

**AMENDMENT NO. 1 TO FORM OF CONTRACT**

Service Provider: Grady Memorial Hospital d/b/a Grady Health System (Grady)

Contract No. 22RFP0388A-CJC (D), Fulton County Behavioral Health Network

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Contact: Anne Hernandez, LCSW  
Vice President, Behavioral Health

**W I T N E S S E T H**

WHEREAS, Fulton County ("County") entered into a Contract with Grady Memorial Hospital d/b/a Grady Health System (Grady or Contractor) to provide behavioral health network services, dated January 1, 2023, on behalf of the Department of Behavioral Health and Developmental Disabilities ("BHDD"); and

WHEREAS, the County established the Behavioral Health Network in order to provide highly coordinated and person-centered services across a continuum of care; to provide expanded services to help the County drive towards its purpose to increase access to behavioral health services; to establish a countywide provider network; and to strengthen the experience of clients seeking behavioral health services; and

WHEREAS, the County wishes to amend the existing Contract to expand services to provide full-service operation and management of the new Fulton County Regional Behavioral Health Crisis Center (BHCC), located at 2805 Metropolitan Parkway, Atlanta, GA 30315, for the County to provide expanded services to help the County drive towards its purpose to establish a countywide provider network; and

WHEREAS, the Service Provider has represented to the County that it has the experience, capacity, qualified and local staff available to commit to the project; and

WHEREAS, the Service Provider has performed satisfactorily over the period of the Contract; and

WHEREAS, this amendment was approved by the Fulton County Board of Commissioners on [Insert Board of Commissioners approval date and item number].

**NOW, THEREFORE,** the County and the Contractor agree as follows:

This Amendment No. 1 to Form of Contract is effective as of the 1st day of January, 2024, between the County and Grady who agree that all Services specified will be performed in accordance with this Amendment No. 1 to Form of Contract and the Contract Documents.

1. **SCOPE OF WORK TO BE PERFORMED:** The County and Grady agree the project is to provide full-service operation and management of the new Fulton County Regional Behavioral Health Crisis Center (BHCC) and Grady agrees to provide all services and products to perform all tasks described in Exhibit A, Scope of Work, attached herein.
2. **COMPENSATION:** The services described under Scope of Work herein shall be performed by Grady for a total amount not to exceed \$11,377,838.00 (Eleven Million Three Hundred Seventy Seven Thousand Eight Hundred Thirty Eight Dollars and No Cents).
3. **LIABILITY OF COUNTY:** This Amendment No. 1 to Form of Contract shall not become binding on the County and the County shall incur no liability upon same until such agreement has been executed by the Chairman of the Board of Commissioners, attested to by the Clerk to the Commission and delivered to Contractor.
4. **EFFECT OF AMENDMENT NO. 1 TO FORM OF CONTRACT:** Except as modified by this Amendment No. 1 to Form of Contract, the Contract, and all Contract Documents, remain in full force and effect.

**[INTENTIONALLY LEFT BLANK]**

**IN WITNESS THEREOF**, the Parties hereto have caused this Amendment to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

OWNER:

**FULTON COUNTY, GEORGIA**

\_\_\_\_\_  
Robert L. Pitts, Chairman  
Fulton County Board of Commissioners

ATTEST:

\_\_\_\_\_  
Tonya R. Grier  
Clerk to the Commission

(Affix County Seal)

APPROVED AS TO FORM:

\_\_\_\_\_  
Office of the County Attorney

APPROVED AS TO CONTENT:

\_\_\_\_\_  
LaTrina Foster, Director  
Department of Behavioral Health &  
Developmental Disabilities

CONTRACTOR:

**GRADY HOSPITAL D/B/A GRADY  
HEALTH SYSTEM**

\_\_\_\_\_  
John M. Hauptert  
Chief Executive Officer

ATTEST:

\_\_\_\_\_  
Secretary/  
Assistant Secretary

(Affix Corporate Seal)

ATTEST:

\_\_\_\_\_  
Notary Public

County: \_\_\_\_\_

Commission Expires: \_\_\_\_\_

(Affix Notary Seal)

