place and the individual can return to a less restrictive environment. • Admission to a higher level of care if medically appropriate.
Admission guidelines	<p>The individual must meet all of the following admission guidelines to be admitted to this service:</p> <ul style="list-style-type: none"> • The individual presents with symptoms consistent with a psychiatric crisis that requires a period of observation, assessment and treatment. • The individual's medical needs are stable. • Based on current information, there may be a lack of diagnostic clarity and further evaluation is necessary to determine the individual's service needs.
Continued stay guidelines	If it is determined that continued care is needed beyond the 24 hour period the individual is considered as inpatient hospitalization and prior authorization requirements apply.