



# Provider Training: Accreditation

August 21, 2013

2:00pm - 3:30pm

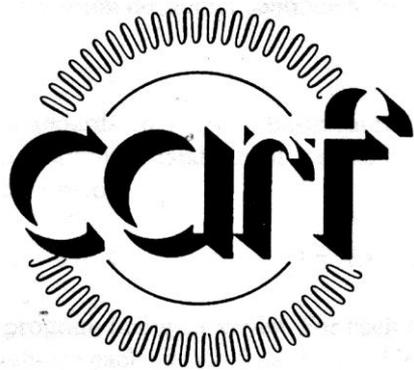
# **Introduction to CARF Accreditation**

# INTRODUCTIONS



# OUR NAME

carf INTERNATIONAL



**Commission on  
Accreditation of  
Rehabilitation Facilities**

# **CARF's Mission is ...**

***To promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served.***

# Core Values

- **All people have the right to be treated with dignity and respect**
- **All people should have access to needed services that achieve optimal outcomes**
- **All people should be empowered to exercise informed choice regarding their treatment options**
- **Committed to continuous improvement of organizational management and service delivery**
- **Diversity and cultural competence in all CARF activities and associations**

# Overview of CARF

## International:

- ◆ North America
- ◆ South America
- ◆ Europe
- ◆ Africa
- ◆ Asia / Southeast Asia

## Accreditation Areas

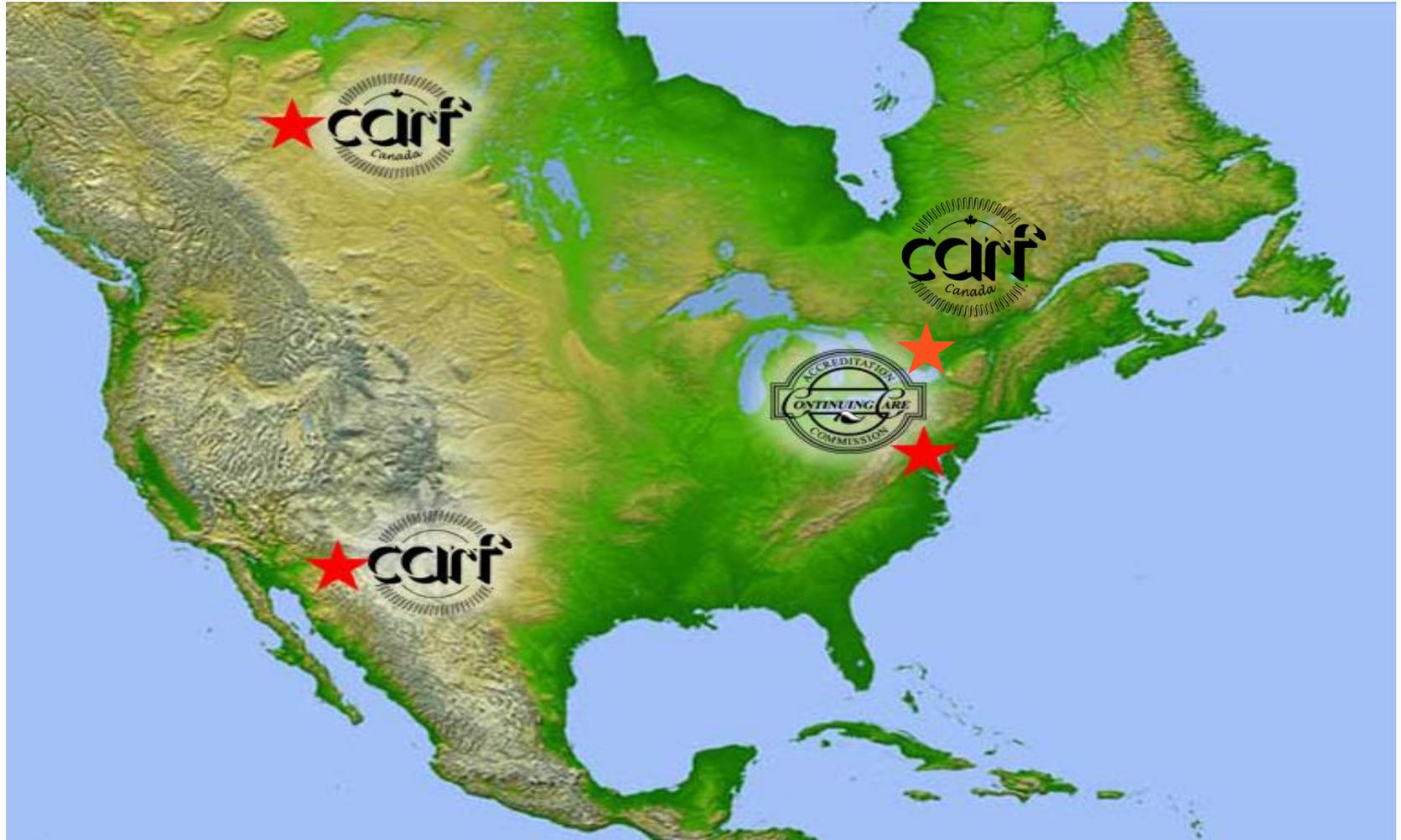
- Behavioral Health - OTP
- Child & Youth Services
- Employment & Community Services
- Medical Rehabilitation
- Aging Services  
(Adult Day Services/Assisted Living)



