

NYS Office of Mental Health

PROS Standards of Care Surveys

11/20/2014

Survey process

- ▶ Tracer
- ▶ Record Review
- ▶ Interviews
- ▶ Participant Survey
- ▶ Group Observation
- ▶ Data

Tracer

- ▶ Based on the experience of national accreditation bodies like the Joint Commission
- ▶ Following the thread
- ▶ More in-depth review

Record Review

- ▶ Many documentation requirements for PROS
- ▶ Only one aspect of the survey
- ▶ 4 open and 4 closed records selected
- ▶ Additional records may be selected

Interviews

- ▶ Recipients
- ▶ Administrators
- ▶ Staff
- ▶ Collaterals

Program Assessment by Participant survey

- ▶ 17 Questions
- ▶ Scale of 1-5 (Strongly Disagree - Strongly Agree)
- ▶ Distributed to 5-10 Recipients
- ▶ Assessing recovery principles

Group Observation

- ▶ 3-5 groups
- ▶ observing skills of group facilitators as well as how group addresses goals and barriers of participants

Data

- ▶ CAIRS
- ▶ Satisfaction surveys
- ▶ NYESS
- ▶ Incident trends
- ▶ What do you do with the data?

Standards of Care

Standards of care

- ▶ Principles - Core vs. Exemplary
- ▶ Scoring
- ▶ Employment Form
- ▶ Self-Assessment

Principles – Core vs. exemplary

- ▶ Focus areas based on regulation
- ▶ Assessment of each area based on Core indicators
 - Practices we expect to see in an acceptable program
 - We look for a 'preponderance of evidence' that each standard is met
- ▶ Exemplary - Above and beyond, in addition to Core indicators being met
 - Open to additional Exemplary practices we have not yet encountered
- ▶ Multiple information sources used to evaluate performance

Scoring

- ▶ Operating Certificate length related to program's compliance with Regulation and consistency with Standards of Care
- ▶ Methodology:
 - ▶ Information about each focus area gathered from multiple sources
 - ▶ Preponderance of Evidence determines compliance with Core performance standards
 - ▶ Once Core is met, additional findings are considered for Exemplary
- ▶ Must meet 17 of 21 focus areas to qualify for exemplary
 - ▶ Three additional months added for each exemplary practice
 - ▶ Agency Self-Assessment can lead to additional months

Agency self-assessment

- ▶ Optional
- ▶ Opportunity to evaluate your own program by rating each Standard of Care
- ▶ An effective QI plan based on the assessment (and submitted prior to the survey) can be considered an Exemplary practice.

Employment services form

- ▶ Gives a snapshot of services provided by program
- ▶ Helps program understand their own strengths and challenges
- ▶ Expected to be completed and submitted to the Field Office prior to licensing visit

Results to date

- ▶ 14 Surveys completed with SOC
- ▶ Most frequent findings not meeting core:
 - ▶ - PROS SOC 2.3 Required assessments 57%
 - ▶ - PROS SOC 5.5 Response to participants at risk 57%
 - ▶ - PROS SOC 2.2 Screening for risk of harm to self/others; safety plan 43%
 - ▶ - PROS SOC 3.3 IRP review and revision 36%
- ▶ Most frequent exemplary findings:
 - ▶ + PROS SOC 2.1 Screening for alcohol/substance use, abuse, dependence. 36%
 - ▶ + PROS SOC 5.3 Shared information practices 29%

Q & A