Joint Commission Accreditation: A Framework for Integrated Care & CCBHC Success

5/21/19, 12:00 PM – 1:00 PM CST

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The Joint Commission

Accrediting Behavioral Health Care Organizations since 1969
Agenda:

- What is Joint Commission Accreditation and Certification & What Will They Do For CCBHCs?
- What Makes the Joint Commission Stand Out?
- Behavioral Health Home Certification
- Making a Business Case for Accreditation and Certification
Accreditation is the process of inviting outside experts to conduct a review of your organization to validate and improve the safety and quality of care, treatment and services.
What Makes the Joint Commission Stand Out?
Mission and Vision

- **Our Mission**
  To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel, in providing safe and effective care of the highest quality and value.

- **Our Vision**
  All people experience the safest, highest quality, best-value health care across all settings.

Based in Oakbrook, IL (Chicago)
Reputation Across the Continuum of Health Care

- Over 22,000 Health Care Organizations Accredited
  - Behavioral Health Care
  - Community Health Centers
  - Home Care Agencies
  - Hospitals
  - Laboratory Services
  - Medical Group Practices
  - Nursing Care Centers
  - Radiology/MRI Centers
  - Sleep Centers
Reputation in Behavioral Health

- Oldest and largest accrediting body in Behavioral Health Care (since 1969)
- Widely respected as the "Gold Standard" in behavioral health evaluation
- Providing accreditation across a broad range of settings/services
- Over 3,100 Accredited Organizations
  - Over 11,000 sites
  - 38% not-for-profit
  - 40% for profit
  - 22% governmental agencies/facilities

Accredited Behavioral Health Organizations by Type

- Non-Profit: 38%
- For-Profit: 40%
- Other: 22%
What Makes The Joint Commission Stand Out?

- Reputation/Recognition
- High Touch/High Tech
- Surveyor Cadre
- Tracer Methodology
- SAFER Matrix
- Transparency
Behavioral Health Home Certification
Certified Community Behavioral Health Clinics (CCBHC)

- CCBHCs were created through Section 223 of the Protecting Access to Medicare Act (PAMA), which established a demonstration program based on the Excellence in Mental Health Act.
- The Excellence in Mental Health Act demonstration program—also known as the Excellence Act or the Section 223 demonstration program—was a two-year, 8-state initiative to expand Americans’ access to mental health and addiction care in community-based settings.
- Objective was to provide a comprehensive array of necessary services to create access, stabilize people in crisis, and provide necessary treatment for those with the most serious, complex mental illnesses and addictions.
Certified Community Behavioral Health Clinics (CCBHCs)

CCBHCs offer the following services either directly or through a formal contract with a designated collaborating organization (DCO):

- Crisis mental health services including 24-hour mobile crisis teams, emergency crisis intervention and crisis stabilization*
- Screening, assessment and diagnosis including risk management*
- Patient-centered treatment planning*
- Outpatient mental health and substance use services*
- Primary care screening and monitoring**
- Targeted case-management**
- Psychiatric rehabilitation services**
- Peer support, counseling services, and family support services**
- Services for members of the armed services and veterans**
- Connections with other providers and systems (criminal justice, foster care, child welfare, education, primary care, hospitals, etc.)**

*Must Provide Directly; **May be provided by either the CCBHC or DCO

http://www.thenationalcouncil.org/topics/certified-community-behavioral-health-clinics/
CCBHC Expansion Grants

• In July of 2018 SAMHSA announced it was accepting applications for FY 2018 CCBHC Expansion Grants. The purpose of this program is to increase access and improve the quality of community behavioral health services through the expansion of CCBHCs. CCBHCs are available in the 24 states that participate in the FY 2016 Planning Grants.

• The CCBHC Expansion grant program must provide access to services for individuals with serious mental illness or substance use disorders, including opioid disorders; children and adolescents with serious emotional disturbance, and individuals with co-occurring disorders.
CCBHC Expansion Grants Program Goals

The goals of the program includes

- Improving the behavioral health of individuals across the nation by providing comprehensive community-based mental and substance use disorder services;
- Treatment of co-occurring disorders;
- Advance the integration of behavioral health with physical health care;
- Assimilate and utilize evidence based practices on a more consistent basis;
- Promote improved access to high quality care.
What Will Accreditation and Certification Do For CCBHCs?

- Demonstrates the organization’s commitment to quality and safety
- Provides a management outline for leadership for Mental Health and Substance Use Disorder Services and Co-occurring disorders
- Supports a culture of excellence
- Supports the integration of behavioral health with physical health
- Supports the use of evidenced based practice data to improve care, treatment and services to the individual and population served
- Widely respected as a mark of distinction by payers, consumers, and referral sources
- Aligns the organization with the health care community
- Supports patient centered, whole person care
Integrated Care

- Integrated health care is the integration and coordination of an individual’s health care including their physical, mental, and emotional needs and the promotion of the person’s prevention and wellness strategies.