# **Overview** (continued)

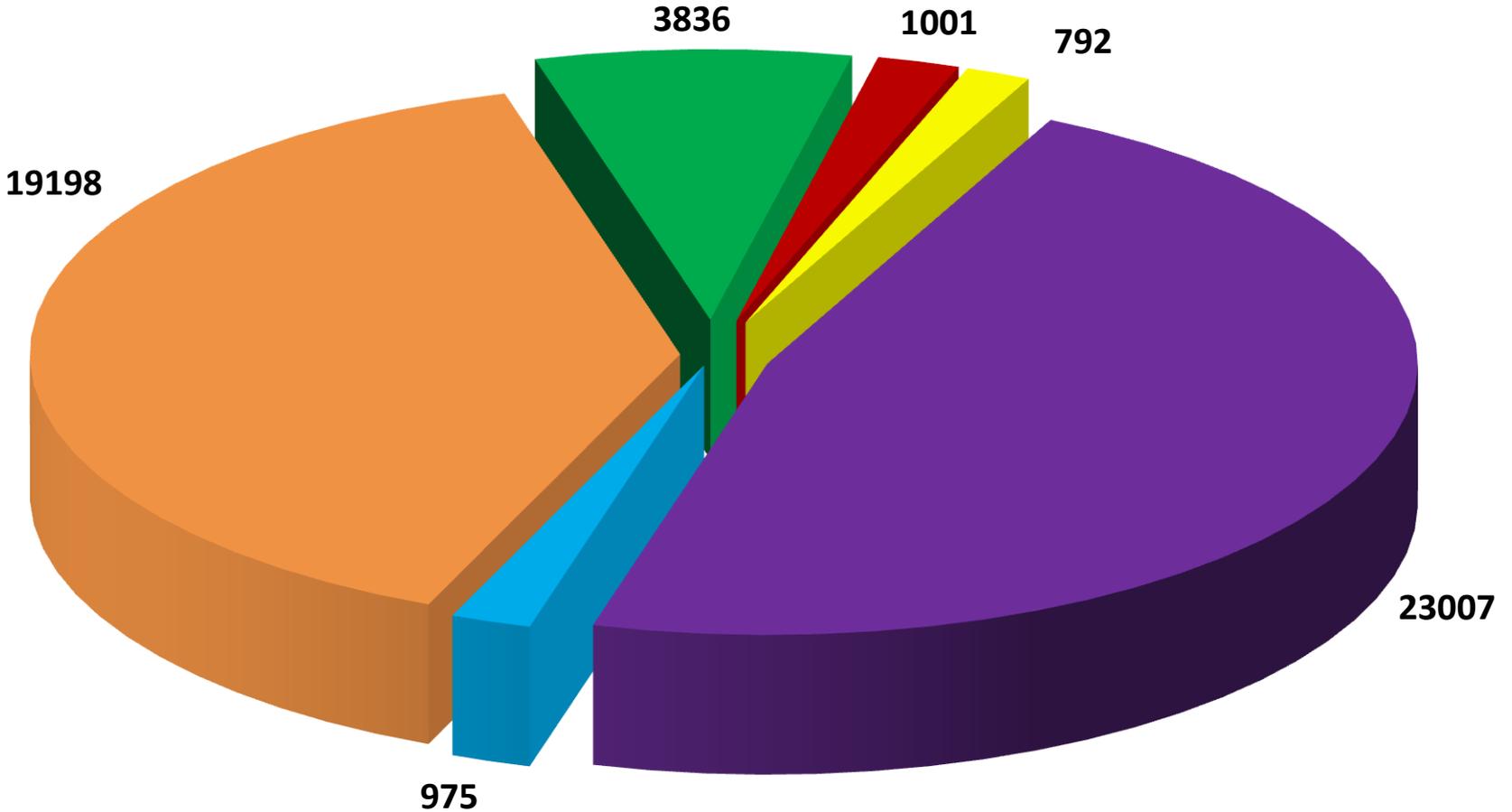
- **Private non-profit established in 1966.**
- **Recognized in approximately 48 states under mandated or “deemed” status.**
- **Standards apply to small organizations in rural areas as well as large or urban.**
- **1400 volunteer surveyors in U.S. and Canada.**
- **Approximately 100 CARF staff members**

