

RCS Behavioral Health Support Team

RCS BHST Provider Support What to Expect

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I'm feeling hopeful! I took three pages of notes. I thought it was great training for my staff and found your stories especially helpful to illustrate your points.

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1. Initial Info-Gathering Phone Call (15-30 Minutes)

Once a referral is received, a consultant will reach out to provide you more information about the supports offered.

In this initial call, we will also explore the topics you wish to learn more about and identify how we can best support you.

2. Meeting (1-3 hours)

Since all meetings are conveniently scheduled via Zoom or Teams, your consultant will email you relevant resources, suggestions, training topics, and/or regulatory guidance tailored to your area of requested support.

3. Follow-Up Phone Call (10-30 minutes)

Depending on facility needs, we will schedule a follow up to check in and answer questions you have about the content shared at the previous meeting or cover additional information. If no further support is needed, we will close the case.

4. Survey (5 minutes)

Included with your materials is a QR code to participate in our survey about your experience. Additionally a link will also be emailed.

We thank you for completing the survey. Your insights help us learn, grow, and provide more meaningful support tailored to your needs.



DSHS 22-2036 (5/25)

Please email RCSBHST@dshs.wa.gov for more information.

RCS Behavioral Health Support Team

RCS BHST
Provider Support

What to
Expect

Q.

A.

Top 5 Frequently Asked Questions

1. How long will you be involved?

We typically provide a one-time service with an optional follow-up per request submitted. However, please note the consultant is always happy to receive additional referral requests in subject areas not covered by our initial meeting.

2. Can we talk about specific residents?

We cannot discuss any protected health information, including names, dates of birth, or specific individual cases.

3. What is the difference between the provider support meeting and the BHST Training offered monthly?

Training is scheduled throughout each month and open to all facility types on predetermined topics and is done with larger groups virtually. A provider support meeting is a more intimate and specific discussion tailored to your unique challenges. BHST support is also done virtually with all facility types.

4. Is the support provided by the BHST mandatory? Is accepting BHST support a requirement to access other supports (such as funding requests)?

No, we are a voluntary service. Additionally, ETRs and other programs designed to support residents fall under the scope of department case management teams, not RCS. We recommend discussing these requests with your case manager.

5. Does working with the consultant guarantee my facility will be free from citations?

We cannot guarantee the avoidance of citations. We strive to offer meaningful regulatory guidance to support your understanding and compliance. Ultimately, providers and/or facility staff are responsible for all decisions made in their LTC facilities.