

Overview of the...

State & Psychiatric Hospital Compliance Collaborative (SPHCC)



The Mission

SPHCC is an online repository of compliance information and a communication forum for participating psychiatric hospitals located at www.SPHCC.net that facilitates their agreement to seek and share information in the interest of advancing **standards compliance**, **survey success** and overall **quality improvement**.

About Us

SPHCC is a service of the consulting firm: Fields & Associates, Inc. (F&A) that was founded in 1997. The collaborative began operation in 2007 and is directed by Richard Fields, MD, a senior, nationally recognized, multi-board certified psychiatrist who was previously a state hospital CEO, CMS surveyor, Joint Commission surveyor and consultant for Joint Commission Resources and Joint Commission International. He has been consulting with psychiatric hospitals for over 20 years. SPHCC is also supported by a unique team of established, independent consultants (behavioral healthcare professionals and managers) who constitute the Associates. They include a unique **compliance cadre of former CMS and TJC surveyors**.

The Need

- **So many changes** - In 2003, **The Joint Commission (TJC)** restructured its survey process and standards in an initiative called Shared Visions/New Pathways. Since that time, there has been an endless barrage of updates, revisions and modifications as well as new standards, new goals, new points of emphasis and new survey technologies. More recently the **Centers for Medicare and Medicaid Services (CMS)** has also begun issuing final rulings in such key areas as restraint and seclusion. It is **hard to keep up**.
- **So little relevant information** - Although TJC and others have many publications, listservs, meetings and conferences on accreditation, only a portion of the information they provide is relevant and useful for psychiatric hospitals. CMS has far less such material and what it does have (e.g., clarifications, final rulings) is often very difficult to locate. It is **hard to find information relevant to psychiatric hospitals**.
- **So few like us** - Finding another hospital/system that serves a similar population and faces similar resource and bureaucratic challenges is also hard to do. There is a rich pool of information and ideas created by the unique experience of state and psychiatric hospital systems across the country. Unfortunately, little time, limited travel budgets and reduced meeting opportunities make it rare that staff at such facilities can access that resource. It is **hard to find/access other psychiatric hospitals with similar experiences**.

Meeting the Need

SPHCC responds to the above needs with an array of online supports and the following core services:

- **Monthly Compliance Information Summaries** - 5 official TJC publications, CMS quarterly provider updates and relevant websites are continually monitored by a cadre of former TJC and CMS surveyors. The relevant (only) findings are presented online in a monthly **Reading Tips Newsletter** with brief reviews, links to additional details and identification of staff relevance. An interactive PDF version is also available for printing and distribution to key staff. To see a sample newsletter go to: <http://www.SPHsample.net>. This support **saves hours of staff searching, reading and makes keeping up easier.**
- **Compliance Information Library** – An online library of relevant clarifications, interpretations, policies and procedures for TJC and CMS compliance is provided. It also includes sections dedicated to useful online resource/reference links, a database of post-survey questionnaires and surveyor profiles. This library is continuously growing from the contributions of member hospitals and ongoing F&A research. It is a **uniquely relevant resource for finding needed compliance references.**
- **Inter-Hospital Collaboration/Communication** - Identification of facilities with similar populations is facilitated through a specially coded member directory. Each member agrees to provide at least one contact person willing to assist the sharing process. An open [Discussion Board](#) and [free Mini-WebNRs](#) provide additional peer-to-peer forums. This greatly facilitates the ability **to access real peers and other psychiatric hospitals committed to constructive sharing.**

Who will benefit

Although anyone in need of TJC or CMS compliance information, clarification or examples will find it useful to participate in SPHCC, **the following staff should find it especially beneficial:**

- **Survey coordinators** and **PI Department directors/staff**
- Chairs and members of **PPR review committees**
- Administrative and clinical **leaders/Discipline chiefs**
- Chairs and members of key standing committees (e.g., MEC, P&T, Safety Committee, IC Committee, Credentialing & Privileging Committee, etc).

Visit the SPHCC Website

- **Self-Directed** – Go to www.SPHCC.net and review additional information. You can also explore the **free SPHCC Discussion Board** at www.SPHdiscuss.net.
- **Guided Tour!** – Go to www.SPHtour.net and **schedule an online guided tour.** Up to 100 computers may log on for one of the brief tours that can be customized for 20 to 60 minutes as your time allows.

Membership Fees and Discounts

- Standard annual membership fee is \$2000 per hospital.
- 20% discount when 2-7 hospitals in a state, system or NASMHPD region join together
- 40% discount when 8 or more hospitals in a state, system or NASMHPD region join together
- 20% and 40% discounts are available with 2 and 3-year memberships respectively
- **60%** ‘Survey Sharing’ membership discount or **FREE** Newsletter subscription for hospitals willing to share recent or upcoming surveys.
- For more details go to: www.SPHjoin.net

For More Information Contact Us

- Customer Service Online: www.SPHsupport.net
- Customer Service Tel: 770.389.3800
- Customer Service Fax: 770.389.3700