



Comparison of TIER® and JCAHO CAMBHC Standards

Many Sequest Technologies clients are accredited by JCAHO. These clients want to be sure that use of TIER® can facilitate achievement and maintenance of compliance with the Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC). The CAMBHC standards are organized according to four client-focused functions and seven organization functions. The client-focused functions include:

- Rights and Ethics (RI)
- Provision of Care, Treatment and Services (PC)
- Medication Management (MM)
- Infection Control (IC)

The organization functions include:

- Improving Organization Performance (PI)
- Leadership (LD)
- Management of the Environment of Care (EC)
- Management of Human Resources (HR)
- Management of Information (IM)
- Opioid Treatment Programs (OTP)
- Foster Care (FC)

The CAMBHC standards address three essential leadership responsibilities: **planning, management** and **control**. Organizations are expected to implement both long-range and short-range planning which encompass requirements of the standards. The TIER® Workflow System Manual is designed to be cross-referenced with portions of an organization's Operational Plan for Services to assist organizations with development of their continuum of care, service design and service delivery process. The manual describes the Service Delivery function as well as Human Resources, Environmental Management and Quality Management functions. In addition, outlines are provided for development of the component environmental management plans required by JCAHO.

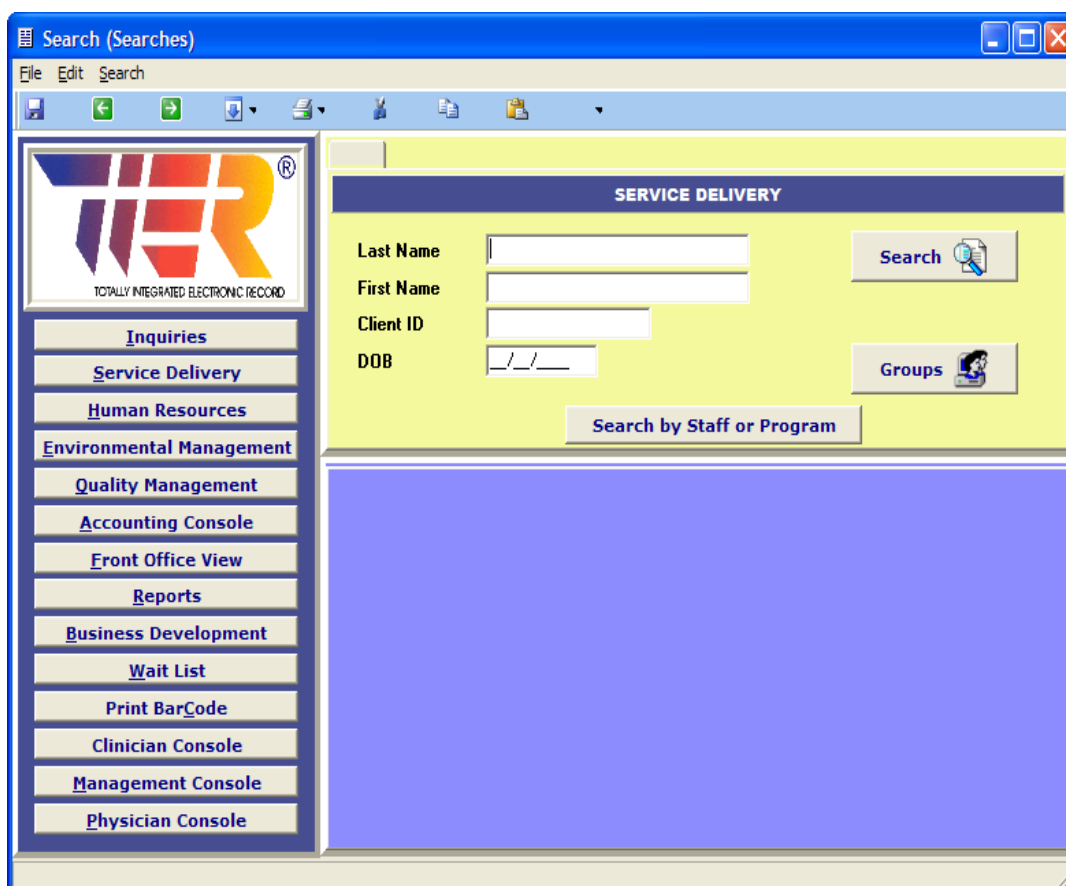
Organizations must also establish operational management processes to implement planning requirements. These processes include policies and procedures, various record systems, minutes and reports related to implementation of the CAMBHC functions. To support the planning and management processes, organizations also must establish a comprehensive and systematic process to measurement and evaluate organizational performance including outcome measurement of services, goals and objectives.

