

COMPREHENSIVE PERINATAL SERVICES PROGRAM DEVELOPING/CUSTOMIZING CPSP PROTOCOLS

The following are the most often asked questions about CPSP protocol requirements. Please use the answers as guidelines and call your local Perinatal Services Coordinator (PSC) if you need clarification.

DURING THE APPLICATION PROCESS

Q Exactly what are protocols?

A Protocols are written procedures for how you plan to provide health education, nutrition and psychosocial services and related case coordination. Protocol development has been made easier within Medi-Cal Managed Care because standardized risk assessment/reassessment tools and boilerplate protocols are approved for your use, whether services you provide are under managed care or billable under CPSP/fee-for-service.

Q Where do I get these standardized tools and boilerplate protocol?

A There are boilerplate protocols available that have been developed and signed off by qualified CPSP consultants; those protocols ***must*** be customized to your practice. To get copy of boilerplate protocols contact the local PSC.

Q Can I develop my own protocols?

If you do NOT contract with any Medi-Cal Managed Care health plans, you are not required to use the boilerplate format. You and your consultants can choose to develop a protocol for each of the three disciplines (health education, nutrition and psychosocial)

Q Who needs to sign my protocols?

A Customized boilerplate protocols will be signed by the physician. If you develop new protocols, they must be signed by a physician, a health educator, a nutritionist, and a social worker. The names of these people must be included on the CPSP provider application.

Q Do I need to include consultants in the CPSP application if I have boilerplate protocols?

A In that case you don't need consultants for protocol approval. It is strongly recommended to include consultants in the application because those discipline-specific professionals can provide consultation and/or direct services ***must*** when a CPSP client presents with complicated conditions

Q What qualifications must the health educator, nutritionist and social worker have?

A Boilerplate protocols have been already approved by qualified consultants. If you plan to develop new protocols for your practice, the approving consultants must meet the following requirements:
Health Educator - a Masters Degree in either Community or Public Health Education from a program accredited by the Council on Education for Public Health, and one year of experience in the field of Maternal and Child Health.

Nutritionist - a dietitian who is registered (RD), or is eligible to be registered by the Commission on Dietetic Registration, and one year of experience in perinatal nutrition.

Social Worker - a Masters Degree or higher in social work or social welfare from a school accredited by the Council on Social Work Education; or a Master Degree in Marriage, Family, and Child Counseling; and one year of experience in the field of Maternal and Child Health.

Q How do I find consultants with these requirements? Do I have to hire them as staff?

A You do not need to hire consultants as staff. However, you should enter into a written agreement with them which clearly identifies what services they will provide, including protocols, quality assurance, education or high risk interventions, and an agreed upon fee schedule. A list of consultants that meet the minimum requirements is included in the application packet. However, you are free to secure the services of others who qualify. The CPSP office does not endorse any specific consultant.

Q How much should I pay for protocol development?

A The PSC/CPSP office does not become involved in fee arrangements. Consultants are free agents and that is why we recommend a formal written agreement.

Q When are my protocols due?

A Protocols must be developed or customized to your practice, signed off, and adopted within six months of your effective date of approval as a CPSP provider. You are encouraged to begin developing/customizing CPSP protocols as soon as your approval letter has been received from the State. *You will receive a letter from the CPSP office to remind you of the due date.*

Q What if I cannot complete my protocols by the six month deadline?

A Call the CPSP office prior to your protocol due date and request an extension.

IMPORTANT POINTS TO REMEMBER

- a. The boilerplate protocols must be *customized for each practice site*. This includes community referrals, staffing levels, and case coordination which may differ from site to site.
- b. Protocols must clearly describe a system of care from entry to care through postpartum. They must include a time line for each activity, including initial assessment, the individualized care plan, reassessment, postpartum assessment, use of individual and/or group interventions, case coordination, and mandated referrals.
- c. If you will offer group classes your protocols should include: (1) an outline for each class offered, including learner objectives, content, methodology, and methods of evaluation, (2) a blank sign-in sheet with space for date, instructors name and topic.