



Behavioral Health Care Teleconference

The Basics: Tools to Help You Prepare for Your
First Survey

June 11, 2008

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

Peggy Lavin, LCSW, DCSW, ACSW
Associate Director,
Behavioral Health Care Program
The Joint Commission



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



Steps to Achieving Accreditation

- ▶ Review the standards
- ▶ Determine applicability
- ▶ Conduct a self assessment
- ▶ Request an application for accreditation
- ▶ Identify opportunities for improvement
- ▶ Implement related action plans
- ▶ Implement standards compliance into daily operations



Steps to Achieving Accreditation, (cont'd)

- ▶ Use Joint Commission complementary resources
- ▶ Submit application for accreditation
- ▶ Obtain the name of your account representative who will assist you throughout process
- ▶ Undergo on-site survey
- ▶ Celebrate and Publicize your Joint Commission accreditation



Support for Organizations Working Toward Accreditation

- ▶ Standards interpretation & applicability
- ▶ www.jointcommission.org; www.jointcommission.org/bhc
- ▶ Password protected extranet site for applicant organizations
- ▶ Ongoing “case manager”
- ▶ Introduction to mentor organizations
- ▶ Complementary conference calls
- ▶ Periodic performance review tool



Support for Organizations Working Toward Accreditation (cont'd)

- ▶ List Serve
- ▶ *BHC News*
- ▶ *Perspectives*
- ▶ Education Programs
- ▶ Publications



Other Considerations

- ▶ Do it yourself vs. 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

- ▶ 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

Behavioral Health Accreditation Program

mcesaremurphy@jointcommission.org

630/792-5790

Peggy Lavin, LCSW

Associate Director Behavioral Health Accreditation

plavin@jointcommission.org

630/792-5411

Evelyn Choi

Accreditation Specialist

echoi@jointcommission.org

630/792-5866