# Where is CARF?



# CARF Accredited Programs

## Over 8.4 Million Persons are Served



AS BH CYS ECS MED OTP

As of 2/5/13

# The Standards



**2013**

July 1, 2013–June 30, 2014

**Child and Youth Services  
Standards Manual**



**2013**

July 1, 2013–June 30, 2014

**Behavioral Health  
Standards Manual**



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# The Standards



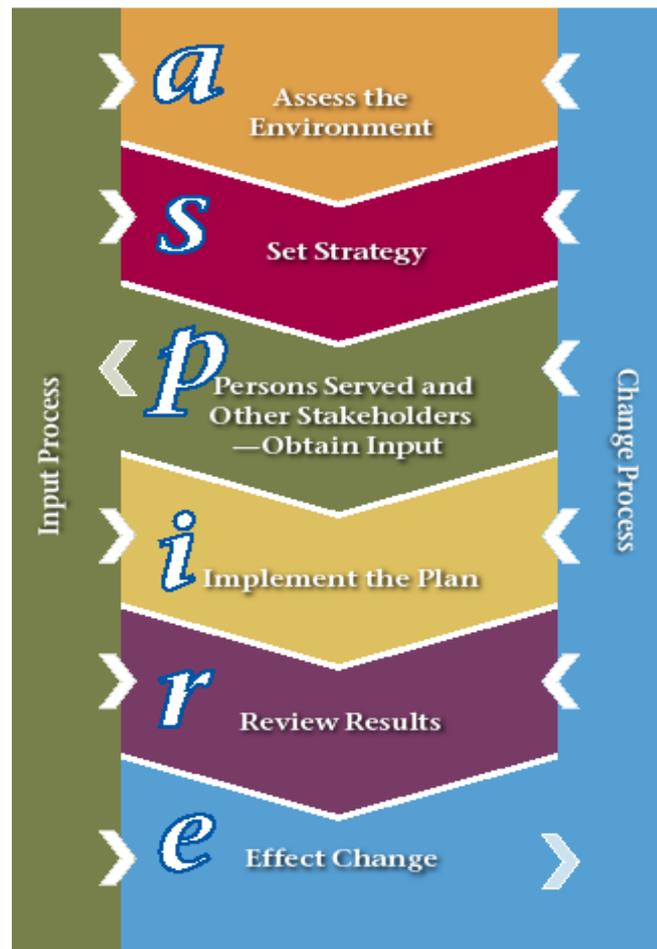
# Accreditation Conditions

- **To be eligible, to maintain, or retain accreditation....**
  - **Use of standards for a minimum of six months**
  - **On site, during survey, must allow surveyors to review records, documentation and interview persons served**
  - **Send Quality Improvement Plan within 90 days after receipt of outcome**
  - **Annual Conformance to Quality Report**

