



Tools to Help You Prepare for Survey: Your First or Your Next!

May 21, 2009

Merlin Wessels, LCSW, ACSW
Associate Director
Standards Interpretation Group

Peggy Lavin, LCSW, DCSW, ACSW
Senior Associate Director,
Behavioral Health Care Program

Evelyn Choi, MS
Accreditation Specialist
Behavioral Health Care Program



Behavioral Health Care Accreditation

- ▶ Accrediting Behavioral Health Organizations since 1969
- ▶ Over 1,800 Behavioral Health Care Organizations accredited
- ▶ Accredited organizations range from small single-service to complex multiple-service providers



Steps to Achieving Accreditation

- ▶ Request an application for accreditation
- ▶ Obtain the name of your account representative who will assist you throughout process
- ▶ Review the standards
- ▶ Determine applicability
- ▶ Conduct a self assessment
- ▶ Identify opportunities for improvement
- ▶ Implement related action plans



Steps to Achieving Accreditation, (cont'd)

- ▶ Implement standards compliance into daily operations
- ▶ Use Joint Commission complementary resources
- ▶ Submit application for accreditation
- ▶ Undergo on-site survey
- ▶ Celebrate and publicize your Joint Commission accreditation!



Technical Assistance

Standards Interpretation Group

- ▶ Explain compliance
- ▶ Provide interpretation of accreditation requirements
- ▶ Determine applicability of standards and elements of performance

**Call 630-792-5900 or submit questions/
issues on-line**



Support for Organizations Working Toward Accreditation

Live and Online Support

- ▶ www.jointcommission.org;
www.jointcommission.org/bhc
- ▶ Password protected extranet site for applicant organizations
- ▶ Periodic performance review tool
- ▶ Account Representative (ongoing “case manager”)
- ▶ Introduction to mentor organizations
- ▶ Complementary conference calls



Support for Organizations Working Toward Accreditation (cont'd)

Print and Educational Support

- ▶ Mailing List (“List Serve”)
- ▶ *BHC News* newsletter
- ▶ *Joint Commission Perspectives* newsletter
- ▶ Education Programs
- ▶ Publications



Other Considerations

- ▶ Do it yourself vs. hiring a consultant
 - Time frames
 - Cost
 - Human resources

- ▶ Other resources to consider
 - Peer organizations can be a resource
 - State or national associations can be a resource

- ▶ Choose wisely



Accreditation Champion

Can provide:

- ▶ Leadership support
- ▶ Establish expertise and credibility
- ▶ Inspire staff
- ▶ Communicate value and benefit of accreditation
- ▶ Embed accreditation into organization culture and daily operations



Joint Commission Accreditation What will it do for your organization?

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.





Joint Commission Behavioral Health Accreditation

Mary Cesare-Murphy, Ph.D.

Executive Director

mcesaremurphy@jointcommission.org

630/792-5790

Peggy Lavin

plavin@jointcommission.org

630/792-5411

Evelyn Choi

echoi@jointcommission.org

630/792-5866

Merlin Wessels

mwessels@jointcommission.org

630/792-5899