



tcmhcc
Texas Child Mental
Health Care Consortium

CPAN
Child Psychiatry
Access Network

PeriPAN
Perinatal Psychiatry
Access Network

Psychiatry Shift Roles and Coverage

CPAN/PeriPAN Policy

1. Purpose

This policy sets forth requirements and guidelines for psychiatry shift roles and coverage for CPAN/PeriPAN phone consultations from other health-related institutions (HRIs). These requirements and guidelines ensure providers who call CPAN/PeriPAN for a phone consultation receive a callback within 30 minutes.

2. Scope

This policy applies to all HRIs and their subcontracted partners who receive funds from the Texas Child Mental Health Care Consortium (Consortium) to provide CPAN and PeriPAN services.

3. Policy

Psychiatrists' role while on shift is to attend to Consortium needs including but not limited to taking phone consultations, conducting direct consultations and/or other direct activities to provide education and support to access programs. Psychiatrists, while on shift, should not fill duties outside of CPAN/PeriPAN that would prevent them from responding to a consultation request in 30 minutes or less. HRI team leads or a designee will manage psychiatrist shift schedules and will post shifts internally.

While on shift, psychiatrists are expected to take calls until the shift has officially ended. Calls should be answered until 5:00 PM, at which point they will be automatically transferred. Calls should not be manually transferred earlier due to the time of the call.

The only incidences in which it is acceptable to request coverage support of another HRI with availability to manage the request include when a psychiatrist is unable to respond due to a current CPAN/PeriPAN consultation (either phone or direct consultation), planned leave, illness or other extenuating circumstances.

Psychiatrists who are on shift but unavailable to respond to a consultation request due to a current CPAN/PeriPAN consultation (either phone or direct consultation) or illness should notify their HRI team lead immediately per the HRI's internal notification process. In incidences where immediate coverage support of another HRI team is needed, the HRI team lead should request coverage through the SOS chat. HRI team leads or a designee are expected to check the SOS chat at least every five minutes for urgent coverage needs from other HRIs. If an HRI is available to provide coverage, the team lead should respond in the chat to enable the originating HRI to transfer the consultation to the available psychiatrist after the SOS request has been logged. In the event that no HRIs volunteer to cover a needed shift, COSH may assign an HRI, based on review of the coverage calendar, to ensure adequate staffing and coverage of calls across the state.

Psychiatrists who are unable to be on shift due to vacation or other planned leave should notify their HRI team lead per the internal notification timelines of the institution or at least two weeks in advance, whichever provides the greatest notice, so that appropriate coverage is arranged by the HRI team lead. HRI team leads should follow internal policies and procedures for identifying coverage internally. During peak vacation periods, when many psychiatrists are requesting time off, additional coordination between HRIs will be required to ensure adequate staffing and coverage of calls across the state. COSH will lead and support these discussions.

COSH will monitor the frequency with which HRIs are requesting outside coverage and those that assist in providing coverage and may share this information during monthly 1:1s with the HRI. Missed phone consultations will result in an escalation to leadership to promptly address the root cause(s) of missed requests when a psychiatrist is listed as being on shift. UT System leadership may request to meet with an HRI where a psychiatrist has a pattern of missed consultations to discuss programming, staffing allocation, and funding.

4. Definitions

Centralized Operations Support Hub (COSH)

A team that centrally manages the operations of the CPAN and TCHATT programs, engaging regularly with HRIs to resolve issues, identify program efficiencies, and provide clinical expertise.

Child Psychiatry Access Network (CPAN)

A Consortium-funded program that offers peer-to-peer provider phone consultations, referrals and resources, and behavioral health continuing medical education (CME) for providers of pediatric patients.

Direct Consultation

A scheduled time when a CPAN or PeriPAN clinician will engage directly with an enrolled provider's patient to assess their mental health needs.

Health-Related Institution (HRI)

A health-related institution of higher education that administers the CPAN and PeriPAN programs.

HRI Team Lead

A HRI's identified individual that is responsible for overseeing project operations for the team

Perinatal Psychiatry Access Network (PeriPAN)

A Consortium-funded program that offers peer-to-peer provider phone consultations, referrals and resources, and behavioral health continuing medical education (CME) for providers of perinatal patients.

Phone Consultation

A phone-based conversation between a CPAN/PeriPAN psychiatrist and an enrolled provider in which the psychiatrist provides guidance and expertise to the provider about how to treat a patient's mental health needs.

Psychiatry Coverage (Coverage)

When an HRI is unable to meet its catchment area's demand for phone consultations and another HRI provides them for a specified period.

Subcontracted Partner

A hospital system or behavioral health provider organization contracted by an HRI to provide CPAN/PeriPAN services to enrolled providers.

Texas Child Mental Health Care Consortium (TCMHCC)

A legislatively established and funded entity that provides statewide mental health services through various programs including CPAN, PeriPAN, TCHATT, CPWE, CAP fellowships and research programs.

Transfer

Sending a call or multiple calls from one HRI to another.

5. Other Resources

Resource	Link
Lantana	Lantana User Guides TCMHCC SharePoint
Trayt	Log in Texas Access Portal Trayt
CPAN/PeriPAN Coverage Calendar	CPAN PeriPAN - Coverage Calendar TCMHCC SharePoint
Coverage Calendar Overview and Procedures and SOS Chat	CPAN PeriPAN Coverage Calendar Procedure TCMHCC SharePoint
Coverage Calendar Training Video	CPAN PeriPAN Coverage Calendar Training Video TCMHCC SharePoint
Scheduling Coverage in Lantana	Phone Coverage in Lantana TCMHCC SharePoint
Transferring calls via Trayt	Transferring Calls to Another Hub

6. Version History

Effective Date	Description of Change	Sections Changed
TBD	New policy	All