# Section 1

## ASPIRE to Excellence®

### ASPIRE to Excellence™



#### ASSESS THE ENVIRONMENT

- Leadership
- Governance

#### SET STRATEGY

- Strategic Planning

#### PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT

- Input from Person Served and Other Stakeholders

#### IMPLEMENT THE PLAN

- Legal Requirements
- Financial Planning and Management
- Risk Management
- Health and Safety
- Human Resources
- Technology
- Rights of Persons Served
- Accessibility

#### REVIEW RESULTS

- Performance Measurement and Management

#### EFFECT CHANGE

- Performance Improvement

# Behavioral Health

## General Program Standards

### Section 2

# **Section 2 – BH / CYS**

## **General Program Standards**

- A            Program Service Structure**
- B            Screening and Access to Services**
- C            Individual Plan**
- D            Transition / Discharge**
- E            Medication Use**
- F            Non-Violent Practices**
- G            Records**
- H            Quality Reviews**

# **Section 2-OTP**

## **General Program Standards**

- A. Program/Service Structure**
- B. Screening and Access to Services**
- C. Individual Plan**
- D. Transition/ Discharge**
- E. Medication Management (only in OTP SM)**
- F. Medication Use**
- G. Nonviolent Practices**
- H. Records of the Persons Served**
- I. Quality Records Review**

# **OTP Core Program Standards**

- **Day Treatment (DT)**
- **Detoxification**
- **Drug Court Treatment (CT)**
- **Intensive Outpatient Treatment (IOP)**
- **Outpatient Treatment (OT)**
- **Residential Treatment (RT)**
- **Specific Population Designation**
  - **Criminal Justice (CJ)**

**\*All OTPs seeking accreditation should select at least one core program**

# Behavioral Health

## Core Program Standards

### Section 3

# Behavioral Health Field Categories

For each behavioral health core program selected for accreditation, an organization must identify under which behavioral health field category the core program operates. Field categories are used to characterize the purpose, intent, and overall focus of a core program and to distinguish the specific fields in behavioral health that the core program reflects and serves.

# Field Categories

- *See pp. 139-40 2013 BH Standards Manual*
- **Alcohol and Other Drugs/Addictions**
- **Mental Health**
- **Psychosocial Rehabilitation**
- **Family Services**
- **Integrated AOD/Mental Health**
- **Integrated DD/Mental Health**
- **Comprehensive Care**

# Comprehensive Care

Core programs in this field category are designed to provide any combination of behavioral health services related to mental illness, addictions or intellectual/developmental disabilities, and management of or coordination with the healthcare needs of the person served.

Note: Used by Integrated BH/Primary Care or Health Home programs.

# Section 3: 2013 BH Core Programs

- A. Assertive Community Treatment
- B. Assessment and Referral
- C. Case Management/Services Coordination
- D. Community Housing
- E. Community Integration
- F. Court Treatment
- G. Crisis & Information Call Centers
- H. Crisis Intervention
- I. Crisis Stabilization
- J. Day Treatment
- K. Detoxification
- L. Diversion
- M. Employee Assistance

## **N. Health Homes**

- O. Inpatient Treatment
- P. Integrated BH/Primary Care***
- Q. Intensive Family-Based Services
- R. Intensive Outpatient Treatment
- S. Out-of-Home Treatment
- T. Outpatient Treatment
- U. Partial Hospitalization
- V. Prevention
- W. Residential Treatment
- X. Student Counseling
- Y. Supported Living
- Z. Therapeutic Communities

