Alert #14  9-26-16  HCAD, HCAL, HCBK, HCC, HCCMP, HCER, HCLC, HCNC, HCNE, HCYO

Performance Standards for Psychiatric Rehabilitation Services

For all programs/providers who provide psychiatric rehabilitation services to members.

Community Care is issuing new Performance Standards for psychiatric rehabilitation services, including site-based and mobile services, as well as clubhouse models, integrated into one document. Providers in all Community Care contracts/counties can use this document immediately to guide service delivery. Our clinical and quality activities with psychiatric rehabilitation providers will incorporate these standards beginning December 1, 2016.

These standards were developed in collaboration with several stakeholders including members, providers, and county partners, and were reviewed by OMHSAS and primary contractors. The standards incorporate recovery and wellness principles and emphasize the importance of implementing “best practice” psychiatric rehabilitation methods that promote recovery and wellness to increase the consistency of psychiatric rehabilitation services and to improve outcomes for members.

These standards are intended to provide a foundation and serve as a tool to promote continuous quality improvement and progression toward best practice performance, increase the consistency of service delivery, and improve outcomes for members and their families. In some instances, the standards set the bar higher than regulatory requirements. These standards reflect the commitment of all involved stakeholders to continually strive to improve the quality of psychiatric rehabilitation service delivery.

As with all Performance Standards developed by Community Care, these standards are intended to define the parameters of desired care for members. To that end, these should NOT be interpreted as regulations, or as requirements for specific interventions with specific individuals. All individuals receiving services should have individualized rehabilitation or recovery plans developed to address their individual strengths and needs.

In order to review these Performance Standards, please access the Community Care website: http://www.ccbh.com/pdfs/Providers/performanceStandards/PsychiatricRehabilitation.pdf

If you have any questions regarding the Performance Standards, please do not hesitate to contact your Provider Relations Representative immediately for assistance.