What to Expect from Joint Commission Accreditation

February 7, 2012

Peggy Lavin, LCSW, ACSW, DCSW
Senior Associate Director

Evelyn Choi, MS
Senior Accreditation Specialist

Laura O’Keefe, BA
Account Executive
What is Accreditation?

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.
Selecting an Accrediting Body

- Reputation
- Regulatory Relief
- Surveyors
- On-Site Survey Process
- Track Record of Accreditation Requirements Compliance
- Accreditation requirements
- Help/support/resources
- Fees
- References
Joint Commission Accreditation

- Accrediting Health Care organizations since 1951
- More than 19,000 accredited organizations
Joint Commission’s Behavioral Health Care Accreditation

- Accrediting organizations since 1969
- Almost 2000 accredited organizations
- Wide Range of settings and services
Joint Commission Accreditation: What will it do for your agency?

- Demonstrates the organization’s commitment to quality and safety
- Provides an outline for leadership
- Supports a culture of excellence
- Integrates data use into daily operations
Other Advantages:

- Recognized by referral/funding/contracting sources
- Supports board members in meeting their fiduciary responsibilities
- Helps meet state authority requirements
- May reduce liability insurance premiums
State Recognitions for Joint Commission’s Behavioral Health Care Accreditation

- 189 Distinct administrative agencies within 49 states and District of Columbia
Who can become accredited under the Joint Commission Behavioral Health accreditation requirements?

- Community-based Mental Health Services
- Substance Abuse Treatment Services
- Services for Children and Youth
- Medication-Assisted Opioid Treatment Programs
- Services for People with Intellectual/Developmental Disabilities
Programs / Services Accredited
Under Behavioral Health Care Accreditation

- Addictions services
- Case management agencies
- Child Welfare
- Corrections
- Crisis stabilization
- Day programs
- Eating disorders treatment programs
- Family preservation/wraparound
- Forensics services
- Foster care
- In-home

- Medication Assisted Opioid treatment
- Outdoor programs
- Outpatient programs
- Prevention services
- Rehabilitative/Community Support Services
- Residential/group homes
- Technology-based services
- Therapeutic schools
- Therapeutic foster care
- Transitional/supervised living
- Vocational rehabilitation
POLL

Do you recognize all your programs/services on this list?

Yes

No

– If no, what’s missing: (Narrative)
Joint Commission Surveyors

- Experienced professionals
- Trained, certified, mentored, and monitored to deliver consistently valuable surveys
- Each surveyor surveys an average of 15 times per year
- Sharing good practices with you and your staff
- Helping organizations in their commitment to provide safe and high quality care, treatment & services
“The Balancing Act”

Evaluator and Educator Consultant

The Joint Commission
Accreditation
Behavioral Health Care
On-site Survey Process

Tracer Methodology

- 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 (observation and interviews)
- Follows care, treatment or services provided throughout the organization
- Individual served/family is involved as appropriate
- Samples from all programs/services operated by organization
The On-site Survey

- 30 day notice of dates for *initial survey*
- Unannounced re-survey except:
  - Methadone programs*
  - In-home, case management, or Assertive Community Treatment (ACT) Program*
  - Organizations with 10 or fewer staff or a total average daily census of Individuals Served < 100*
  - Community-based, freestanding programs*

* if not part of a hospital
On-site Surveys

- Shortest survey is one surveyor for two days
- Surveys can be multiple surveyors for multiple days
- Demonstrate compliance at time of survey (no track record)
Accreditation Requirements

Guidance for Good Practices
Accreditation Resources Available from The Joint Commission
Accreditation Resources Available from The Joint Commission

1. The Behavioral Health Accreditation Team
   - Team members available by phone or email, to walk you through the entire accreditation process
Accreditation Resources Available from The Joint Commission

2. Your own Joint Commission Account Executive, a “Case Manager” who will:
   - Help you to fill out your application
   - Schedule and coordinate your initial on-site survey
   - Case manager on all accreditation matters
Accreditation Resources Available from The Joint Commission

3. Assistance from accreditation requirements experts (Standards Interpretation Group)
   Answer questions about any of the accreditation requirements
Accreditation Resources Available from The Joint Commission

4. Online tools to aid in the accreditation process
   – www.jointcommission.org/BHCS

5. Optional publications and educational opportunities available through Joint Commission Resources
   – www.jcrinc.com
POLL

What is the most important factor in your decision of an accrediting body?

