

The ColumbiaCare Difference

For many years, ColumbiaCare has had the privilege of contracting and coordinating with multiple agencies in various locations to establish service linkages and advocate for the treatment needs of clients. The personal success stories of our clients and the positive impact of our programs reflect our ability to meet the needs of individuals, agencies, and communities. We have built an excellent reputation based on skill and experience for being able to develop and operate innovative programs that are responsive to the exceptional treatment needs of our residents, tenants, and clients. Through the use of highly qualified staff with specialized training and experience, as well as by offering special physical accommodations, safeguards and supports, ColumbiaCare has been successful integrating people into the community, and moving them towards recovery and further independence.

In addition to maintaining compliance with all Oregon Administrative Rules, passing state residential reviews and county treatment audits, as well as meeting our contractual obligations with partners — we do much, much more. We set the bar high for ourselves. We go above and beyond what is required of us to do what is best for the people we serve. **Here are some examples of the added benefits you get when you work with ColumbiaCare Services:**

CATEGORY	THE STANDARD	THE COLUMBIACARE DIFFERENCE
Training	OAR requires 16 hours of pre-service training and 8 hours of annual training.	<p>We know that the quality of services is directly tied to the amount of training our employees receive, and the confidence they have in their abilities.</p> <ul style="list-style-type: none"> • 60 hours of training (in the first 60 days of employment) • 20 hours of annual training • Full-time Training Program Manager
Staffing	OAR requires 1:1:1 staffing, to include a .50 FTE Administrator for RTHs.	<p>In every ColumbiaCare Licensed Residential program, there is a team that includes at least the following positions:</p> <ul style="list-style-type: none"> • Facility Administrator • QMHP • Visiting Nurse • All Direct Care Staff have QMHA credentials <p>In addition, most programs have an Assistant Administrator as well as specialized staff based on resident needs.</p>
Supported Employment	There are no Supported Employment requirements for Residential clients.	We offer Supported Employment (a high-fidelity, evidence-based practice) to our residents/tenants/clients as an essential opportunity to participate in meaningful work as a part of their journey towards self-sufficiency, self-esteem, and symptom reduction.
Health Assessment & Coordination	OAR requires that a health screening and/or assessment be done before each new resident admission and coordination of regular checkups is provided.	<p>Our Health Services Unit consists of a team of Registered Nurses who provide the following for every resident:</p> <ul style="list-style-type: none"> • Initial Health Screening & Assessment • Regular (in-house) Health Examinations • Written Orders for Special Needs • Excellence in Physical Health/Mental Health Care Coordination • Health Education

<p>Medicaid Compliance</p>	<p>Medicaid standards require delivery and proper documentation of medically necessary services that support the treatment plan, are reasonably expected to improve functioning or manage symptoms.</p>	<p>ColumbiaCare has dedicated extra resources to ensure compliance with the Medicaid standard:</p> <ul style="list-style-type: none"> • Electronic Record System has built in tool to provide real time updates on treatment plan and corresponding services • QMHP (in every program), Clinical Supervisor, and full-time Billing Specialist provide independent reviews of progress notes/billed services • Clinical Supervisor provides regular Medicaid training
<p>Peer Programming</p>	<p>AMH encourages and recommends, but does not yet require, organizations to incorporate the use of Peers in their programming.</p>	<p>ColumbiaCare applies the expertise and experience of Peers in multi-faceted ways and at each organizational level, including:</p> <ul style="list-style-type: none"> • Board Service (governance) • ColumbiaCare Resident Advocate Coordinator (Peer training, support and coordination) • Quality Improvement Committees (guiding improvement activities) • A Peer QMHA in every program (providing direct care) • Peer representation at the State-level advocating for clients and guiding policy
<p>Quality Oversight</p>	<ul style="list-style-type: none"> • Initial License • 90-day License Review • 2-year License Review • 3-year Certificate of Approval (for outpatient services) <p>Biannual QI Meetings and Annual Performance Improvement Project</p>	<p>We meet all of these review/audit requirements, PLUS</p> <ul style="list-style-type: none"> • Conduct our own Internal Audits for each program. The following areas are reviewed by QI Manager, Nurse, Facility Administrator, and QMHP. <ul style="list-style-type: none"> ○ Residential charts ○ Clinical records ○ MAR & Medication Administration Process ○ Personnel files ○ Fire drills ○ Physical program ○ HIPAA Compliance <p>ColumbiaCare meets QI requirements, PLUS</p> <ul style="list-style-type: none"> • We have adopted and use the Multnomah Community Ability Scale (MCAS) to assess each resident's clinical progress and outcomes on a biannual basis. (QMHPs can also track progress in real time on our electronic records system.) • Periodic third-party professional studies of MCAS data/results. • Resident Satisfaction Survey • Information Systems Risk Management Committee
<p>Continuum of Care & Speciality Programs and Services</p>	<p>Limited levels of care in limited geographic areas.</p>	<p>Partners of ColumbiaCare benefit from our comprehensive service system, providing a full continuum of care across Oregon. We provide care for individuals who may need:</p> <ul style="list-style-type: none"> • Secure Residential Treatment Facilities • Crisis Resolution Facilities and Crisis Assessment • Residential Treatment Facilities & Homes • Supportive and Integrated Housing (both regular and intensive, permanent and transitional) • Intensive Community-Based Services • Hospital Diversion • Post-Hospital Follow-Up Contact/Care • Outpatient Services <p>ColumbiaCare program serve individuals who:</p> <ul style="list-style-type: none"> • Are Under Civil Commitment • Are Under PSRB Jurisdiction • Have Exceptional/Intensive Medical Issues • Have Exceptional/Intensive Behavioral Needs • Young Adults in Transition (YAT)

PUBLISH DATE: MARCH 2019