

ACCREDITATION

Benefits and Applications for the Development
and Provision of Case Management Services

ACCREDITATIONS and REGULATORY COMPLIANCE at SAM, Inc.

- **OMHSAS**
Office of Mental Health and Substance Abuse Services: Mental Health (MH) in PA
- **ODP**
Office of Developmental Programs: Intellectual Developmental Disabilities (IDD) in PA
- **OCDEL**
Office of Child Development and Early Learning: Early Intervention (EI)/Developmental Delays (Birth to Age 3) in PA
- **OLTL**
Office of Long Term Living: Aging, Traumatic Brain Injury, and Physical Disabilities in PA
- **AAS**
American Association of Suicidology: National Accreditation relative to Lethality Assessment, Crisis Intervention, and Suicide Prevention
- **Managed Care Organizations**
- **CARF**
Commission on Accreditation of Rehabilitation Facilities: International Accreditation relative to Case Management (and other services)

Benefits of Accreditation

- ▶ **Providing a framework**
 - Administrative and business practices
 - Service delivery
- ▶ **Standardizing tasks and functions across the organization**
- ▶ **Articulating a model of case management**
- ▶ **Coordinating quality and risk management company-wide activities**
- ▶ **Responding to/exceeding external regulatory requirements in general**

BENEFITS/APPLICATIONS of CARF ACCREDITATION

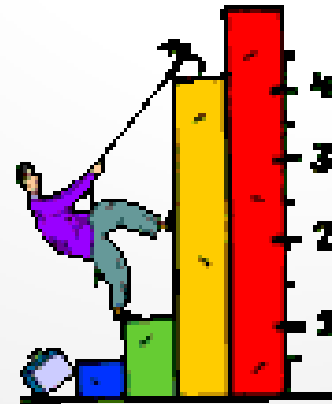
- ▶ **Provides a framework for the facilitation of Various Functions across Programs/Regulations/Payers/Collective Bargaining Unit Agreements**
- ▶ **These standards include:**
 - **Service Delivery** (General and Core Program Standards)
 - **Administrative /Business Practices** (Business Practice Standards)– working together with regulations within the Programs in each area
 - Health and Safety Standards (competency-based training in health and safety topics, emergency procedures testing, vehicle safety standards)
 - Risk Assessment/Risk Management Standards (implementation of a risk assessment and corresponding risk management plan)
 - Legal Requirements (policy and procedure to reflect practice)
 - Policy and Procedure Review (documented annual and ongoing review organized to reflect CARF standards)
 - Satisfaction and Feedback from consumers/families, stakeholders, and staff (implementation of company-wide core satisfaction questions across programs)

BENEFITS/APPLICATIONS of CARF ACCREDITATION

- **Articulation of a Model of Fundamental Case Management Functions**
 - Congruent with NACM's nomenclature relative to Case Management functions
 - Establishment of a consistent "language"
 - Identification of key functions that are inclusive/respectful of regulatory requirements

BENEFITS/APPLICATIONS of CARF ACCREDITATION

- Establishment of Program Evaluation as part of “Information Measurement and Management”
 - Quality Measures
 - Effectiveness
 - Access
 - Efficiency
 - Satisfaction



BENEFITS/APPLICATIONS of CARF ACCREDITATION

Example of Service and Documentation Evaluation Standards

- **Quality Record Review Standards**

- ***Orientation***
- ***Service Planning***
 - Assessment
 - Goals and Objectives
 - Crisis Planning
 - Transition Planning
 - Discharge Summary
- ***Intervention***
 - Referrals/Linkages
 - Other Interventions
- ***Monitoring/Coordination***
 - Service Level Appropriateness
 - Utilization
 - Engagement
- ***Documentation***
 - Case/Progress Notes



ORIENTATION TO SERVICES

Example of Program/Record Review Standards

- ▶ **Each person receives a timely orientation to the program and services that is inclusive of:**
 - Consumer rights and responsibilities
 - Organizational confidentiality policies and practices
 - Standards for professional conduct
 - Description of the person-centered plan and development process
 - Transition and discharge criteria

Service Planning

Example of Program/Record Review Standards

- Developed with participation of the consumer, family, and significant others
- Prepared from the assessment
- Based on strengths, needs, preferences
- Goals expressed in the words of the consumer/family
- Service objectives are reflective of things like age, culture, and ethnicity
- Specific services and interventions used
- Transition plan to other services

BENEFITS/APPLICATIONS of CARF ACCREDITATION

- ▶ Establishing Practices/Standards which Exceed Regulations
- ▶ Access to Information/Knowledge
- ▶ Training of Fundamental Case Management Functions
 - Supervision (“Coaching”) of Fundamental Case Management Functions

**Application of these
practices/standards serves
as a reminder to fulfill basic
responsibilities for quality of care
which exist regardless of
regulatory or accreditation standards.**

BENEFITS/APPLICATIONS of CARF ACCREDITATION

- **Organization of Company–Wide Policy**
 - Financial Planning and Management
 - Human Resources
 - Health and Safety
 - Information Technology
 - Leadership
 - Rights of Persons Served
 - Accessibility
 - Legal Requirements

BENEFITS/APPLICATIONS of CARF ACCREDITATION

▶ Organization of Company–Wide Structure

- Risk Management Committees
 - Facilities Risk Management Workgroup
 - Personnel Incident Committee
 - Compliance, Ethics, and Quality Committee
- Program Committees
 - Discussed below
- Relation to Board of Directors
 - Board Program Committee

▶ Marketing

▶ “Transition” – Establishing New Programs/Locations

- “Models” Facilitate “Portability”

METHODOLOGY/STRUCTURE

METHODOLOGY/STRUCTURE

▶ **Program Committees**

- Mental Health (MH)
- Intellectual Developmental Disability (IDD)
- Early Intervention (EI)
- Office of Long Term Living (OLTL)

The program committees support and guide quality improvement and compliance/conformance to service regulations and standards within populations company-wide.

METHODOLOGY/STRUCTURE

▶ **Department of Clinical Programs**

- ***Oversight and Support of Clinical Programs/Functions***
 - Program Development
 - Program Integrity
 - Quality Improvement/Assurance
 - Training
- ***Staff***
 - Director of Clinical Programs
 - Director of Program Integrity and Development
 - Director of Quality and Accreditation
 - Director of Training
 - Coordinator of Quality/Training
 - Coordinator of Clinical Programs
- ***Collaboration with Company Officers, Human Resources, Information Technology, other Corporate Administrators, and Site Management Staff***

How it all comes together....

- ▶ Using standards, regulations, and models to create practices within an organizational framework
- ▶ Using the DAP (Data, Assessment/Analysis, and Plan) process to monitor these practices in terms of:
 - Collecting and analyzing information;
 - Planning programs
 - Planning administrative activities
 - Determining improvement goals and next steps

Thank you!!!