



# Behavioral Health Care Teleconference

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## The On-Site Accreditation Survey.

Mary Cesare-Murphy, Ph.D.  
Executive Director,  
Behavioral Health Care Program  
The Joint Commission

David Wadner, Ph.D.  
Field Director, Surveyor  
Behavioral Health Care  
The Joint Commission

Peggy Lavin  
Associate Director,  
Behavioral Health Care  
The Joint Commission



# The Joint Commission is

- ▶ Independent
- ▶ Not-for-profit
- ▶ Private sector, non-governmental

# Behavioral Health Accreditation

## Program

### *Comprehensive Accreditation Manual for Behavioral Health*

#### Psychosocial Model

- Community-based Mental Health & Psychosocial Services
- Services for Children and Youth
- Substance Abuse Treatment Services



# Behavioral Health Care Accreditation

- ▶ Accrediting Behavioral Health Organizations since 1969
- ▶ Over 1,800 Behavioral Health Care Organizations
- ▶ Accredited Organizations range from small single service to complex multiple service providers
- ▶ Tailored Surveys (behavioral health and other



# 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 Accreditation What will it do for your organization?

- ▶ Joint Commission accreditation is a management tool that
  - supports a culture of excellence
  - provides a framework for key organization functions
  - integrates data use into daily operations



# Joint Commission Accreditation What will it do for your organization?

- ▶ Joint Commission accreditation assists with organizational accountability and supports board members in meeting their fiduciary responsibilities



# Joint Commission Behavioral Health Care Surveyors

- ▶ Behavioral Health Care professionals
- ▶ Training and Experience matched to the services provided by the organization
- ▶ Social Workers, Psychologists, and Behavioral Health Nurses and Administrators



# Surveyor Development

- ▶ Certification exam
  - Basic Surveyor Competence
  - Behavioral Health Care Surveyor Competence
- ▶ Monthly survey activity
- ▶ Continuous communication
- ▶ Distance learning tools
- ▶ Conflict of interest



# Surveyor Support and Development

- ▶ Direct field observation and mentoring
- ▶ Feedback reports profile surveyor performance
  - Organization evaluation profiles
  - Peer evaluation profiles
  - Scoring and recommendation profile reports



# On-site Survey Process

- ▶ On-site survey agenda is in sync with organization's normal operational systems
- ▶ Attention to actual provision of care, treatment, and services
- ▶ On-site survey process is customized to settings, services and populations served by organization



# Survey Activities

- ▶ Opening Conference and Orientation
- ▶ Survey Planning Session
- ▶ Individual Tracer Activity
- ▶ System Tracer Activity
- ▶ Special Issue Resolution
- ▶ Daily Briefing
- ▶ Competence Assessment Process



# Survey Activities

- ▶ Environment of Care review
- ▶ Leadership
- ▶ CEO Exit Conference
- ▶ Organization Exit Conference



## Objectives of the Client Tracer Activity

- ▶ Follow course of care, treatment and services provided to a client
- ▶ Assess relationships among staff and functions
- ▶ Evaluate performance of processes relevant to the client



# Client Tracer

What it is:

- ▶ Focus on client's experience of care
- ▶ In relation to specific relationships that touched the tracer client or system
- ▶ Observation of care, procedures & processes
- ▶ Focus on systems
- ▶ Actual
- ▶ Directed to staff
- ▶ Conversational in tone; atmosphere of open exchange of info and ideas
- ▶ Educational and evaluative
- ▶ Gain appreciation for how the agency operates on a daily basis to provide care
- ▶ Review of HR files of those who touched the traced client



# Client Tracer

What it is not:

- ▶ A compliance exercise
- ▶ Discussion of accreditation requirements
- ▶ Focus on surface problems
- ▶ Review of documentation (logs, random HR records, etc.)
- ▶ Hypothetical
- ▶ Directed at management
- ▶ “Quizzes”
- ▶ Seeking perfection
- ▶ Punitive



# Example of an Client Tracer

- ▶ Residential is a Clinical Service Group (see applicability grid)
- ▶ Assessment and Care/Service is a Priority Focus Area
- ▶ Therefore, a surveyor will select residents from an active list of residential clients, follow care provided to those residents throughout the organization and focus discussion and consultative remarks on assessment, care, and service.



# Tracer Visits May Include

- ▶ Observation of services
- ▶ Observation of service planning process
- ▶ Consumer, client, family interviews
- ▶ Review of additional records as needed
- ▶ Staff level interaction
  - Performance measurement
  - Daily roles and responsibilities
  - Training and orientation
- ▶ Review of policies and procedures as needed



# Client Tracer Selection

- ▶ Individual who receives services in more than one program or service
- ▶ Individuals selected from each program or service provided by the organization
- ▶ Facility-based: current clients on site at time of surveyor visit
- ▶ Community-based: currently receiving services



# Client-Based System Tracer

- ▶ Interactive session that explores important organization-wide process/functions related to safety and quality of care
- ▶ Addresses:
  - Process flow, risk points, integration, communication, coordination
  - Strengths and areas needing improvement
  - Assesses standards compliance




# Client-Based System Tracer Activities

- ▶ Provide a forum for discussion of important topics related to the safety and quality of care, treatment and services at the systems level
- ▶ Relate to organization findings and structure
- ▶ Allow exchange of educational information on key topics  
such as,
  - Medication management
  - Use of data
  - Suicide Prevention
  - Continuity of Foster Care
  - Violence Prevention



## Example of an Client-Based System Tracer

- ▶ If your organization provides medications to its clients, the surveyor will survey to answer the question: does this organization provide the right medication to the right client at the right time?
- ▶ The surveyor will find the answer to this question by looking at each medication process provided by the organization (prescribing, dispensing, storing, administering, and monitoring effects).



# Tracer Activities

- ▶ Comprises 50-60 percent of the on-site survey time
- ▶ Approximately 90 minutes per tracer session
- ▶ Starts in the program of service setting where individual is currently located
- ▶ Includes home visits, drop in center, adult day center, employment visits, as applicable



# Support for Accredited Organizations and Organizations Working Toward Accreditation

- ▶ Standards interpretation & applicability
- ▶ Introduction to mentor organizations
- ▶ Complementary conference calls
- ▶ Education programs
- ▶ Publications



# Joint Commission Behavioral Health Accreditation

- ▶ **Mary Cesare-Murphy, Ph.D.**  
Executive Director, Behavioral Health Accreditation  
mcesaremurphy@jointcommission.org  
630/792-5790
- ▶ **Peggy Lavin, LCSW**  
Associate Director, Behavioral Health Accreditation  
630/792-5411  
plavin@jointcommission.org
- ▶ **Evelyn Choi**  
Specialist, Behavioral Health Accreditation  
630/792-5866  
echoi@jointcommission.org
- ▶ **Merlin Wessels, LCSW**  
Associate Director, Standards Interpretation Group  
630/792-5899  
mwessels@jointcommission.org



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Standards Applicability -- Know What Applies to You  
**December 4, 2008**