# The Survey Process

# Preparing for a Survey

- **Acquire the correct standards manual!**
- **Staff and leadership buy-in is critical to success**
- **Make accreditation preparation an organization-wide team effort**
- **Use the standards manual to help write and refine policies and procedures**
  - ✓ **Tip: Organize P&P to reflect how you do business (cross-walk to the standards)**

# Preparing for a Survey

- **Attend a training (face-to-face, web)**
- **May want to speak with or visit other CARF accredited organizations**
- **Self evaluation will establish your to-do list**
- **Develop time lines to have things done**
- **Simplify, simplify, and then simplify again**
- **Alert all persons served, staff, outside stakeholders to the dates and review the process with them - POSTER**
- **Consultation ?**

# CARF Contact for Maryland



- 6951 E. Southpoint Rd Tucson, AZ 85756
- 888-281-6531
- Kathy Lauerman, ext.7168
- [klauerman@carf.org](mailto:klauerman@carf.org)
- [www.carf.org](http://www.carf.org)

# Submit Intent to Survey

- Complete Intent to Survey
  - Intent fee
  - Supporting documentation
- Information reviewed and team size determined
- Invoice sent
- Survey scheduled at least two months before survey visit

# **What the Intent tells CARF...**

- **The leadership of your organization**
- **Demographics of your organization**
- **Specifics of the programs you are seeking accreditation for**
- **Size, number, and distances of locations of the organization: establishes survey team**
- **Commitment to the accreditation process**

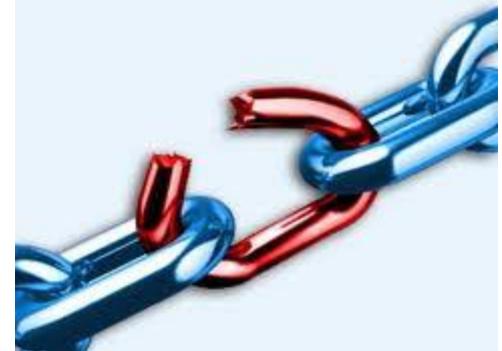
# Time Frame at a Glance

Preferred Time Frame	Intent Due to CARF	Expiration Month
*Jul/Aug	Feb 28	Aug
*Jul/Aug	March 31	Sept
Aug/Sept	Apr 30	Oct
Sept/Oct	May 31	Nov
Oct/Nov	June 30	Dec
Nov/Dec	July 31	Jan
Dec/Jan	Aug 31	Feb
Jan/Feb	Sept 30	Mar
Feb/Mar	Oct 31	Apr
Mar/Apr	Nov 30	May
Apr/May or May/June	Dec 31	June

# Multiple Programs and Services

- If your survey includes multiple programs and services or has multiple sites, and any one program, service or site is operating at a lower level of conformance to the standards, the level of accreditation awarded will be the level at which the weakest program, service, or site is functioning.

***You are as strong as  
your weakest link!***



# Accreditation Outcomes

- **Three-year** accreditation – substantial conformance to the standards. Demonstrated improvement from previous periods of CARF accreditation.
- **One-year** accreditation – areas of deficiency, but evidence of capability and commitment
- **Provisional accreditation** – one year, awarded only *once*, after *one* year accreditation.
- **Non-accreditation** – numerous and/or major deficiencies in many areas. Serious questions about program benefits, health welfare or safety. (*Inability to achieve a Three Year Accreditation following a Provisional Accreditation*)

# Fee Structure



## CARF Accreditation Fees - All Inclusive

- 2013 Standards Manual - \$167
- 2013 Intent to Survey (application fee) - \$995
- 2013 Survey Fee (per surveyor per day) - \$ 1525

Average Survey

2 surveyors  
2 days

\$7095.\*



No: Annual fees, Membership fees,  
Additional travel fees

\* \$ 2365. per yr

# Tips for Success

- Allow adequate preparation time and adequate resources
- Use a team approach to prepare
- Use preparation as a management tool and quality strategy
- Use CARF resources:  
[www.carf.org](http://www.carf.org)



# Just a Phone Call Away

## 888-281-6531

Lisa Palmer, Account Manager, ext. 7129

– Kathy Lauerman ext. 7168 (BH/CYS)