- Accreditation Requirements
- Survey Process
- Recognition
- Customer Service
Joint Commission Accreditation

So, What does it cost?
Joint Commission Accreditation Fees

- Based on a combination of an annual fee and an on-site survey fee
- 3-year accreditation cycle
- Year One -- Approximately 60% of the total 3-year accreditation fees are due (annual fee plus on-site survey fee)
- Next two years -- Approximately 20% of the total 3 year accreditation fees are due (annual fee only)
Joint Commission Annual Fee

- Determined annually
- Invoiced every January
- Based on programs/services provided, volume, and number of physical locations of care, treatment or services
- Covers all accreditation costs excluding on-site survey costs
- Prorated based on the quarter in which an initial application is submitted
Annual Fee Covers:

- Development and maintenance of state-of-the-art standards (in consultation with experts, providers, practitioners, and researchers)
- Development and maintenance of National Safety Goals relevant to Behavioral Health Care
- Secure extranet site at www.jointcommission.org
- Dedicated Account Executive
Annual Fee Covers:

- Standards Interpretation Group support (Joint Commission engineers, clinical social worker, behavioral health care advanced nurse practitioner)

- Accreditation Manuals
  - Print Edition
  - Access to Electronic Edition
  - Two annual updates
Annual Fee Covers:

- Periodic Performance Review tool and consultation
- *Perspectives* (monthly official newsletter)
- *BHC News* (quarterly newsletter)
- Sentinel Event Alerts
- Discounts on Joint Commission Resources’ Educational Programs
- Access to Leading Practice Library
Annual Fee Covers:

- Providing the public and behavioral health care professionals with information on accredited agencies (Quality Check)
- Permission to use/display the Joint Commission’s Seal of Approval to publicize the organization’s achievement
Joint Commission On-site Survey Fee

- On-site survey expenses only (surveyor(s)’ travel, lodging and maintenance)
- Based on the number of surveyors and number of survey days
- Invoiced after initial on-site survey
- Invoiced every 3 years (minimally)

**Note:** Number of surveyor days is based on programs/services provided, volume, and number of physical locations of care, treatment or services.
Example: Smaller Agency

- Typically, single service or program (eg. one outpatient counseling center), low volume
- Estimated Annual fee = $1,820
- Estimated On-site survey fee = $2,890
Example: Medium Agency

- Typically, two to three services/programs (outpatient counseling, group home, day treatment program), low to medium volumes, 6 or less physical sites, all less than 60 miles from main site
- Estimated Annual fee = $3,615
- Estimated On-site survey fee = $3,675
Example: Large Agency

- Typically, 4 to 6 services/programs (outpatient counseling, group homes, day treatment program), medium volume, 6 physical sites with some over 60 miles from the main site
- Estimated Annual fee = $9,990
- Estimated On-site survey fee = $12,595
Example: Very Large Organizations

- Typically, many services/programs, large volumes, many physical sites covering a very large geographic area such as an entire state
- Estimated Annual fee = $12,605
- Estimated On-site survey fee = $19,160
Deposit with Application for Accreditation

- $1700
- Non-Refundable and Non-Transferable
- Applied to accreditation fees until the deposit is exhausted
Joint Commission Accreditation Fees

- All inclusive – no hidden costs
- Competitive with other accrediting bodies
- Calculation formula for organizations accredited under the Behavioral Health Care Accreditation program is different from other accreditation programs
Tool to Estimate
Your Agency’s
Joint Commission Accreditation Fees

http://www.jointcommission.org/BHCpricesheet
Applying for Accreditation

1. Obtain a login name and password to access the online application by contacting Evelyn Choi at 630-792-5866 or echoi@jointcommission.org

