



Comparison of TIER® and the JACHO CAMH Standards®

Discussion

Many Sequest Technologies' behavioral health and addictions clients are accredited by JCAHO. These clients want to be sure that use of TIER® can facilitate achievement and maintenance of compliance with the JCAHO Accreditation Manual for Hospitals (CAMH). The 2008 CAMH standards are organized according to four patient-focused Functions, five organization functions and two structures with functions. The patient-focused functions include:

- Ethics, Rights, and Responsibilities (RI)
- Provision of Care, Treatment and Services (PC)
- Medication Management (MM)
- Surveillance, Prevention and Control of Infection (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)
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The two structures with functions include:

- Medical Staff (MS)
- Nursing (NR)

The CAMH standards address three essential leadership responsibilities: **planning, management** and **control**. Organizations are expected to implement both long-range and short-range planning that encompasses requirements of the CAMH functions. The TIER® Workflow System manual is designed to be linked with portions of an organization's Plan for Provision of Care 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 the human resources, environmental management and quality management functions. In addition, plan outlines are provided for development of the environmental management components required by JCAHO.

Organizations are also expected to establish operational management activities to implement their planning requirements. These activities include policies and procedures, record

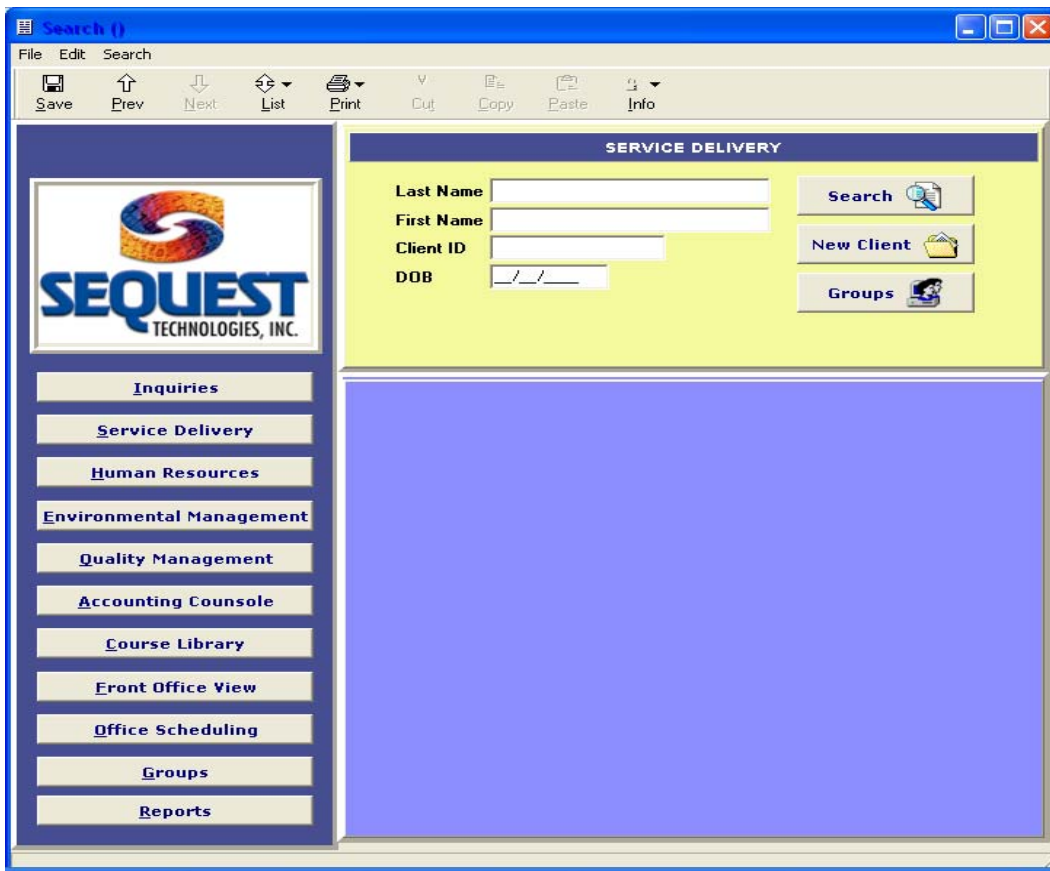
systems, minutes and reports related to implementation of the CAMH functions. To support the planning and management processes, organizations also must establish a comprehensive and systematic process to measurement and evaluate organizational performance including outcome measurement of services, goals 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 CAMH 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 the CAMH functions. The comparison matrix on the following pages lists TIER® forms, drill downs and report documents related to key standards for each CAMH function.