– Jani Greenwald ext. 7180 (OTP)



Michael Johnson, BH Managing Director, ext. 7101

Bettye Harrison, OTP Account Manager, ext. 7128

Or, 1<sup>st</sup> initial & last name [@carf.org](mailto:carf.org)

***August 21, 2013***

***Tracy Griffin Collander, LCSW  
Executive Director***

***Peggy Lavin, LCSW  
Senior Associate Director***

***Evelyn Choi, MS  
Senior Accreditation Specialist***

# The Joint Commission's Vision

- ▶ “All people experience the safest, highest quality, best-value health care across all settings”

# The Joint Commission's Mission

- ▶ To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel, in providing safe and effective care of the highest quality and value.

# The Joint Commission

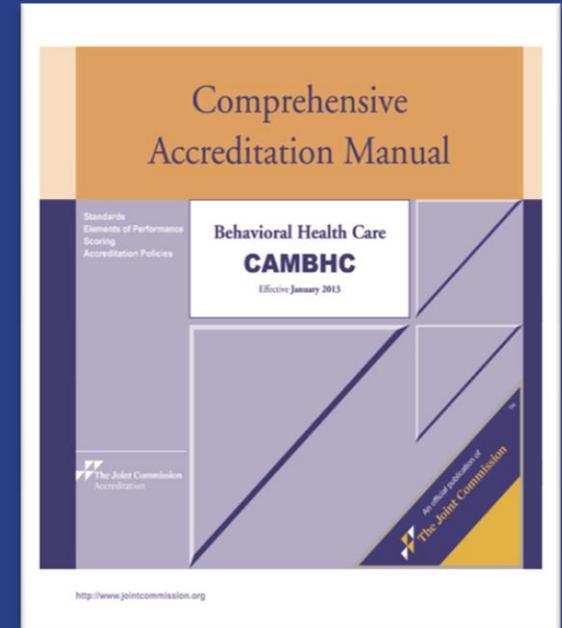
- Ambulatory Health Care
- **Behavioral Health Care**
- Critical Access Hospital
- Home Care
- Hospital
- Laboratory Services
- Nursing and Rehabilitation Center
- Accredited over 20,000 health care organizations



# The Joint Commission

## Behavioral Health Care

- Accrediting Behavioral Health Care organizations since 1969
- Over 2000 accredited organizations
- Over 50% not-for-profit organizations



# The Joint Commission

## Behavioral Health Care Accreditation

- Accredited organizations range from very small, single service/program/site organization to several services/programs to many services/programs/sites



# Value and Benefits of Joint Commission Accreditation:

- Demonstrates the organization's commitment to quality and safety.
- Provides a management outline for leadership.
- Supports a culture of excellence.
- Integrates data use into daily operations.

# Value and Benefits of Joint Commission Accreditation (Cont'd):

- Excellent recognition by the health care community and 3<sup>rd</sup> party payers
- Supports board members in meeting their fiduciary responsibilities
- Excellent recognition by state authority
- May reduce liability insurance premiums

For a list of insurance providers, visit:

[http://www.jointcommission.org/liability\\_insurers](http://www.jointcommission.org/liability_insurers)

