



Comparison of TIER® Workflow System and COA Standards®

Leonard J. Brink, MSW, ACSW
CEO

Discussion

Sequest Technologies has clients that are accredited by COA. These clients want to be sure that use of TIER® can facilitate achievement and maintenance of compliance with the COA Standards. The basic COA standards are organized according to eleven organization and management domains. Four domains address clinical management functions:

- Ethical Practice, Rights and Responsibilities
- Intake, Assessment, and Service Planning
- Service Delivery
- Behavior Management

Seven domains address organizational management functions:

- Continuous Quality Improvement
- Organizational Integrity
- Quality of Service Environment
- Management of Human Resources
- Financial Management
- Training and Supervision
- Administration and Risk management

In addition, COA has established standards that address thirty-eight program or service-specific areas. Similar to other accreditation standards, the COA standards address three essential leadership responsibilities: **planning; management; and control.** Organizations are expected to implement both long-range and short-range planning processes that encompass these eleven domains. To assist organizations with the development of short-range operational planning, the TIER® Workflow System manual is designed to be linked with 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 seven functional components of environmental management.

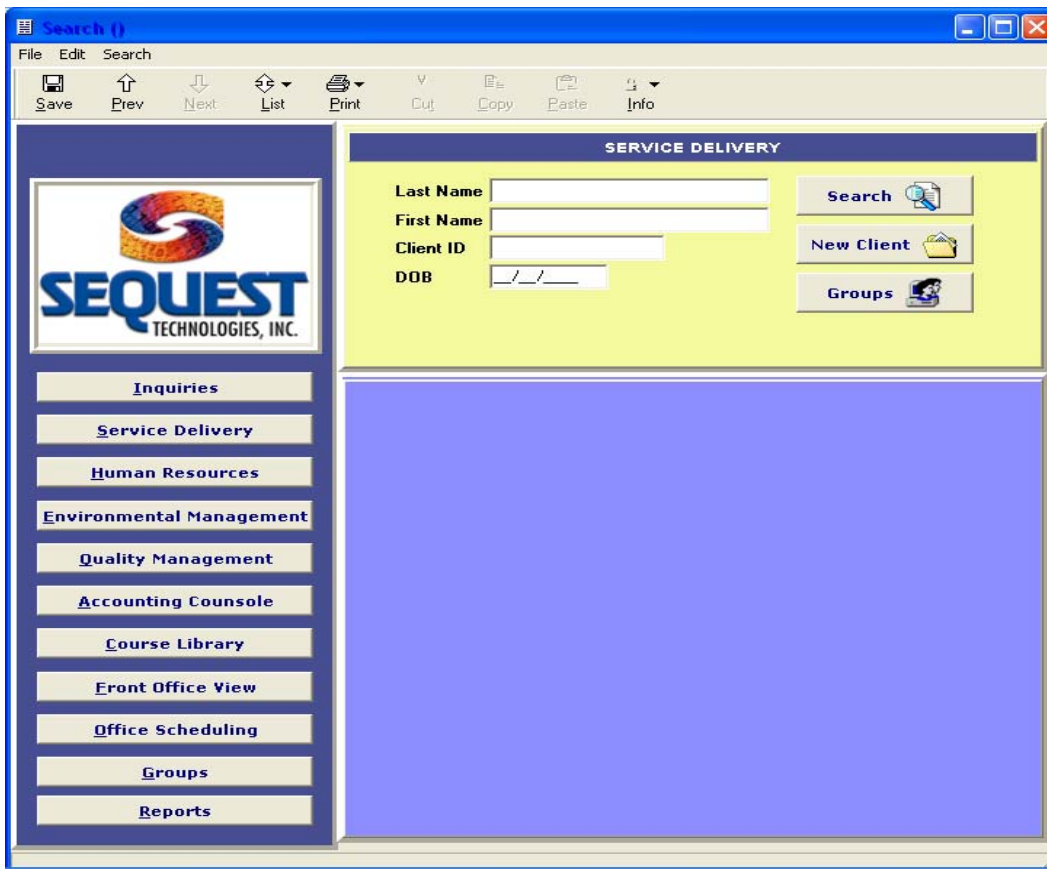
Organizations are also expected to establish operational management activities to implement their planning requirements. These activities include policies and procedures, various record systems, minutes and reports related to implementation of COA standards. To support the planning and management processes,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

The TIER[®] Workflow System is foundation software comprised of four modules and a billing accounts receivable package. Design requirements for TIER[®] Workflow targeted accreditation compliance as well as keep attention to “ease of use” for end users. TIER[®] Workflow is also designed to help organizations achieve and maintain compliance with the COA 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 COA standards. The comparison matrix on the following pages lists current TIER[®] forms, drill downs and report documents related to applicable COA standards. Other forms and reports can be easily added to TIER[®].

