

# YSB PRINCIPLES OF CARE

## **I. CLINICAL CARE IS BASED ON THE FOLLOWING PRINCIPLES**

- A. Treatment is client-focused and family-driven
- B. Personal, accessible and individualized services dedicated to promote family empowerment and client independence
- C. Strength-based commitment to care that conveys respect
- D. Continuous quality improvement efforts to provide innovative timely and affordable services
- E. Services reflect community's diversity through advocacy and collaborative relationships with community partners
- F. Services are provided with the utmost professionalism and the safeguard of client protected health information (PHI) is of the highest priority.

## **II. PROMPT ACCESS TO SERVICES WILL BE A PRIORITY**

- A. Families will not have to wait to access services
- B. Direct service hours will determine capacity
- C. Staff will commit to a dynamic caseload, moving clients to less intensive levels of care when appropriate
- D. Staff will be flexible in accepting clients
- E. Engagement with clients and families is a staff priority

## **III. DOCUMENTATION WILL SHOW QUALITY OF CARE AND MEET STANDARDS**

- A. Documentation will be completed in a timely manner.
- B. Documentation will reflect individualized care based on client and family need
- C. Records will meet all Medicaid Rule 132, Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Department of Children and Family Services (DCFS), Department of Alcohol and Substance Abuse (DASA), Health Information Portability and Accountability Act (HIPAA) and all agency standards