

Organizational Structure and Chain of Command

Purpose

To define the organizational structure, authority lines, and supervisory relationships within REACH for Tomorrow's Partial Hospitalization Program (PHP). This structure ensures clear communication, accountability, and clinical oversight in compliance with CARF 2025 standards and OhioMHAS program requirements.

Program Oversight

The Board of Directors provides overall governance and fiduciary oversight for REACH for Tomorrow. The Board ensures that the organization's mission, vision, and values guide all program decisions, policies, and quality improvement efforts.

- Approves organizational policies, budgets, and strategic plans
- Appoints and evaluates the Executive Director
- Reviews risk management and performance improvement outcomes

Executive Leadership

Executive Director / Chief Executive Officer (CEO)

- Provides overall administrative and operational leadership
- Ensures compliance with CARF, OhioMHAS, and other regulatory standards
- Delegates authority to the Director of Medical and Clinical Services for all clinical and medical operations
- Oversees the organization's financial integrity, quality improvement plan, and strategic growth

Clinical and Medical Leadership

Director of Medical and Clinical Services (Psychiatric Nurse Practitioner)

- Provides medical, clinical, and administrative oversight for all behavioral health, SUD, and integrated primary care programs
- Supervises PHP clinical staff, prescribers, nursing, and case management personnel
- Ensures clinical supervision, peer review, and training are conducted according to CARF and OhioMHAS standards
- Oversees medication management, prescribing practices, and risk management related to medication safety
- Reports directly to the Executive Director

Collaborating Physician (MD/DO)

- Provides medical consultation and supervision for prescribers under collaborative practice agreements

REACH for Tomorrow – Partial Hospitalization Program (PHP) Organizational Structure and Chain of Command

- Participates in peer review, case consultation, and complex medication management review
- Provides oversight for standing orders, medical protocols, and emergency procedures

Program Management

PHP Program Coordinator / Clinical Supervisor

- Manages day-to-day PHP operations under the direction of the Director of Medical and Clinical Services
- Coordinates daily group schedules, staff assignments, and program flow
- Ensures all documentation, care plans, and treatment updates meet CARF documentation standards
- Facilitates staff case conferences, clinical team meetings, and performance improvement initiatives
- Directly supervises counseling and case management staff

Clinical and Support Staff

Behavioral Health Clinicians (LSW, LPC, LISW, LPCC)

- Provide group, individual, and family therapy consistent with treatment goals
- Document clinical interventions and outcomes in the EHR (BestNotes)
- Participate in treatment team meetings and case conferences

Substance Use Counselors (LCDC II/III, LICDC, CDCA)

- Deliver addiction-focused interventions and relapse prevention groups
- Conduct SUD assessments and develop individualized treatment plans
- Coordinate with MAT and medical staff for integrated care

Qualified Mental Health Specialists (QMHS)

- Provide supportive services, skills training, and behavioral interventions
- Document service delivery in accordance with supervision requirements
- Report directly to the Clinical Supervisor

Medical Assistant / Nursing Staff

- Conduct vitals, medication administration, and medication inventory
- Support prescribers in medication management and health monitoring
- Maintain compliance with infection control, biohazard, and CLIA standards

Case Managers / Recovery Support Specialists

- Facilitate discharge and aftercare planning
- Coordinate external referrals and social service linkages
- Track closed-loop referrals and ensure continuity of care

Administrative Support Staff

REACH for Tomorrow – Partial Hospitalization Program (PHP) Organizational Structure and Chain of Command

- Manage scheduling, client records, and documentation workflows
- Support the Clinical Director and Program Coordinator in daily operations

Chain of Command

In the event of a question, incident, or decision requiring escalation, staff will follow the chain of command below:

1. Immediate Supervisor or Program Coordinator
2. Director of Medical and Clinical Services
3. Executive Director / CEO
4. Board of Directors (if administrative escalation required)

Clinical issues related to medical judgment will follow this clinical escalation path:

1. Treating Clinician / Prescriber
2. Director of Medical and Clinical Services
3. Collaborating Physician
4. Executive Director (administrative coordination only)

Delegation and Coverage

- In the absence of the Director of Medical and Clinical Services, the PHP Program Coordinator assumes operational oversight.
- In the absence of the Program Coordinator, the senior licensed clinician will serve as acting supervisor.
- Medical coverage is maintained through the collaborating physician or an alternate approved prescriber.

Review and Updates

This organizational structure and chain of command will be reviewed annually or whenever significant changes occur in staffing, scope, or program configuration. Updates are approved by the Executive Director and Board of Directors.