



Comparison of TIER® and CARF Behavioral Health Care Standards®

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Discussion

Sequest Technologies has many clients that are accredited by CARF. These clients want to be sure that use of TIER® can facilitate achievement and maintenance of compliance with the CARF Standards for Behavioral Health Care. The CARF standards are organized according to seven functional categories. These include:

- Organizational Leadership and Responsibilities
- Organization Management
- Quality Improvement
- General Program Standards
- Core Program/Specific Populations
- Employment/Community Services
- Network Administration/Access Center Standards

The CARF standards address three essential leadership responsibilities: **planning; management; and control**. Organizations are expected to implement both long-range and annual operational planning processes that encompass the seven categories of standards. To assist organizations with the development of their operational planning processes, the TIER® Workflow System manual is designed to be linked with related portions of the organization's Annual Operational Plan. The manual addresses service delivery, human resources, environmental management and quality management. In addition, plan outlines are provided for development of the Health and Safety requirements of CARF.

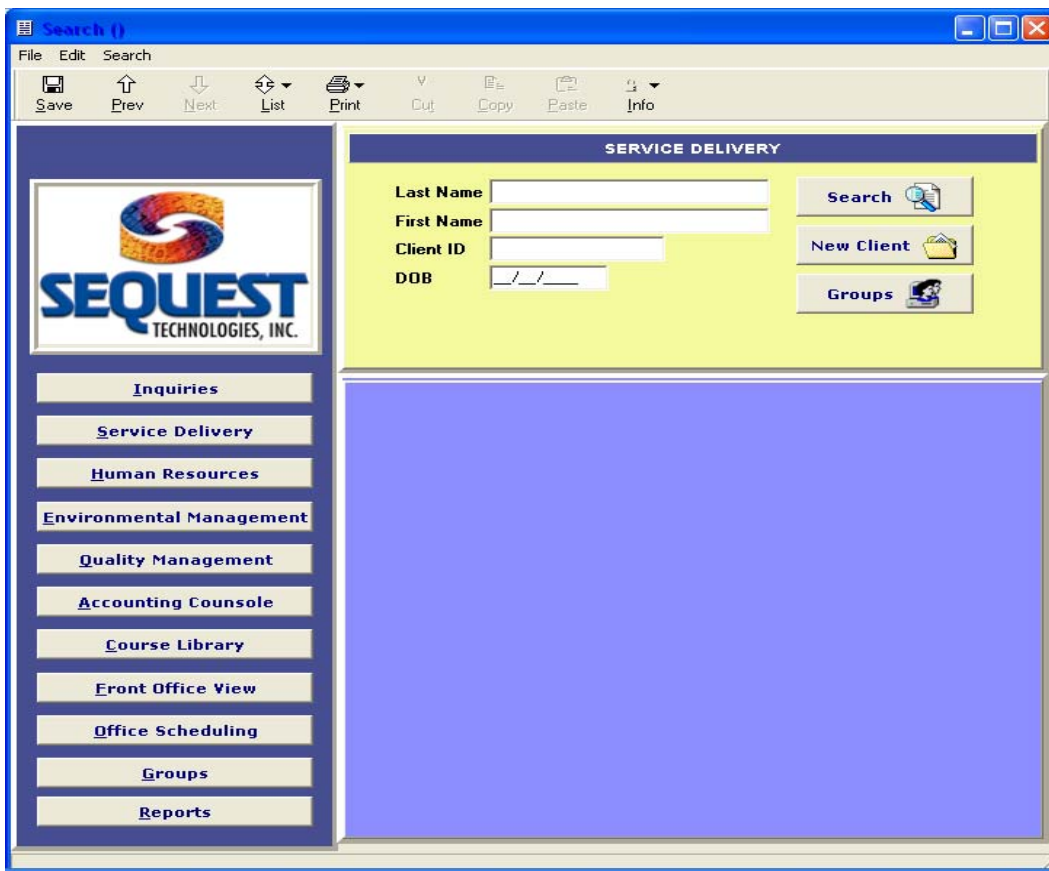
Organizations are also expected to establish operational management activities to implement their planning requirements. These activities include policies and procedures, various record systems, minutes and reports related to implementation of the CARF standards. To support the planning and management processes, organizations also must establish a comprehensive and systematic process to measurement and evaluate organizational performance. This process includes outcome measurement of services, goals and objectives.

The TIER® Workflow System is foundation software comprised of four modules and a billing accounts receivable package. Its design requirements targeted accreditation compliance as well as attention to "ease of use" for end users. TIER® Workflow is designed to help organizations achieve and maintain compliance with the CARF standards and to do so with minimal use of staff time. This is accomplished via TIER®'s multiple methods for data collection, analysis and measurement related to service delivery, human resources, environmental management, and quality management modules.

Each TIER[®] Module includes forms for data entry; analysis and reporting that encompass key documentation requirements for CARF standards. The comparison matrix on the following pages lists TIER[®] forms, drill downs and report documents related to key standards for each of the CARF standards categories. Other forms and reports can be easily added to TIER[®].

Use of this matrix can assist organizations with their Presurvey preparation activities. In addition, the list can be shared with the CARF surveyor(s) at time of survey as a guide to help navigate source documents necessary for their compliance review. Organizations can expand the matrix to incorporate the additional forms and reports that they create within TIER[®] once installed.

