



Behavioral Health Accreditation

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Standards Applicability – Know What Applies to You

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The Joint Commission is an

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



Behavioral Health Accreditation Program

Comprehensive Accreditation Manual for Behavioral Health

- ▶ **Based on a Psychosocial Model**
 - **Services for Children and Youth**
 - **Substance Abuse Treatment Services**
 - **Community-Based Mental Health Services**
 - **Opioid Treatment Programs**

- ▶ **Accrediting Behavioral health care organizations since 1969.**
- ▶ **Over 1,800 Behavioral health organizations accredited.**
- ▶ **Accredited organizations range from small single service to complex multiple service providers.**



Accreditation Requirements

Includes:

- ▶ Sentinel Event Policy
- ▶ Accreditation Participation Requirements
- ▶ National Patient Safety Goals
- ▶ Standards and Elements of Performance



Accreditation Participation Requirements

Specific requirements:

- ▶ For participation in the accreditation process
- ▶ For maintaining an accreditation award



Examples of Accreditation Participation Requirements

- ▶ When requested, agency provides official report of licensing body
- ▶ Agency notifies consumers and staff that they may contact The Joint Commission with concerns about safety or quality of care of clients / individuals served
- ▶ Agency does not misrepresent information provided in the accreditation process



National Safety Goals

- ▶ Requirements that highlight problematic areas in health care
- ▶ Applicability Matrix



Examples of National Safety Goals

- ▶ Implementing a standardized approach to “hand-off” communications, including an opportunity to ask and respond to questions.
- ▶ Accurately and completely reconcile medications across the continuum of care.
- ▶ Encourage client’s active involvement in their own care as a client safety strategy.
- ▶ The organization identifies clients at risk for suicide.



Joint Commission Behavioral Health Standards Development

- ▶ Standards represent a national consensus
- ▶ Expert panels provide feedback
 - Professional and Technical Advisory Committee
 - Advisory Councils
- ▶ Web-based field review of standards changes for all stakeholders



Standards

Standards are:

- ▶ General performance expectations
- ▶ General structure or process
- ▶ Goal



Elements of Performance

How standards are evaluated:

- ▶ Specific performance expectation
- ▶ Specific structure/process
- ▶ Objectives
- ▶ Scored during the On-Site Survey



Standard Scoring

- ▶ Elements of Performance are scored
- ▶ Elements of Performance scores are aggregated to determine standards compliance
- ▶ An organization is either in compliance or not in compliance with a standard



Standards Applicability Process

- ▶ Common Standards apply to everyone
- ▶ Specific Program/Setting Standards differ
- ▶ Specific Population/Service Standards differ
- ▶ Medication Management Standards are specific to each organization's level of involvement
- ▶ Applicability grids are in the accreditation manual – print or electronic



Specific Programs and Settings

- ▶ Addictions
- ▶ Case management
- ▶ Corrections
- ▶ Crisis stabilization
- ▶ Family pres/wraparound
- ▶ Forensics
- ▶ Foster care
- ▶ Therapeutic foster care
- ▶ Alternative community programs/Alternative family living
- ▶ Residential/Group homes
- ▶ Out-patient
- ▶ Day programs
- ▶ Transitional/Supervised living
- ▶ Vocational rehab.
- ▶ Outdoor
- ▶ On-line
- ▶ Opioid treatment
- ▶ Adult day care
- ▶ Therapeutic schools



Additional Behavioral Standards for Specific Populations

- ▶ Children and Youth
- ▶ Individuals with Developmental Disabilities
- ▶ Individuals receiving Addiction Treatment or Services
- ▶ Opioid Treatment Programs



Examples of Applicability of Standards/Elements of Performance

- ▶ Common: Leadership defines the qualifications of staff and the number of staff needed to provide care, treatment or services.
- ▶ Setting Specific - In 24 hour settings, the organization accommodates the pastoral and other spiritual services for clients.



Examples of Applicability of Standards/Elements of Performance

- ▶ Population Specific: Children/youth – the use of a developmental perspective in evaluating all aspects of functioning.
- ▶ Population Specific: Addictions - The history obtained for persons with addictions includes the social consequences of dependence or addiction.



Examples of Applicability of Standards/Elements of Performance

- ▶ Service Specific: Foster Care only: The agency defines and uses criteria to identify prospective foster care families.
- ▶ Service Specific: Opioid Treatment Program only: Concurrent abuse of other drugs is managed.