The TIER® Workflow is a comprehensive software system 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 CAMBHC 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 of the CAMBHC functions. The comparison matrix on the following pages lists TIER® forms, and report related to standards for each CAMBHC function.

Use of this matrix can assist organizations with presurvey preparation activities including periodic performance reviews (PPR) . The list can be shared with the JCAHO surveyor(s) at time of survey as a guide to help navigate source documents during compliance review. Organizations can expand the matrix to incorporate the additional forms and reports that they create within TIER® once installed.

The main search screen for TIER® Workflow is included below:



COMPARISON OF TIER[®] WORKFLOW WITH JCAHO CAMBHC STANDARDS

TIER[®] WORKFLOW SYSTEM	<u>CAMBHC</u> FUNCTIONS/ STANDARDS
	RIGHTS AND ETHICS
Documentation of Consents	RI.2.10 – 2.70, 2.90 & OTP 2.20 – 2.40
Scanned Documents	↓
Patient Valuables Record	EC.8.10
Statement of Rights/Responsibilities	RI.2.10 – 2.30 , 3.10
Treatment Contracts	RI.2.30
Patient Complaint	RI.2.120
Security of Health Information	RI.2.130
	PROVISION OF CARE (Assessments)
Preadmission Screening Utilization Review Suicide & Homicide Assessments	PC.1.10, 2.10 ↓
Intake Assessment	PC.2.30 - 2.110, 2.140, 8.10
Baseline Assessments <ul style="list-style-type: none"> ▪ 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 	PC.2.30 – 2.110, 3.10 – 3.220 ↓
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 	PC.2.30 – 2.110, 3.110 – 3.220 ↓
Integrated Clinical Summary	PC.4.20
Assessment Updates	PC.2.150
Data Sets & Data Cubes	PI.1.10

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMBHC STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMBHC</u> FUNCTIONS/STANDARDS
	PROVISION OF CARE (Treatment Planning/Special Procedures)
Initial Treatment Plan	PC.4.30
Master Treatment Plan	PC.4.40 – 4.110, 6.140 – 150
Treatment Contracts	PC.4.50
Nutritional Care	PC.7.10
Special Procedures	PC.12.10 – 12.190
	PROVISION OF CARE (Education & Rehabilitation Services)
Course Curriculum	↓ ↓ ↓ ↓ ↓ ↓
Course Library	
Group Notes	
Education Notes	
Intake Assessment	
Social Assessment	
	PROVISION OF CARE (Care Coordination, Community Integration, Discharge Planning)
Program Admission/Level of Care	PC.5.10, 5.60, 6.160 – 180, 15.30 5.10, 5.60, 6.10
Utilization Process (Admission, Continued Stay, Discharge Planning)	PC.1.10, PI.1.10
Staff Messaging System	↓ ↓ ↓ ↓ ↓ ↓
Discharge Planning	
Continuing Care Plan	
Document Audit	
Referral Records	
Service Delivery Reports	
Service Delivery Data Sets/Cubes	
	MEDICATION MANAGEMENT
Medication Administration Record <ul style="list-style-type: none"> ▪ Medication Orders/Prescriptions ▪ Medication Administration Record ▪ Medication Review Note ▪ Medical/Lab Orders ▪ Medication Storage Inspection ▪ Medication Management Reports ▪ Medication Management /Data Sets/Cubes 	↓ ↓ ↓ ↓ ↓ ↓