# Who can become accredited under the Behavioral Health accreditation requirements?

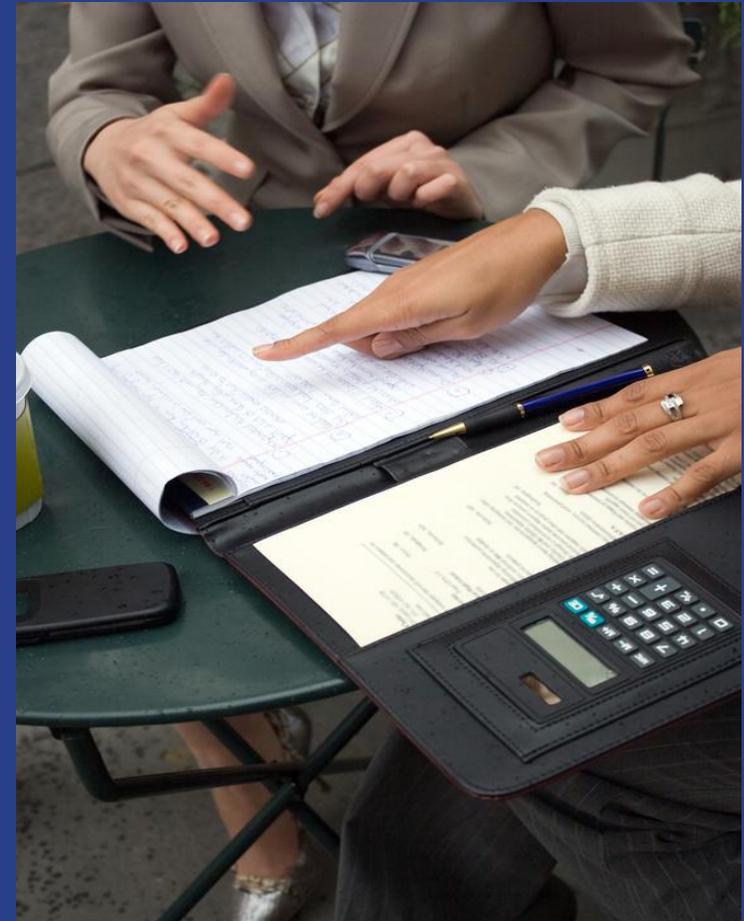
- Community-based Mental Health Services
- Services for Children and Youth
- Addiction Treatment Services
- Medication-Assisted Opioid Treatment Programs
- Services for People with Intellectual/Developmental Disabilities

# Programs / Services Accredited Under Behavioral Health Care Accreditation

- Addictions services
- Case management agencies
- Child Welfare
- Corrections
- Crisis stabilization
- Day programs
- Eating disorders treatment programs
- Family preservation/wraparound
- Forensics services
- Foster care
- In-home/community support
- **Medication Assisted Opioid treatment**
- Outdoor programs
- Outpatient programs
- Primary Physical Health Care
- Prevention services
- **Psychiatric Rehabilitation**
- Residential/group homes
- Technology-based services
- Therapeutic day schools
- Therapeutic foster care
- Transitional/supervised living
- 24-hour therapeutic schools
- Vocational rehabilitation

# What is Accreditation?

- Accreditation is the process of inviting outside experts to conduct a review of your organization to validate and/or improve the safety and quality of care, treatment or services



# Surveyors

- Experienced behavioral health care professionals
- Trained, mentored, and monitored to deliver consistently valuable surveys
- Sensitivity training for diversity (e.g. Cultural, Gender Preferences)
- Licensed Clinicians
- Diverse Cadre
  - Experience
  - Cultures/Ethnicity
  - Geography



# Surveyors

- Each surveyor surveys an average of 15 times per year
- Average length of service is 11 years
- Surveying is a skill set that needs to be exercised
- Sharing good practices
- Helping organizations in their commitment to provide safe And high quality care, treatment & services



# On-Site Surveys

- ▶ Shortest survey is one surveyor for two days
- ▶ Surveys can be multiple surveyors for multiple days



# “The Balancing Act”

Evaluator and Educator Consultant



## Guidance for Good Practices



# What do our accredited organizations say?

“Our organization chose The Joint Commission because it helps us learn about best practices from other organizations, and it helps us establish protocols in development of our own best practices.”

