Policy Title: 9004V.1 Staff Supervision Policy for Therapists, Case Managers, and Other Staff
Patient Age Group: (X) N/A ( ) All Ages ( ) Pediatric ( ) Adult

Purpose
The purpose of this policy is to establish clear guidelines for staff supervision at Centro Savila. This policy ensures that all therapists, case managers, and other relevant staff members receive adequate support, oversight, and guidance to maintain professional standards, improve service delivery, and promote staff development.

Scope
This policy applies to all clinical and direct care staff at Centro Savila, including therapists, case managers, and other employees who provide direct care services to clients.

Policy Statement
Centro Savila is committed to ensuring high-quality care through consistent and effective supervision of staff. All clinical staff, including therapists, case managers, and other staff providing direct services, will receive regular supervision to ensure compliance with organizational goals, best practices, and regulatory standards. Supervision will be conducted in a supportive and constructive manner to promote professional growth and maintain high standards of client care.

Definitions

- **Supervision**: A formal and structured process in which a supervisor provides guidance, feedback, and support to staff to help them improve their professional skills and performance, ensure compliance with policies, and support ethical decision-making.
- **Clinical Supervision**: Specific supervision for therapists and case managers that focuses on client care, therapeutic approaches, treatment planning, and case management.
- **Administrative Supervision**: Supervision focused on organizational policies, procedures, and staff performance, such as time management, documentation, and meeting organizational expectations.

Staff Supervision Process

1. **Supervision Frequency and Structure**

- **Therapists and Case Managers**: Therapists and case managers will receive at least **one hour of supervision per week**. Supervision can be individual or group-based, depending on the needs of the staff and the caseload.
- **Other Direct Care Staff**: Direct care staff such as behavioral health technicians or support staff will receive **bi-weekly supervision** or as needed based on their job role and responsibilities.
- **Supervision Type**: Supervisors will conduct both **individual supervision** (one-on-one meetings) and **group supervision** (with multiple staff) depending on the staff's needs and caseload. Group supervision will be encouraged for case discussions, sharing best practices, and fostering peer support.

2. **Supervision Goals and Objectives**
   - The goals of supervision are to:
     - Provide support and guidance on clinical issues, case management, and treatment planning.
     - Ensure staff are compliant with regulatory and ethical standards.
     - Foster professional development and skill-building.
     - Address performance concerns and resolve issues in a timely manner.
     - Improve the quality of client care through reflection and discussion.
3. **Supervisor Responsibilities**
   - Supervisors are responsible for the following tasks:
     - Conducting regular, scheduled supervision sessions for staff members.
     - Reviewing and discussing client cases, treatment plans, and progress notes.
     - Offering feedback, advice, and guidance regarding clinical work, case management, and documentation.
     - Ensuring staff comply with organizational policies, ethical standards, and licensing requirements.
     - Providing support for staff dealing with challenging client situations or emotional stress.
     - Documenting supervision sessions, including any action plans, goals, and follow-up items.
4. **Supervisee Responsibilities**
   - Staff members are responsible for:
     - Attending scheduled supervision sessions and coming prepared to discuss cases, progress, and challenges.
     - Actively engaging in the supervision process and seeking feedback.
     - Setting and working towards professional development goals.
     - Reflecting on their practice and being open to feedback and suggestions for improvement.
     - Addressing performance concerns or difficulties in a timely and open manner.
5. **Supervision Content** Supervision will focus on the following areas:
   - **Clinical Work**: Reviewing the quality of therapeutic interventions, treatment goals, and client progress.
   - **Case Management**: Addressing challenges related to client care, referrals, resource allocation, and service coordination.

- **Documentation**: Ensuring that clinical and case management documentation meets organizational standards and legal requirements.
- **Ethics and Boundaries**: Discussing ethical dilemmas, maintaining boundaries, and ensuring compliance with regulatory guidelines.
- **Professional Development**: Identifying areas for staff growth, providing training or learning resources, and discussing career advancement opportunities.
- **Performance Issues**: Addressing any performance or behavioral concerns in a constructive and solution-focused manner.

6. **Supervision Methods**
   - Supervisors will use a variety of supervision methods to ensure the process is engaging and beneficial, including:
     - **Direct Observation**: Observing the supervisee during client interactions or case management sessions when applicable.
     - **Case Review**: Reviewing client cases, treatment plans, and progress notes to ensure the staff is providing quality care.
     - **Feedback and Discussion**: Engaging in feedback and reflective discussions around clinical work, organizational policies, and ethical practice.
     - **Role-Playing and Simulation**: Using role-playing or other methods to help staff practice handling difficult situations, ethical dilemmas, or challenging cases.
     - **Peer Supervision**: In group supervision settings, fostering peer-to-peer learning through case discussions and collaborative problem-solving.
7. **Performance Reviews and Feedback**
   - Regular performance reviews will be conducted as part of the supervision process, focusing on the staff member's:
     - Job performance and productivity.
     - Quality of client care and service delivery.
     - Adherence to agency policies, ethics, and professional standards.
     - Professional development and training needs.
   - Constructive feedback will be provided to help staff improve and develop their skills, along with clear expectations for progress.
   - Staff members who are struggling or demonstrating performance issues will receive additional guidance, training, or corrective actions as necessary.
8. **Documentation of Supervision**
   - Supervisors will maintain written records of each supervision session, which will include:
     - Date and time of the session.
     - Key topics discussed (e.g., clinical issues, performance concerns).
     - Action plans or follow-up items agreed upon during the session.
     - Any performance issues or concerns raised, with clear recommendations for improvement.
   - Documentation will be confidential and stored in the employee's personnel file for future reference.
9. **Evaluation of Supervision Process**
   - The effectiveness of the supervision process will be evaluated regularly through:

        - Staff feedback surveys to assess the quality of supervision.
        - Review of staff performance and progress over time.
        - Supervisor self-assessment to ensure the supervisory process is meeting the needs of staff and clients.
    - Adjustments to the supervision process will be made based on this evaluation to improve the quality of support and guidance provided to staff.

Compliance with Laws and Regulations

Centro Savila adheres to all state and federal regulations regarding the supervision of clinical staff. This includes ensuring compliance with:

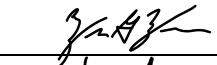
- **New Mexico Behavioral Health Services Regulations**: All clinical supervision will meet state licensing requirements and professional standards.
- **HIPAA Compliance**: Supervisors will ensure that all client information discussed during supervision sessions adheres to privacy and confidentiality standards.
- **Ethical Standards**: Supervisors will ensure that supervision is conducted in a manner that supports ethical and professional standards, as outlined by relevant licensing bodies and professional associations.

Review and Revision

This policy will be reviewed annually by the HR Department and clinical leadership to ensure it remains in alignment with best practices, legal requirements, and organizational goals. Updates and revisions will be communicated to all relevant staff and incorporated into training materials as necessary.

Approved by: William G. Wagner, Executive Director
Date: 11.12.24

Signature:

Item	*Date*	*Signature*
Executive Director	11/12/2024	
Deputy Director	11/12/2024