

Performance Improvement Chapter Revisions

Behavioral Health Care and Human Services (BHC) Accreditation Program

Performance Improvement (PI) Chapter

PI.01.01.01

Current Requirement Text:

The organization collects data to monitor its performance.

PI.01.01.01

Current EP Text:

The leaders set priorities for and identify the frequency of data collection. (See also LD.03.07.01, EP 2)

EP: 1

Revision Type: Consolidated

LD.03.07.01

New EP Text:

As part of performance improvement, leaders do the following:

- Set priorities for performance improvement activities and care, treatment, and services outcomes for individuals served
- Give priority to high-volume, high-risk, or problem-prone processes for performance improvement activities
- Identify the frequency of data collection for performance improvement activities
- Reprioritize performance improvement activities in response to changes in the internal or external environment

Note 1: For child welfare agencies, patient health outcomes for children and youth might include placement in permanent family homes, long-term functional outcomes, contact with family members, parent satisfaction, child and youth satisfaction, and foster parent satisfaction.

Note 2: For child welfare agencies, examples of high-volume, high-risk, or problem-prone processes include multiple placements (placement instability), elopement/runaway, and aggressive/violent behaviors.

(See also CTS.03.01.09, EP 3; PI.01.01.01, EPs 2, 12, 13, 20; PI.02.01.01, EP 1)

Behavioral Health Care and Human Services (BHC) Accreditation Program

PI.02.01.01

Current Requirement Text:
N/A

Revision Type: New

PI.02.01.01

New Requirement Text:

The organization has a performance improvement plan.

PI.02.01.01

Current EP Text:
N/A

EP:

Revision Type: New

PI.02.01.01

New EP Text:

Performance improvement priorities established by organization leaders are described in a written plan that includes the following:

- The defined process(es) needing improvement, along with any stakeholder (for example, patient, staff, regulatory) requirements, project goals, and improvement activities
- Method(s) for measuring performance of the process(es) identified for improvement
- Analysis method(s) for identifying causes of variation and poor performance in the process(es)
- Methods implemented to address process deficiencies and improve performance
- Methods for monitoring and sustaining the improved process(es)

(See also LD.03.07.01, EP 2)

EP: 1

PI.02.01.01

Current EP Text:
N/A

EP:

Revision Type: New

PI.02.01.01

New EP Text:

Leadership reviews the plan for addressing performance improvement priorities at least annually and updates it to reflect any changes in strategic priorities and in response to changes in the internal or external environment.

EP: 2

PI.02.01.01

Current Requirement Text:

The organization compiles and analyzes data.

Revision Type: Moved

PI.03.01.01

New Requirement Text:

The organization compiles and analyzes data.

PI.02.01.01

Current EP Text:

The organization analyzes and compares internal data over time to identify levels of performance, patterns, trends, and variations.

EP: 4

Revision Type: Moved

PI.03.01.01

New EP Text:

The organization analyzes and compares internal data over time to identify levels of performance, patterns, trends, and variations.

EP: 4

Behavioral Health Care and Human Services (BHC) Accreditation Program

PI.02.01.01

EP: 8

Current EP Text:

Revision Type: Moved

The organization uses the results of data analysis to identify improvement opportunities.
(See also CTS.02.04.25, EP 7; HRM.01.06.05, EP 2; HRM.01.07.01, EP 3)

PI.03.01.01

EP: 8

New EP Text:

The organization uses the results of data analysis to identify improvement opportunities.
(See also CTS.02.04.25, EP 7; HRM.01.06.05, EP 2; HRM.01.07.01, EP 3)

PI.02.01.01

EP: 9

Current EP Text:

Revision Type: Moved

For organizations that elect The Joint Commission Behavioral Health Home option: The organization uses patient registries, health information technology (HIT), and/or electronic health records (EHRs) to collect, analyze, and compare data in order to improve the outcomes of the individuals served.

PI.03.01.01

EP: 9

New EP Text:

For organizations that elect The Joint Commission Behavioral Health Home option: The organization uses patient registries, health information technology (HIT), and/or electronic health records (EHRs) to collect, analyze, and compare data in order to improve the outcomes of the individuals served.

PI.03.01.01

Current Requirement Text:

Revision Type: Moved

The organization improves performance.

PI.04.01.01

New Requirement Text:

The organization improves performance.

PI.03.01.01

EP: 2

Current EP Text:

Revision Type: Moved and Revised

The organization takes action on improvement priorities. (See also MM.08.01.01, EP 6)

PI.04.01.01

EP: 2

New EP Text:

The organization acts on improvement priorities.
(See also MM.08.01.01, EP 6)

PI.03.01.01

EP:

Current EP Text:

Revision Type: New

N/A

PI.04.01.01

EP: 3

New EP Text:

The organization uses improvement tools or methodologies to improve its performance.

PI.03.01.01

EP: 4

Current EP Text:

Revision Type: Moved and Revised

The organization takes action when it does not achieve or sustain planned improvements.

PI.04.01.01

EP: 5

New EP Text:

The organization acts when it does not achieve or sustain planned improvements.

Behavioral Health Care and Human Services (BHC) Accreditation Program

PI.03.01.01**EP: 11****Current EP Text:****Revision Type:** Moved

For organizations that elect The Joint Commission Behavioral Health Home option:
The organization uses the data it collects on the individual's perception of the safety and quality of care, treatment, or services to improve its performance. This data includes 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

PI.04.01.01**EP: 11****New EP Text:**

For organizations that elect The Joint Commission Behavioral Health Home option:
The organization uses the data it collects on the individual's perception of the safety and quality of care, treatment, or services to improve its performance. This data includes 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
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