ITEM#: _____ RCS: _____ <b>RECESS MEETING</b>	ITEM#: _____ RM: _____ <b>REGULAR MEETING</b>
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**EXHIBIT A**

**SCOPE OF WORK**

Grady Memorial Hospital Corporation dba Grady Health System agrees to be the full-service operator for the Fulton Regional Behavioral Health Crisis Center. The Behavioral Health Crisis Center (BHCC) is an emergency behavioral healthcare alternative for adults that offers prompt action, gentle response, and effective support in a respectful and safe environment. The BHCC comprises of three components to mitigate an individual's crisis that will include the following service components: (1) Crisis Service Center (CSC) with a peer led "Living Room"; (2) 16 Chair Temporary Observation Unit; and (3) 24 Bed Crisis Stabilization Unit (CSU).

Grady understands Fulton County had established a completion timeline of mid-February 2024. Given the nature and complexity of project implementation, Grady anticipates an actual "go-live" of May 2024 to allow for install of all necessary IT and medical equipment, adequate testing and activation as well as hiring, training, and development of workflows for the center. Grady will utilize a phased approach for opening given the challenges of staff recruitment, training, and credentialing of personnel. Phase 1 will include the Living Room under a subcontract and 8 Crisis Stabilization beds. Grady estimates approximately two months between each phase with planned increases in CSU beds and adding of Temporary Observation chairs at each phase. Additional beds/chairs will only be added as safe staffing numbers are achieved.

#### BHCC Crisis Service Center

Grady will staff and manage the 24/7 Crisis Service Center (CSC) which provides walk-in psychiatric/substance related crisis evaluation and brief intervention services for adults in need of support for an abrupt and substantial change in behavior noted by severe impairment of functioning typically associated with a precipitating situation or a marked increase in personal distress. These services include screening and referral for appropriate outpatient services and community resources for those who are not in crisis but who are seeking access to behavioral health care. Interventions are provided by licensed and unlicensed behavioral health professionals, with supervision of the facility provided by a licensed professional and designed to prevent hospitalization. As an emergency receiving facility, staff will medically screen and identify any medical concerns/issues which require medical stabilization. Those individuals in need of medical care, including substance use detoxification, will be transferred to the nearest emergency room.

The CSC will include a Peer led living room for up to 26 adults under contract with the Georgia Mental Health Consumer Network. The "living room" will provide peer support to understand the nature of the distress or crisis and provide resources and referrals to address the needs. If further interventions are needed to deescalate a crisis, a formal assessment of crisis will be performed.

The CSC will accept and evaluate those presenting on involuntary basis (1013) and complete a face-to face assessment to determine level of care needed to stabilize the situation. Admission to Temporary Observation or Crisis Stabilization Unit may be recommended. If a person presents with medical conditions that cannot be safely managed in the community, including need for detoxification, the individual will be transported to the nearest emergency room.

### **Crisis Center Staffing**

Crisis Service Center is a facility-based service operating 24 hours a day, 7 days a week. Staff on-site always will include, at a minimum:

- One (1) fully Licensed Behavioral Health Clinician
- One (1) Certified Peer Specialist
- One (1) prescriber (physician, APRN, PA)
- One (1) Registered Nurse

### **BHCC Temporary Observation Unit (16 Chair)**

Temporary observation is a facility-based program for adults that provides a physically secure and medically safe environment during which an individual in crisis is further assessed, stabilized, and referred to the next appropriate level of care (generally within 24 hours). Interventions delivered during temporary observation may include any appropriate outpatient service including but not limited to:

1. Psychiatric Treatment
2. Nursing Assessment
3. Medication Administration
4. Crisis Intervention
5. Psychosocial Rehabilitation-Individual
6. Case Management
7. Peer Support-Individual

Individuals will receive frequent observation, monitoring of objective signs and symptoms of withdrawal, symptom management, discharge and follow-up planning and referral. If at any time, an individual is deemed to need substance detoxification or is at risk of substance withdrawal, they will be transferred to the nearest emergency room.

Grady will utilize the GCAL Live Crisis Board and agree to make active updates throughout the individual's stay.