Use of this matrix can assist organizations with their pre-survey preparation activities. In addition, the list can be shared with the COA 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 COA STANDARDS

TIER® WORKFLOW SYSTEM	COA FUNCTIONS/STANDARDS
	ETHICS, RIGHTS & RESPONSIBILITIES
Utilization Review Process (Admission, Continued Stay, Discharge Planning)	S1- 38.1 S15.2-15.3, 17.2 and 28.9
Documentation of Consents	G1.1 – 1.10
Scanned Document File	↓
Document Statement of Rights and Responsibilities	
Treatment Contracts	↓
	INTAKE, ASSESSMENTS & SERVICE PLANNING
Preadmission Screening	G8.1
Intake Assessment	G8.2
<ul style="list-style-type: none"> • Baseline Assessments • Outpatient Medical Assessment • Behavioral Health Screening • Brief Mental Status • Nursing Assessment • Social Assessment • History and Physical Exam • Substance Abuse Assessment • Comprehensive Mental Status • Psychiatric Evaluation 	G8.3 – 8.8 S2.3 – 2.4 S5.2, 6.2, 7.2, 8.3 10.3, 16.2, 27.2 and 28.2
<ul style="list-style-type: none"> • Special Assessments • Life Skills Assessment • OT Assessment • Nutritional Assessment • Psychological Evaluation • Activity Assessment • Behavioral Advance Directives • Suicide Risk Assessment • Homicide Risk Assessment • Trauma Screening 	G8.3-8.8 ↓ ↓ ↓
Integrated Clinical Summary	↓
Assessment Updates	
Initial Treatment Plan	G8.4-8.8 S3.3-3.4, 5.3, 6.8, 21.2, 27.3 and
Master Problem List	28.3
Master Treatment Plan	↓
Treatment Contracts	↓

COMPARISON OF TIER® WORKFLOW WITH COA STANDARDS

TIER® WORKFLOW SYSTEM	COA FUNCTIONS/STANDARDS		
	SERVICE DELIVERY		
TIER® Workflow System Manual	G9.1-9.2, 9.4	S1.2, 2.2, 3.2, 11.2, 12.2-12.4	
Organization Resource List	↓	13.2-13.4, 18.2-18.3, 19.2-19.3,	
TIER Scheduler and Messaging		20.2-20.5, 22.2, 23.2, 23.6,	
Patient Demographic Information		24.2-24.4, 25.2-26.2-26.8, 28.2	
Treatment Contracts		31.2-31.3, 32.2-32.3, 33.2,	
Program Admission/Level of Care		34.2-34.8, 36.2-36.3, 37.2-37.9	
Admission Records	G9.4, 9.10-14	38.2-38.5	
Medical Care	↓		
<ul style="list-style-type: none"> • Medication Orders/Prescriptions • Medication Administration/Reviews • Medical/Lab Orders 			G9.3, S7.6-7.7
Classroom Management System			G9.11-12
Education Course Curriculum	↓		
Course Library			
Education Notes			
Group Notes			
Nutrition Care	G9.5	↓	
Personal Care Log	↓		
Discharge Planning			G9.7 S8.7
Continuing Care Plan	G9.4, 9.8		
Contact Notes	↓		
DAP Notes			
Group Notes			
General Notes			
Rehabilitation Services Log			
Discharge Summary			G9.7
Referral Records	G9.9		
Clinical Care Monitoring Records	G9.5	↓	
<ul style="list-style-type: none"> • Allergies • Behavioral Incident Report • Diabetes Monitoring • Height and Weight • Infection Report 	↓		
Documentation Audits			
Scanned Documents File			G9.9
Service Delivery Drill Downs			G9.1-14
Service Delivery Reports			G9.1-14

COMPARISON OF TIER® WORKFLOW WITH COA STANDARDS

TIER® WORKFLOW SYSTEM	COA FUNCTIONS/STANDARDS
	CONTINUOUS QUALITY IMPROVEMENT
Project Teams	G2.1-2.2
Organization Goals and Objectives	G2.3-2.4
<ul style="list-style-type: none"> • Performance Monitoring • Case Record Review - Qualitative • Case Record Review - Quantitative • Special Case Review • Affiliate Service Review • Medication Usage Evaluation • Psychiatric Evaluation Review • Documentation Audit • Utilization Review • Special Procedures • Risk Management • Staff Questionnaire • Patient Questionnaire • Family Questionnaire • General Questionnaire • Affiliate Services Questionnaire 	G2.5-2.6, 2.8 
<ul style="list-style-type: none"> • Outcome Measurement • GAF Study • CGAS Study • Life Skills Study • Behavioral Health Screening Study • Evaluation of Organization Objectives 	G2.7, S29.7 
Quality Management Drill Downs	G2.9, 2.11
Quality Management Reports	G2.10
Data Management Tools	
	ORGANIZATIONAL INTEGRITY
Reports (All TIER® Modules)	G3.1-3.2 S35.6
Drill Downs (All TIER® Modules)	↓
Questionnaires (Patient, Family, Staff, General)	↓
	BEHAVIOR MANAGEMENT
Special Procedures	G10.1-10.7
Behavioral Advance Directives	↓
Trauma Screening	↓
Behavioral management Reports	↓

COMPARISON OF TIER[®] WORKFLOW WITH COA STANDARDS

TIER [®] WORKFLOW SYSTEM	COA FUNCTIONS/STANDARDS
	FINANCIAL MANAGEMENT
TIER [®] Billing System	G6.4
TIER [®] Drill Downs	G6.1-6.3, 6.5
TIER [®] Reports	
	ADMINISTRATION AND RISK MANAGEMENT
Security/Data Access Log	G11.4
Data Management Tools	↓
Scanned Documents File	↓
Affiliate Services Questionnaire	G11.9
TIER [®] Drill Downs	G11.1-11.3, G11.10
TIER [®] Reports	↓