

2020 BHCOE TELEHEALTH SELF-EVALUATION CHECKLIST



Behavioral Health Center of Excellence

CHECKLIST

TOPIC	EXPLANATION
ORGANIZATIONAL COMPLIANCE	The organization must describe the operational compliance policies and procedures in place to comply with state, local and federal regulation.
HUMAN RESOURCES	The organization must describe the core mechanisms used to determine appropriate staff training, qualifications and oversight of individuals providing telehealth services.
PATIENT INTAKE	The organization must describe relevant information collected, appropriate consent obtained, and clear guidelines for patient selection appropriateness.
CLINICAL PRACTICE	The organization must describe telehealth clinical service lines available to patients and procedures to ensure documentation of progress and patient outcome. Organization must also ensure that clinical protocols are followed and align with evidence-based practices.
TECHNOLOGY, PRIVACY & SECURITY	The organization must describe their practices to ensure appropriate technology usage, and precautions taken to ensure the privacy and security of their patients.

A. Organizational Compliance

Y N N/A

- A.01 Organization has a valid business license to deliver telehealth services in accordance with mandates in the state(s) in which it operates.
- A.02 Organizations operating in multiple states must comply with licensing requirements in each state where telehealth services are delivered.
- A.03 Organization has appropriate documentation from payors allowing the use of telehealth.
- A.04 Organization has liability insurance with a telehealth addendum.
- A.05 Organization has cyber and/or data privacy insurance.
- A.06 Organization has an employee handbook which clearly defines the telehealth services provided by the employee.
- A.07 Organization has a description of services provided via telehealth for each level of care.
- A.08 Organization has patient safety policy.
- A.09 Organization has patient privacy policy.

B. Human Resources

Y N N/A

- B.01 Organization has updated job descriptions incorporating minimum qualifications, telehealth duties, and associated expectations.

- B.02 Organization has systems in place for training and evaluating staff providing telehealth services on clinical procedures.
- B.03 Organization has systems in place for training and evaluating staff providing telehealth services on technology usage.
- B.04 Organization reviews mandating reporting requirements with staff prior to providing telehealth services.
- B.05 Organization ensures staff are competent to implement procedures via telehealth services prior to initiation of service delivery.
- B.06 Organization provides safety & crisis management training to staff prior to initiation of telehealth services and annually.
- B.07 Organization has designated technology professional who is responsible for effectiveness of equipment and health information systems utilized in the delivery of telehealth services.

C. Patient Intake

Y N N/A

- C.01 Organization has electronic patient intake form.
- C.02 Organization conducts a screening of appropriateness for telehealth prior to initiating services.
- C.03 Organization conducts a screening of staffing needs for telehealth prior to initiating services.
- C.04 Organization requests additional consent from

- patients to provide telehealth services.
- C.05 Organization educates patients about the telehealth process and the risks and benefits involved in utilizing telehealth technology.
 - C.06 Organization provides patients with a standard operating procedure for telehealth service to ensure patients are informed about telehealth services.
 - C.07 Organization has a patient home safety checklist to ensure the home is a safe and appropriate workplace for employees who are supervised via telehealth.
 - C.08 Organization has a parent/guardian participation and interaction policy specific to telehealth services.

D. Clinical Practice

Y N N/A

- D.01 Organization has program goals created to address patient's clinical needs which are updated as needed.
- D.02 Organization has procedures to allow for acceptable environment arrangements to ensure patient and direct care staff are visible to supervisory staff.
- D.03 Organization collects data to monitor progress of patient's goals.
- D.04 Organization has systems to document clinical interactions using ANSI/BHCOE 101 documentation standards.
- D.05 Organization has monitors patient outcome to address effectiveness of telehealth services.
- D.06 Organization has guidelines for recommending treatment intensity of telehealth services.
- D.07 Organization develops procedures defining contingency plans for loss of internet connection prior to the initiation of services.

E. Technology, Privacy, & Security

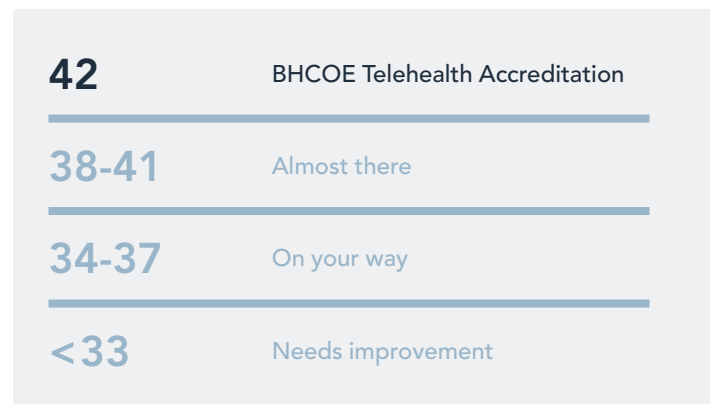
Y N N/A

- E.01 Organizations define procedures for mobile device setup, data removal, and external monitoring.

- E.02 Organization has systems in place to address maintaining, repairing, deactivating, disposing of, and replacing defective equipment.
- E.03 Organization ensures staff sign an acknowledgement of receipt of company property.
- E.04 Organizations have policies in place that address acceptable use of equipment and security policies for company issued equipment.
- E.05 The Organization provides emergency management policies and procedures for software, hardware and other system resources that can be implemented during telehealth consultations.
- E.06 Organization has data loss or theft policy.
- E.07 Organization maintains written agreements with participating vendors/subcontractors and includes a signed Business Associate Agreement (BAA).
- E.08 Organization delivers telehealth services through a secure internet connection and has backup networks to prevent disruptions due to connectivity problems.
- E.09 Organization's electronic medical records and telehealth data encryption, storage, and transmission are HIPAA compliant.
- E.10 Organization has a curriculum for developing patient programming.
- E.11 Organizations ensures data is encrypted and transmitted securely.

Tally your score.

_____ Total your number of "Yes" responses and compare your score with the chart below.



THANK YOU FOR YOUR COMMITMENT TO CONTINUOUS QUALITY IMPROVEMENT



Behavioral Health Center of Excellence
7083 Hollywood Boulevard #565, Los Angeles, CA 90028
Telephone 310-627-2746
www.bhcoe.org