*Denise Dunn*

*Training Manager for Regional Intake Services*

*Hazelden, Center City MN*

# Resources to help you

## 1. The Behavioral Health Accreditation Team

- Team members available by phone or email, to walk you through the entire accreditation process
- Complimentary webinars
- Complimentary Behavioral Health Care accreditation manual
- Conference calls to help you address accreditation-related questions

# Resources to help you (Cont'd)

2. Assistance from behavioral healthcare standards experts in the Standards Interpretation Group (SIG)
  - Available by phone or email, to answer any questions about the accreditation requirements



# Resources to help you (Cont'd)

3. Your own Joint Commission Account Executive, a "Case Manager" who will:
  - Help you to fill out your application
  - Schedule and coordinate your initial on-site survey



# Resources to help you (Cont'd)

- Guide you through accreditation policies and procedures
- Assist you post survey with obtaining your accreditation certificate

# Resources to help you (Cont'd)

4. Online tools to aid in the accreditation process
  - [www.jointcommission.org/BHCS](http://www.jointcommission.org/BHCS)
5. Publications and educational resources available through Joint Commission Resources
  - [www.jcrinc.com](http://www.jcrinc.com)

# Applying for Accreditation

- Access the online application, obtain a login name and password by contacting the BHC accreditation specialist
- Complete and submit the online Application for Accreditation
- Choose the ready date of the on-site survey
  - Indicate in the application which month and date during the next 12 months the on-site survey to be scheduled
- Submit the \$1700 accreditation deposit, which will be credited towards accreditation fees

# The Path to Accreditation



- Identify and review applicable accreditation requirements
- Conduct a self-assessment
- Implement action plans to meet the requirements
- Undergo your on-site accreditation survey
- Complete any Requirements for Improvement

# What do our accredited organizations say?

“The Joint Commission's accreditation process is unmatched in the industry. The support they give us is just unparalleled, whether it's over the phone, on the website, or the tools they provide us.”

*David Fetterman*

*Quality Improvement/Compliance Manager*

*New Vitae Mental Health Center, Quakertown PA*

# What do our accredited organizations say?

“We find that The Joint Commission provides state of the art guidance. And it helps our organization maintain state of the art treatment for our consumers.”

*Patricia Novak*

*Director of Quality Improvement*

*Adult and Child Community Mental Health Center, Indianapolis IN*

# Fees

- Based on programs/services provided, volume, and number of physical locations of care, treatment or services
- Covers all accreditation costs
- Spread out for the accreditation cycle
- Small organizations' fees are less than medium organizations that are less than large organizations

# Tool to Estimate Joint Commission Accreditation Fees

<http://www.jointcommission.org/BHCpricesheet>



# What do our accredited organizations say?

“Joint Commission accreditation has been worth the money. You get what you pay for. They have a lot of good resources. And they have been very user-friendly, more so than other organizations I’ve worked with.”

*Gina Palmer*

*Compliance Coordinator*

*Magnolia Creek Treatment Center for Eating Disorders, Columbiana AL*

# Certification

## Behavioral Health Homes

# Need for Behavioral Health Homes

- Integrated health care
- Access to health care
- Quality of health care

# Behavioral Health Home (BHH) Certification

- Effective Jan 1, 2014
- Accredited under the Behavioral Health Care (BHC) program
- Integrated Behavioral and Physical Health Care
- Optional

# Behavioral Health Home (BHH) Certification

## ► Concepts

- Coordination and Integration model for health care
- Guidelines. Not prescriptive requirements

# Behavioral Health Home (BHH) Certification

## ▀ Accreditation Requirements

- Core/Common Standards
- Additional BHH certification standards

# 2013 Upcoming Complimentary Webinars\*

- ▶ **Sept 12 - Roadmap to Accreditation**
- ▶ **Nov 7 - Strategies for a Successful On-Site Survey**

\* Already conducted webinars posted on BHC website

# 2013 Behavioral Health Care Conference

- ▶ **The Next Generation: Leadership and Services**
- ▶ **October 22-23 in Rosemont, IL**
- ▶ **Download program brochure:**

[http://store.jcrinc.com/assets/1/14/2013\\_JCR\\_BHC\\_Conference.pdf](http://store.jcrinc.com/assets/1/14/2013_JCR_BHC_Conference.pdf)

# Joint Commission Behavioral Health Care Accreditation

The Joint Commission's Gold Seal of Approval™ means your organization has reached for and achieved the highest level of performance recognition available in the behavioral health field.



# Behavioral Health Care Accreditation Team

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