- Behavioral Health Home Certification attests to a provider’s ability to deliver integrated, whole-person care.
Behavioral Health Home Foundational Concepts

- Whole person care - both physical and behavioral health
- Support an individual’s right to make decisions about his/her own care, treatment, and services
- Care coordination
- Accessible care – social support, navigation
- Flexible approach to how services are delivered
BHH Certification Eligibility

- Must be Joint Commission accredited under the Behavioral Health Accreditation Program
- Must have acted as health home for 3 individuals with at least 2 “active” at time of on-site survey
Behavioral Health Home Certification Requirements

The BHH standards apply to three types of Health Homes, as endorsed by SAMHSA:

- “In-house” – the behavioral health care organization provides the behavioral health care services and some of the primary physical health care services.

- “Co-located partnership” – the behavioral health care organization arranges for health care providers to offer some basic primary physical health care services on-site.

- “Facilitated referral” – the behavioral health care organization has processes to ensure the coordination of primary physical health care provided off-site.
Behavioral Health Homes Certified By The Joint Commission

- Behavioral service settings certified or seeking Behavioral Health Home Certification include:
  - CCBHCs
  - Community Mental Health Centers
  - Opioid Treatment Programs
  - Youth Treatment Centers
  - Psychiatric Hospitals
  - Outpatient Mental Health Clinics
  - IOP/PHP Programs

...in short, any setting providing an integrated care approach.
Why Behavioral Health Home Certification?

- A recognized framework to provide high quality coordinated and integrated care to better meet the needs of individuals served
- External validation of high quality Behavioral Health Home services
- Supports the development of referral and integrated care relationships with potential partners along the health care continuum
- Meets regulatory mandates in selected states or enhanced regulatory body recognition for states where BHH Certification is recommended
- May increase ability to participate in payer provider networks and/or support receipt of value-based quality points and/or higher reimbursement rates
Behavioral Health Home Certification Standards

The characteristics of the BHH model are as follows:

- **Group 1**: The care, treatment, or services provided are centered on the individual served; the behavioral health home provides for the coordination and integration of family, community, and social supports; the behavioral health home provides for the coordination and integration of preventive and health promotion services for the individual, including health education.

- **Group 2**: The behavioral health home provides for the coordination and integration of comprehensive care, treatment, or services; the behavioral health home provides for the coordination and integration of chronic disease management; the behavioral health home supports a recovery/resilience philosophy.

- **Group 3**: The behavioral health home provides coordinated care, treatment or services; the behavioral health home coordinates transitions of care; the behavioral health home uses health information technology (HIT) and/or electronic health records (EHRs).

- **Group 4**: The behavioral health home provides access to care, treatment, or services.

- **Group 5**: The behavioral health home meets performance and quality measures.
Performance Improvement Data

PI.01.01.01, EPs 40-43:

(40) The organization collects data on the following: Disease management outcomes.

(41) The organization collects data on the following: The individual’s access to care within time frames established by the organization.

(42) The organization collects data on the following: The individual’s experience and satisfaction related to access to care, treatment, or services and communication; the individual’s perception of the comprehensiveness of care, treatment, or services; the individual’s perception of the coordination of care, treatment, or services; the individual’s perception of the continuity of care, treatment, or services.
The Business Case for TJC Accreditation and Certification for CCBHCs and CMHCs
How do you make a business case for accreditation and certification for CCBHCs?

- Strategies to leverage TJC accreditation and certification to:
  - Increase Revenue
  - Decrease Cost
  - Improve Financial Margins
  - Support Merger & Acquisition Activity
  - Value Creation
  - Achieve organizational Improvement
Increase Revenue

- Improve Reimbursement
- Increase Referral Volume
Improve Reimbursement and Increase Referral Volume

- Payer Network Inclusion
- VBP and Distinction Programs
- Reliance or Recognition by Federal and State Authorities
- Decrease Receivable Days
- Facilitate Partnering
- Improve Referral Network
Decrease Cost

- Decrease Risk
- Standardized High Quality Platform
- Reduce Turnover
Improve Margins

– Business Expansion

– DiNovo Expansion
Support Merger & Acquisition Activity

- Successful Acquisition
- Successful Divestiture
Questions?
## 2019 Free Webinars

BEHAVIORAL HEALTH ACCREDITATION WEBINARS PUT THE POWER TO BECOME ACCREDITED INTO YOUR HANDS

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 21</td>
<td>Joint Commission Accreditation: A framework for Integrated Care &amp; CCBHC Success</td>
</tr>
<tr>
<td>June 11</td>
<td>How Accreditation Improves Multi-Site Behavioral Health Systems</td>
</tr>
<tr>
<td>July 16</td>
<td>Strategies for a Successful Survey (30 min)</td>
</tr>
<tr>
<td>Aug 13</td>
<td>Conquering Challenging Standards</td>
</tr>
<tr>
<td>Sept 17</td>
<td>Conduct your own Mock Tracers</td>
</tr>
<tr>
<td>Nov 5</td>
<td>Five Ways Accreditation Drives Quality Improvement (30 min)</td>
</tr>
</tbody>
</table>

All webinars start at 12 PM Central Time (10 AM PT / 11 AM MT / 1 PM ET)

For information, replays or to register, visit [Pages.JointCommission.org/BHC2019.html](Pages.JointCommission.org/BHC2019.html)
Assistance and Resources

Joint Commission
Behavioral Health Care
Annual Conference
October 23-24 2019
Rosemont, IL


“An opportunity for a deep dive into the accreditation experience with our experts”
Behavioral Health Care Accreditation

Business Development Team – We’re here to help!

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See you soon on the road to accreditation!