The main search form for TIER[®] Workflow is included below:



COMPARISON OF TIER® WORKFLOW WITH CARF STANDARDS

TIER® Workflow System	CARF Standards		
	Program and Employment Standards		
TIER® Workflow System Manual	General B1-12	Core A-U	Employment
Organization Resource List	A-J ↓	↓	↓
Uniform level of Care Resources			
Organization Goals and Objectives			
Utilization Process (Admission, Continued Stay, Discharge Planning)			
Program Admission/Level of Care			
Course Curriculum			
Course Library			
Patient Demographic Records			
Referral Records			
Service Delivery Drill Downs and Reports			
	General Program Standards		
Preadmission Screening	C1 - 5		
Intake Assessment	C6		
Treatment Contracts	A1 - 9		
Documentation of Consents	↓		
Patient and Family Questionnaires	C7 - 12		
Statement of Rights and Responsibilities	↓		
Baseline Assessments	↓		
<ul style="list-style-type: none"> ▪ Outpatient Medical Assessment ▪ Behavioral Health Screening ▪ Mental Status Examinations ▪ Nursing Assessment ▪ Social Assessment ▪ History and Physical Exam ▪ Substance Abuse Assessment ▪ Psychiatric Evaluation 	↓		
Special Assessments	↓		
<ul style="list-style-type: none"> ▪ Life Skills Assessment ▪ OT Assessment ▪ Nutritional Assessment ▪ Psychological Evaluation ▪ Activity Assessment ▪ Behavioral Advance Directives ▪ Suicide Risk Assessment ▪ Homicide Risk Assessment ▪ Trauma Screening 	↓		
Integrated Clinical Summary	↓		
Assessment Updates	↓		

COMPARISON OF TIER[®] WORKFLOW WITH CARF STANDARDS

TIER [®] Workflow System	CARF Standards
	General Program Standards (Continued)
Master Problem List	D1 - 3
Initial Treatment Plan	↓
Master Treatment Plan	
Treatment Contracts	↓
Medication Administration Record	F1 - 9
<ul style="list-style-type: none"> ▪ Medication Orders/Prescriptions ▪ Medication Review ▪ Medical/Lab Orders 	↓
Nutritional Care	G1 - 10
Special Procedures	D4 - 5, H1 - 4
Group Notes	↓
Education Notes	
Contact Notes	
General Notes	
Document Audit	
Discharge Planning	
Continuing Care Plan	
Diagnosis	
Medical Orders	
Education Notes	
DAP Notes	
Clinical Care Monitoring	
<ul style="list-style-type: none"> ▪ AIMS Assessment ▪ Allergies ▪ Behavioral Incident Report ▪ Diabetes Monitoring ▪ Height and Weight ▪ Infection Report ▪ Personal Care Log ▪ Referrals ▪ Special Procedures ▪ Vital Signs 	↓
Rehabilitation Services Log	
Scanned Documents	
Discharge Summary	↓

COMPARISON OF TIER[®] WORKFLOW WITH CARF STANDARDS

TIER [®] Workflow System	CARF Standards
	QUALITY IMPROVEMENT
Performance Monitoring <ul style="list-style-type: none"> ▪ Record Review – Qualitative ▪ Special Case Review ▪ Affiliate Service Review ▪ Medication Usage Evaluation ▪ Psychiatric Evaluation Review ▪ Clinical Record Review (Qualitative) ▪ Clinical Record Review (Quantitative) ▪ Utilization Review ▪ Special Procedures ▪ Risk Management ▪ Staff Questionnaire ▪ Patient Questionnaire ▪ Family Questionnaire ▪ General Questionnaire ▪ Affiliate Services Questionnaire 	A1 - 6 ↓ C1 - 5 ↓ A1 - 6 ↓
Outcome Measurement <ul style="list-style-type: none"> ▪ GAF Study ▪ CGAS Study ▪ Life Skills Study ▪ Behavioral Health Screening Study ▪ Evaluation of Organization Objectives 	B1 - 7 ↓
Drill Downs (All TIER [®] Modules)	A1- 6, B1-7, C1- 5
Reports (All TIER [®] Modules)	
	Organizational Leadership and Responsibilities
TIER [®] Workflow System Manual	A5 - 10
Reports (All TIER [®] Modules)	↓
Drill Downs (All TIER [®] Modules)	
Questionnaires (Patient, Family, Staff, General)	
Organization Resource List	
Uniform Level of Care Resources	
Organization Goals and Objectives	↓

COMPARISON OF TIER® WORKFLOW WITH CARF STANDARDS

TIER® Workflow System	CARF Standards
	Organization Management
Program Admission/Level of Care	E1, 3, 4
Utilization Review (Admission, Continued Stay, Discharge Planning)	↓
Environment Management Planning Outlines	E 5 - 36 ↓
Building Profiles (NFPA, LSC)	
Space Allocation Profiles	
Safety Test	
Incident Review	
Building Inspections	
Bomb Threat	
Drills (Fire and Disasters)	
Equipment Management Inventory	
Work Orders	
Vehicle Checks	
Patient Valuables Record	
Environment Management Reports	
Environment Management Drill Downs	
Employee Application and Demographics	
Continuing Education Record	
Orientation Checklist	
Education Course Curriculums and Library	
Competency Evaluations	
Annual Performance Appraisal	
Credentialing Records	
Privileging Records	
Health Records	
Personnel Transactions	
Termination Records	
Human Resources Reports	
Human Resources Drill Downs	
Supervision Log	

COMPARISON OF TIER[®] WORKFLOW WITH CARF STANDARDS

TIER [®] Workflow System	CARF Functions/Standards
	Organization Management (Continued)
Security/Data Access Log	A1 - 3 ↓
Data Management Tools	
Treatment Contracts	
Referral Records	
Reports (All TIER [®] Modules)	B2, 4, 5, D1, 2, 3, 5-7
Drill Downs (All TIER [®] Modules)	
Infection Record (Patient)	E24 - 25 ↓
Infection Record (Employee)	
Bed Assignment (Special Care)	
Infection Control Reports	
Infection Control Drill Downs	