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMBHC STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMBHC</u> FUNCTIONS/ STANDARDS
	INFECTION CONTROL
Infection Record (Patient)	IC.2.10 – 6.10
Infection Record (Employee)	↓
Bed Assignment (Special Care)	
Infection Control Reports	
Infection Control Data Sets/ Cubes	↓
	IMPROVING ORGANIZATION PERFORMANCE
Organization QM Objectives	PC. 1.10 – 3.20, LD.4.10 – 4.70
Performance Monitoring <ul style="list-style-type: none"> ▪ Clinical Record Review – Qualitative ▪ Clinical Record Review – Qualitative ▪ Special Case Review ▪ Affiliate Service Review ▪ Medication Usage Evaluation ▪ Psychiatric Evaluation Review ▪ Utilization Review ▪ Special Procedures Review ▪ Risk Management ▪ Staff Questionnaire ▪ Patient Questionnaire ▪ Family Questionnaire ▪ General Questionnaire ▪ Affiliate Services Questionnaire ▪ Patient Research Exit Questionnaire ▪ Medical Incident Record ▪ Behavioral Incident Record ▪ Patient Complaint Record ▪ Organization Risk Analysis 	↓
Outcome Measurement <ul style="list-style-type: none"> ▪ GAF Study ▪ CGAS Study ▪ Life Skills Study ▪ Behavioral Health Screening Study ▪ Evaluation of Organization Objectives 	↓
Quality Management Reports	PI.1.10
Quality Management Data Sets/Cubes	

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMBHC STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMBHC</u> FUNCTIONS/ STANDARDS
	LEADERSHIP
TIER® Workflow System Manual	LD.3.10, 3.50, 3.90
Management Reports (All TIER® Modules)	LD.3.60
Questionnaires (Patient, Family, Staff, General)	↓
Root Cause Analysis	
Organization Resources List	LD.3.50
Process Improvement/Project Teams	LD.4.10 – 4.20
Continuum of Care Forms	LD.3.20
Organization Goals and Objectives	LD.2.50, 4.70
	ENVIRONMENT OF CARE
Environment Management Planning Outlines	↓
Building Profiles (2000 NFPA, Life Safety Code)	
Organization Risk Analysis	
Safety Test	
Organization EC Program Objectives	
Incident Reviews (Safety & Security)	
Building Safety Inspections	
Bomb Threat	
Drills (Fire and Disasters)	
Equipment Management Inventory	
Work Orders	
Vehicle Checks	
Medication Storage Inspections	
Infection Control Inspections	
Space Allocation Profiles	LD.3.80
Environment Management Reports	EC.9.10 – 9.30
Environment Management Data Sets/Cubes	
	HUMAN RESOURCES
Employee Application and Demographics	↓
Organization HR Objectives	
Continuing Education Record	
Orientation Checklist	
Education Course Curriculums and Library	
Competency Evaluations	
Annual Performance Appraisal	
Credentialing Records	
Privileging Records	
Health Records	
Personnel Transactions	

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMBHC STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMBHC</u> FUNCTIONS/ STANDARDS
Termination Records	↓
Supervision Log	
Human Resources Reports	
Human Resources Data Sets	
	INFORMATION MANAGEMENT
Security/Data Access Log	↓
Data Management Tools	
Patient Demographic Records	
Diagnosis	
Physician Orders	
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 	
Contact Notes	
Master Problem List	
Education Notes	
DAP Notes	
Group Notes	
General Notes	
Rehabilitation Services Log	
Discharge Summary	
Clinical Record Review (Quantitative)	
Clinical Record Review (Qualitative)	
Treatment Contracts	
Referral Records	
Reports (All TIER® Modules)	
Data Sets/Cubes (All TIER® Modules)	

This document was created by Sequest Technologies, Inc. founder, Len Brink, ACSW. Len was Associate Director with the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and retired following 25 years work as a JCAHO surveyor.