2. Choose the “ready” date for your on-site survey
   (The Joint Commission will schedule the survey as soon after indicated date as possible).
Applying for Accreditation

3. Complete and submit the online Application for Accreditation

4. Submit the $1700 accreditation deposit, which will be credited towards accreditation fees
Preparing for Joint Commission Accreditation

1. Obtain the accreditation requirements by contacting Evelyn Choi at 630-792-5866 or echoi@jointcommission.org

2. Review the accreditation requirements

3. Identify requirements that are applicable to your organization’s programs / services

4. Conduct an analysis to identify areas that are not in compliance

5. Make necessary changes to be ready for the on-site survey
Preparing for Joint Commission Accreditation

– Use Available Support

- Complimentary Webinars
- Standards Interpretation Group
- Orientation to Manuals (print/electronic)
The Initial On-site Survey

- You’ll have at least thirty days notice of the actual on-site survey date once it is scheduled.
- Survey Readiness = Operating in compliance with all applicable accreditation requirements by your survey date.
- Use your agency’s unique password-secured extranet site that we provide.
- Undergo your initial on-site survey.
- Publicize and celebrate your Joint Commission accreditation.
Joint Commission
Behavioral Health Care Accreditation

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.
Selecting an Accrediting Body

Accreditation requirements –

“The Astor Home for Children became one of the first agency to achieve accreditation by the Joint Commission in 1974. We believed then, as we do now, that for Astor to be a world class agency, we must set and meet the highest standards. Joint Commission offers us the stringent standards that insure our children and families receive the care, treatment and educational services they deserve.”

Jim McGuirk, Executive Director
Astor Home for Children
Selecting an Accrediting Body

Help/support/resources -

“The Standards Interpretation Group (SIG) is the ultimate form of road side assistance (or you could say it is The Joint Commission’s rapid response team). All our agency has to do is pick up the phone or send an email and we get technical assistance on the interpretation of any accreditation requirement.”

*Toni Gartner,
Rosecrance Treatment Centers*
Selecting an Accrediting Body

Surveyors –

“We have made several very positive changes as a result of opportunities identified in our survey results. And the surveyors’ willingness to respond to questions and share “best practices” observed in other accredited facilities enhances the value of the survey process. By sharing information underlying the establishment of National Patient Safety Goals, our surveyor helped us recognize risks and dangers we had not fully appreciated. This gave staff additional motivation to gear up efforts in these areas.”

Andrew L Braun, Executive Director
Eating Recovery Center
Selecting an Accrediting Body

Surveyors –

“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. It helps us become better where we want to become better. The survey process has been great. Our surveyors have been very helpful. Different surveyors focus on different things, but that’s been helpful to us to have different areas to focus on at different times. They provide the right emphasis to help us improve.”

Michael E Berrett, CEO/President
The Center for Change
Selecting an Accrediting Body

Fees -

“Joint Commission behavioral health care accreditation has opened doors to insurance reimbursement, State Board of Education reimbursement, Medicaid reimbursement, and it has given us respect within the teen treatment industry. The benefits have been far-reaching and immeasurable.”

Dustin Tibbitts, Executive Director
InnerChange New Haven, Provo UT
Selecting an Accrediting Body

Reputation -

“We pride ourselves on quality services so we wanted the community to see that we had The Joint Commission’s Gold Seal of Approval. The hospital in our community has that recognition so people know what it means. Joint Commission accreditation is a known quality indicator.”

Jeff Ralicki,
Tykes & Teens
Selecting an Accrediting Body

References –

"Joint Commission accreditation provides ongoing tools to improve. Quality monitoring people don’t want to do unnecessary paperwork, and our staff members are convinced that The Joint Commission standards are relevant to their work."

Chris A. Banken,
Sequel Youth and Family Services
Joint Commission
Behavioral Health Care Accreditation

Mary Cesare-Murphy, PhD
Executive Director
mcesaremurphy@jointcommission.org
630-792-5790

Peggy Lavin, LCSW
Senior Associate Director
plavin@jointcommission.org
630-792-5411

Evelyn Choi, MS
Senior Accreditation Specialist
echoi@jointcommission.org
630-792-5866