

Region V Systems

Network Management Procedures CARF Standard 3

Revised: RA 9/21/17

■ Integrated Planning Processes Procedures

Region V Systems engages in and facilitates a variety of planning and networking opportunities with key staff from each of its Network Providers, engaging participants to provide oversight of strategic planning, review trends and emerging issues from data submitted by Network Providers, identify strengths, weaknesses, opportunities, threats. Regular opportunities to address these areas are facilitated through the following meetings, at a minimum:

- Network Provider Meetings
- Behavioral Health Integration Team Meetings
- Regional Quality Improvement Team (RQIT) Meetings
- Trauma Informed Care Committee Meetings
- Level of Care Committee Meetings
- Consumer Advisory Committee Meetings
- Behavioral Health Advisory Committee Meetings
- Data Call with the Department of Behavioral Health and all Nebraska Regions
- Community Forums (as needed)
- Needs Assessment Processes/Strategic Planning Meetings (as needed)
- Wait List Management Meetings

As needed, Region V Systems seeks input from Network Providers via on-line surveys, questionnaires, and email queries.

Standard 3.a. Accessibility

Using the agreed upon definition of access – *that all individuals will receive the services they need at the right time* – Region V Systems works in partnership with the Division of Behavioral Health (DBH) and the Provider Network to refine access measurements and identify measures that will lead to the development of access standards for services provision (see *Network Priority Measures Chart*, for listing of reports that address access).

Region V is responsible for ensuring that the Provider Network has the service system capacity to provide behavioral health services sufficient for a minimum balanced behavioral health system for each of the Levels of Care as defined by the Nebraska Department of Health and Human Services (DHHS). In order to provide a balanced system, the network may include providers from other geographic areas of the state if the Network does not have the service capacity needed within the Region.

Standard 3.b. Cultural Competency and Diversity

Region V Systems defines cultural competency and diversity as the capacity of an organization and its personnel to communicate effectively and convey information in a manner that is easily understood by diverse audiences.

Region V Systems develops and implements strategies and/or training that promotes and represents the ethnic and gender needs of the community and incorporates the *National Standards for Culturally and Linguistically Appropriate Services (CLAS)* within the Network.

Network Providers must have the capacity to communicate effectively and convey information in a manner that is easily understood by diverse audiences.”

Region V Systems sponsors a *CLAS Coalition (Culturally and Linguistically Appropriate Services)*, made up of Network Providers and community representatives, that meets regularly to promote funding for efforts which promote culturally and linguistically appropriate behavioral health services in the Region V Systems geographical area. The Coalition oversees and awards mini-grants to Network Providers and community stakeholders for special projects for the persons they serve. The Coalition also carries out the *CLAS Policies and Procedures*, which annually allocates funding for interpreter services.

Region V Systems supports and coordinates a Native American Coalition. The mission of the Coalition is: “Leading Native American community recovery and healing in southeast Nebraska through education, youth and family engagement, and support of Native causes.”

The CLAS Coalition supports Network Providers’ efforts to ensure program documents are in multiple languages and provides financial reimbursement for interpretation services so that language is not a barrier to services.

Standard 3.c. Financial Management

Region V Systems maintains a capacity utilization report that tracks the FFS/NFFS services’ capacity utilization by Region V Systems’ Behavioral Health Network Providers monthly. Results of the report are used to determine if capacity adjustments are needed within the Provider Network (Provider subcontracts for behavioral health services). This information is reviewed at regularly scheduled Network Providers, BHAC, and RGB meetings.

Standard 3.d. Performance Measurement and Improvement

Region V Systems manages the service quality of Network Providers by measuring results, using evidence-based practices, adopting practice guidelines, contracting for services, and documenting achievement of individual outcomes. Region V Systems then uses the results to determine compliance, identify any need for a quality improvement action plan, and determine methods to improve service delivery, continually monitoring the performance of the Network Provider (*see RQIT agendas, handouts, and minutes.*)

Standard 3.e. Risk Management

Network Provider meetings are consistently utilized to assess potential risks to the Provider Network and how best to address those issues (ex: legislative funding/mandate changes that may affect Network Providers, individually or as a whole, ransomware changes in payer sources).

Standard 3.f. Strategic Direction of the Provider Network

The Department of Health and Human Services, Division of Behavioral Health (DHHS) develops annual Regional Budget Plan Guidelines. The Guidelines outline timelines, priorities, performance indicators, strategic work-plan, access standards, core services, and federal and state mandates. Region V Systems abides by these guidelines when planning for and submitting its annual Regional Budget Plan of Expenditures to DBH by organizing and maintaining an integrated network of service providers. The Provider Network is involved in the planning and development in the Regional Budget Plan. The Budget Plan is developed and/or upgraded on an annual basis and submitted to the Department of Behavioral Health. The Budget Plan Guidelines and the Regional Budget Plan of Expenditures guides the overall work of Region V Systems and its Provider Network.

Annually, Region V Systems updates its Strategic Plan that includes strategic intent for its Provider Network. During the annual development of this document, Region V Systems seeks input through its CQI Communication Plan, which includes input from its Network Providers to give an opportunity to review and comment on the Plan prior to completion. The Regional Governing Board gives final approval of the Plan (see *Strategic Planning Policy – CARF Policies and Procedures, 1.C.*).

Standard 3.g. Technology

Region V Systems employs a confidential, centralized management information system to collect, process, disseminate, and evaluate outcomes, and service utilization information. The formal mechanism to capture data occurs through Region V Systems' COMPASS and the Division of Behavioral Health's central data system (CDS).

Region V Systems and Network Providers have access and participate in reporting and monitoring of the information management system. Opportunities to regularly address technology needs are facilitated through RQIT and Network Provider meetings.