### **Temporary Observation Staffing**

Temporary Observation is a facility-based service operating 24 hours a day, 7 days a week with anticipated stay of less than 24 hours. Staffing ratios for nurse and mental health technician is 1:8. At a minimum:

- One (1) fully Licensed Behavioral Health Clinician
- One (1) Certified Peer Specialist
- One (1) prescriber (physician, APRN, PA) rounding daily and on-call 24/7
- One (1) Registered Nurse per 8 beds
- One (1) Mental Health Technician per 8 beds

### **BHCC Crisis Stabilization Unit (CSU)**

The CSU is a 24-bed short-term residential service for adults that provides psychiatric and behavioral stabilization. Those in need of substance detoxification will be referred to an appropriate community provider or the nearest emergency room. The CSU is designed to serve as a first line alternative to hospitalization and is intended for individuals who are experiencing a period of acute stress that significantly impairs the capacity to cope with normal life circumstances. Clients are served in a safe, locked environment. The goal of the CSU is to stabilize and reintegrate him or her back into the community quickly. The typical length of stay in a CSU is less than five days. Clients in CSUs receive medication, counseling, referrals, and linkage to ongoing services. The program operates under the supervision of the program director with multi-disciplinary teams of behavioral health professionals.

Grady acknowledges the center is an emergency receiving facility and a designated Behavioral Health Crisis Center and will coordinate with both the Fulton County and Georgia Departments of Behavioral Health and Developmental Disabilities to meet all requirements.

Services may include:

- Psychiatric, diagnostic, and medical assessments
- Crisis assessment, support, and intervention
- Medication administration, management, and monitoring
- Psychiatric/Behavioral Health Treatment
- Nursing assessment and care
- Brief individual, group and/or family counseling; and
- Linkage to other services as needed and appropriate.

Grady will utilize the GCAL Live Crisis Board and agree to make active updates throughout the individual's stay.

### **Crisis Stabilization Unit Staffing**

CSU is a facility-based service operating 24 hours a day, 7 days a week with anticipated stay of five (5) days. Staffing ratios for nurse and mental health technician is 1:8. At a minimum:

- One (1) Operational Leader who is a Registered Nurse
- One (1) fully Licensed Behavioral Health Clinician
- One (1) Certified Peer Specialist
- One (1) prescriber (physician, APRN, PA) rounding daily and on-call 24/7
- One (1) Registered Nurse per 8 beds
- One (1) Mental Health Technician per 8 beds

### **Authorizations and Claims**

Grady will submit authorization requests for all services within the BHCC to Carelon and maintain an accurate bed registry through the BHL Bed Board for Temporary Observation and Crisis Stabilization.

Claims will be submitted for individual services in the Living Room and Intake area and per diem encounters (Temp Obs and CSU) to Carelon as well as other payors (Medicaid, Medicare and third party).

### **Service Exclusions**

Services will be provided to those experiencing a psychiatric or co-occurring substance related crisis following a determination of the most appropriate level of service. Exclusions from service at the BHCC are:

- Individuals under the age of 18 years
- Individuals with intellectual or developmental disability with no co-occurring psychiatric concern or substance use disorder
- Individuals at risk of withdrawal from substances
- Individuals with neurocognitive disorders without documented psychiatric or substance use disorders.
- Individuals with Traumatic Brain Injury (TBI) in the absence of mental illness diagnosed prior to the TBI.
- Individuals who are unable to complete the activities of daily living independently.

### **Key Performance Indicators (KPI)**

KPI	Source
Of the total number individuals that present to the walk- in Crisis Service Center (Living Room), at least 40% are diverted from the CSU or other inpatient bed.	Provider Report



Of the total number of individuals placed into 23-hour observation, at least 50% are diverted from the CSU or inpatient bed.	Provider Report
Denial rate for admission to the CSU should not exceed 10% from GCAL board (beds full or offline does not count)	Provider Report
Occupancy rates are 90% for adults on average for the reporting period (For data reporting purposes this is actual person in a bed).	Provider Report
Maintain an average length of stay of 7 days for an Adult CSU.	Provider Report