Use of this matrix can assist organizations with presurvey preparation activities. In addition, 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 CAMH STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMH</u> FUNCTIONS/STANDARDS
	RIGHTS AND ETHICS
Documentation of Consents	RI.2.40 – 2.50
Scanned Documents	↓
Statement of Rights/Responsibilities Patient and Family Questionnaires	RI.2.10 – 2.30, 2.60 – 2.190, 3.10
Treatment Contracts	↓
Patient Complaint	RI.2.30
Security of Health Information	RI.2.120
	PROVISION OF CARE - ASSESSMENTS
Preadmission Screening	PC.1.10
Intake Assessment	PC.2.20, 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.2.120-150, 3.10, 3.120-130, 3.230, &16.10 ↓
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.2.120-150, 3.10, 3.120 – 130, 3.230 ↓
Integrated Clinical Summary	PC.4.10
Assessment Updates	PC.2.150

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMH STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMH</u> FUNCTIONS/STANDARDS
	PROVISION OF CARE – TREATMENT PLANNING
Initial Treatment Plan Master Treatment Plan	PC.4.10, 5.10, 5.50-60, 8.60 ↓
Nutritional Care	PC.7.10
Special Procedures Treatment Contracts Behavioral Advance Directives	PC.12.10 – 12.190 ↓
	PROVISION OF CARE - EDUCATION
Course Curriculum	PC.6.10 – 6.50, LD.3.120 – 3.130 ↓
Course Library	
Group Notes	
Education Notes	
	PROVIDING CARE, TREATMENT AND SERVICES
Program Admission/Level of Care	PC.5.10, 5.50-60
Utilization Process (Admission, Continued Stay, Discharge Planning)	PC.1.10, PI.1.10
Staff Messaging System	PC.15.10 – 15.30 ↓
Discharge Planning	
Continuing Care Plan	
Document Audit	
Referral Records	
Service Delivery Reports	
Service Delivery Data Sets/Cubes	PI.1.10
	MEDICATION MANAGEMENT
Medication Administration Record ▪ Medication Orders/Prescriptions ▪ Medication Review Notes ▪ Medical/Lab Orders ▪ Medication Administration Record ▪ Medication Side Effects	MM.1.10 – 4.80, 5.10-20, 6.10-20 ↓
Medication Management Data Sets/ Data Cubes	PI.1.10
	INFECTION CONTROL
Infection Record (Patient)	IC.1.10 – 2.10 ↓
Infection Record (Employee)	
Bed Assignment (Special Care)	
Infection Control Reports	
Infection Control Data Sets/Cubes	

COMPARISON OF TIER® WORKFLOW WITH JCAHO CAMH STANDARDS

TIER® WORKFLOW SYSTEM	<u>CAMH</u> FUNCTIONS/STANDARDS
	ENVIRONMENT OF CARE
Environment Management Planning Outlines	EC.1.10 – 7.20, RI.2.140, IC.3.10 – 6.10 & 9.10, LD.3.80, 4.40 ↓
Building Profiles (2000 NFPA, Life Safety Code)	
Organization Risk Analysis	
Safety Test	
Incident Reviews (Safety & Security)	
Building Safety Inspections	
Bomb Threat	
Drills (Fire and Disasters)	
Equipment Management Inventory	
Work Orders	
Vehicle Checks	
Patient Valuables Record	
Medication Storage Inspections	
Infection Control Inspections	
Space Allocation Profiles	LD.3.80
Environment Management Reports	IC 7.10 – 9.10, EC.9.10 – 9.30
Environment Management Data Sets/ Data Cubes	
	HUMAN RESOURCES/NURSING
Employee Application and Demographics	HR.1.10 – 3.20. PC.16.30, NR.10-3.10, IC.4.15 ↓
Continuing Education Record	
Orientation Checklist	
Education Course Curriculums and Library	
Competency Evaluations	
Annual Performance Appraisal	
Credentialing Records	
Privileging Records	
Health & Infection Records	
Personnel Transactions	
Termination Records	
Supervision Log	
Human Resources Reports	
Human Resources Data Sets/Cubes	

