Strategies for a Successful On-Site Survey

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Accrediting Behavioral Health organizations since 1969

Accredited over 2000 Behavioral Health organizations

Range of settings/services
Accreditation is the process of inviting outside experts to conduct a review of your organization to validate and improve the safety and quality of care, treatment and services.
Who can become accredited under the Behavioral Health accreditation requirements?

- Community-based Mental Health Services
- Services for Children and Youth
- Addiction Treatment Services
- Services for People with Intellectual/Developmental Disabilities
<table>
<thead>
<tr>
<th>Programs / Services Accredited Under Behavioral Health Care Accreditation</th>
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<tbody>
<tr>
<td>Addictions services</td>
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<td>Case management agencies</td>
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<td>Child Welfare</td>
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<td>Corrections</td>
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<td>Crisis stabilization</td>
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<td>Day programs</td>
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<td>Eating disorders treatment programs</td>
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<td>Family preservation/wraparound</td>
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<td>Forensics services</td>
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<tr>
<td>Foster care</td>
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<tr>
<td>In-home/community support</td>
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<tr>
<td>Medication Assisted Opioid treatment</td>
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Joint Commission Accreditation: What will it do for your organization?

- Demonstrates the organization’s commitment to quality and safety.
- Provides a management outline for leadership.
- Integrates data use/performance improvement into daily operations.
- Supports board members in meeting their fiduciary responsibilities.
Other Advantages:

- Helps meet state authority / 3rd party payer requirements
- Recognized by referral sources
- May reduce liability insurance premiums

For a list of insurance providers, visit:
http://www.jointcommission.org/liability_insurers
189 distinct administrative agencies within 49 states and the District of Columbia

www.jointcommission.org/BHCS
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
Notice of Survey

- 30 day notice of survey dates for initial accreditation

- Re-Surveys are Unannounced except for short notice for:
  - Methadone programs*
  - In-home, Case Management, Assertive Community Treatment*
  - Fewer than 11 staff or average daily census of less than 100*
  - Community-based programs*

*No exception if program is operated as a component of a hospital
The on-site survey agenda is in sync with an organization’s normal operational systems.

Focus is on actual delivery of care, treatment, or services -- not just paperwork.

On-site survey process is customized to the setting(s), service(s) and population(s) served by the organization.
What happens during an on-site survey?
Opening Session: Orientation to the Organization

A discussion that provides an opportunity for the surveyor(s) to learn from you about your organization

- What you do
- Who you serve
- Your staff
- Your philosophy and values
- How you are organized

Ensures a meaningful on-site survey experience
Individual “Tracers”

- Traces the continuum of care, treatment or services provided
- Usually at least 60% of the on-site survey
- Directly involves staff who provide care, treatment or services
- Follows care, treatment or services provided throughout the organization
- Individual served/family is involved as appropriate
- Samples from all programs/services operated by organization
Foster/Respite Care

- Visits to foster/respite homes each day except last day of survey
- Meeting with foster/respite care takers
Review of Your Environment

- Safety First!
- Buildings/Offices
- Grounds
- Transportation
Discussion of how the organization uses data:

- Identification of data to be collected
- Aggregation and analysis (turn data into information)
- Use of the information to drive performance improvement
- Outcomes
Competence of Staff Session

Reviews the processes the organization follows to ensure that they have sufficient, competent staff:

- Staff selection
- Verification of education and licensure
- Orientation and training
- Competence assessment (initial and ongoing)
- Performance evaluation
Medication Management
- Reviews the medication processes from prescribing to administrating
- Only reviews those aspects relevant to the organization

Infection Control
- Reviews processes for preventing and responding to infections
- Varies based on settings (e.g. facility-based vs. community-based)
Daily Briefing

- Start of each day after the first day
- Review of the previous day’s activities
- Identification of any areas of potential non-compliance with accreditation requirements
- Opportunity for organization to clarify misunderstandings
- Surveyor(s) offer suggestions for achieving full compliance
Leadership Session

- Discussion with organization leadership
- Last day of survey
- Based on observations during the survey
- An opportunity for the leaders and surveyor to discuss how the leaders can use the surveyors’ observations to move the organization forward
Meeting with CEO, if desired, to review report

Meeting with staff chosen by organization

Report

- Organization receives written preliminary report of any compliance areas
- Official report is provided on organization's extranet site within 10 days after survey
A "Case Manager" who will:

- Help you to fill out your application
- Schedule and coordinate your initial on-site survey
- Guide you through accreditation policies and procedures
- Assist you post survey with obtaining your accreditation certificate
After your Survey

- Generally 45-60 days to resolve any non-compliance areas found
- Work with your Account Executive
- Seek advice
  - Account Executive
  - Standards Interpretation Group
- Final Accreditation Decision posted upon resolution of non-compliance areas
- Don’t forget to make use of the free publicity kit posted on our web site to publicize your new status. Visit www.jointcommission.org/BHCA
Live and Online Support

- Behavioral Health Care Team
- Complimentary webinars
- [www.jointcommission.org](http://www.jointcommission.org)
- [www.jointcommission.org/bhc](http://www.jointcommission.org/bhc)
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.
Coming Soon:
Behavioral Health Home Certification

- Effective Jan 1, 2014
- Accredited under the Behavioral Health Care (BHC) program
- Integrated behavioral and physical health care
- Pre-Publication BHH Standards
- [http://www.jointcommission.org/standards_information/prepublication_standards.aspx](http://www.jointcommission.org/standards_information/prepublication_standards.aspx)
Upcoming Complimentary Webinars*

- Dec 5 – Provider Roundtable on Eating Disorders
- Jan 22 – Accreditation Basics: Myth-Busters Session
- Feb 12 – Roadmap to Accreditation: The Path to Success

* Already conducted webinars posted on BHC website
“I am always impressed by the experience, patience, and thoroughness of our surveyors. With The Joint Commission as a partner, I feel like we have a wise mentor prodding us to do better, to think more clearly, and to be more efficient.”

**Dustin Tibbitts, Executive Director**

*InnerChange New Haven*
“The survey was efficient and productive. The surveyor was very pleased and helpful in her approach, providing expertise and consultation for improving documentation and treatment planning. The staff was very appreciative of her positive feedback, considering it came from the perspective of an outside expert.”

Trish O’Donnell, Program Director
Eating Disorder Center of Denver
“We’ve appreciated the attributes of the surveyors. They are excellent mentors and teachers, rather than critics, and that helps us think things through in a positive manner. The survey process has been great. Our surveyors have been very helpful. They provide the right emphasis to help us improve.”

*Michael E. Berrett, CEO, President, Executive Director*

*The Center for Change*