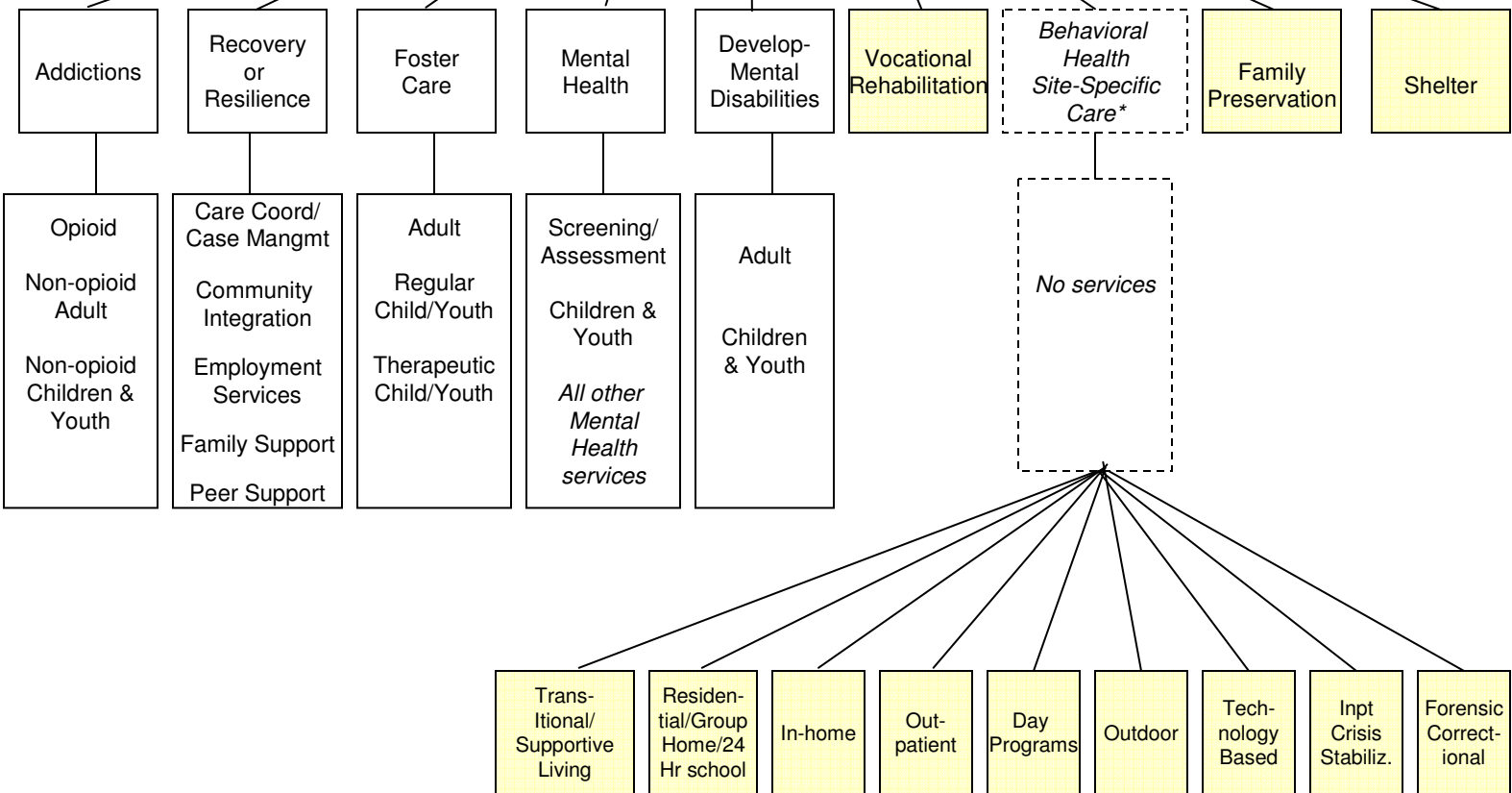


2010 Electronic Version of the Behavioral Health Care Manual

- ▶ Organization inputs service group(s), service(s) and service delivery mode(s) into computer
- ▶ Computer sorts applicable accreditation requirements based on input
- ▶ Customized manual results
- ▶ Available mid-December 2009



Behavioral Health Care Accreditation



DRAFT



Support for Accredited Organizations and Organizations Working Toward Accreditation

- ▶ Standards Interpretation Group
(630) 792-5900
- ▶ Introduction to mentor organizations
- ▶ Complementary conference calls
- ▶ Educational programs
- ▶ Publications
- ▶ Designated Account Representative



Behavioral Health Care Update

- ▶ November 16, 2009, Chicago, IL
- ▶ To register for this program, please call Customer Service at 877-223-6866 or visit:
<http://www.jcrinc.com/Conferences-and-Seminars/Behavioral-Health-Care-Update/1522/>



Behavioral Health Care Update

- ▶ Deep dive into the Standards Improvement Initiative resulting in the 2010 Behavioral Health Care Accreditation Requirements.
- ▶ Learn first-hand from the experts.
- ▶ Covers everything that you need to know to achieve or maintain accreditation requirement compliance and survey readiness for 2010.



Annual Behavioral Health Care Conference

- ▶ November 17 – 18, 2009, Chicago, IL
- ▶ To register for this program, please call Customer Service at 877-223-6866 or visit:
<http://www.jcrinc.com/Conferences-and-Seminars/Annual-Behavioral-Health-Care-Conference/1523/>



Annual Behavioral Health Care Conference

Hope in Uncertain Times

- National Health Reform
- Protection and Advocacy
- “On Playing a Poor Hand Well” (Human resilience and limits)
- Vicarious Traumatization and Transformation
- Providing Recovery Services during Economic Crisis
- Linking Care – Suicide Prevention



Joint Commission Behavioral Health Accreditation What will it do for your organization?

- ▶ Visible demonstration to the community of the organization's commitment to quality and safety.
- ▶ Provides an outline for leadership to set goals, plan services, determine staffing, distribute resources, and manage risk.
- ▶ Supports a culture of excellence.
- ▶ Integrates data use into daily operations.
- ▶ Supports board members in meeting their fiduciary responsibilities.



Joint Commission Behavioral Health Accreditation What will it do for your organization?

- ▶ Helps meet state authority / 3rd party payer requirements.
- ▶ May reduce liability insurance premiums.

For a list of insurance providers, visit:

www.jointcommission.org/BusinessCommunity/liability-insurers.htm)



The Gold Seal of Approval™



2010 Complimentary Teleconferences

For 2010 dates and registration information:

www.jointcommission.org/bhcteleconference.htm

To provide us with feedback on our teleconferences:

www.jointcommission.org/bhccallsurvey



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