An Orientation to the Accreditation Requirements

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Our Mission
To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel, in providing safe and effective care of the highest quality and value.

Our Vision
“All people experience the safest, highest quality, best-value health care across all settings”.
The Joint Commission

Over 20,000 Health Care Organizations Accredited

- Ambulatory Health Care
- Behavioral Health Care
- Critical Access Hospital
- Home Care
- Hospital
- Laboratory Services
- Nursing Care Centers
The Joint Commission

- Accrediting Behavioral Health Care organizations since 1969
- Experienced in accrediting a broad range of settings/services
- 2079 Accredited Organizations
  - Over 7400 sites
  - 54% not-for-profit
  - 27% for profit
  - 18% governmental agencies/facilities
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/community support
- Medication Assisted Opioid treatment
- Outdoor programs
- Outpatient programs
- Primary Physical Health Care
- Prevention services
- Residential/group homes
- Technology-based services
- Therapeutic day schools
- Therapeutic foster care
- Transitional/supervised living
- 24-hour therapeutic schools
- Vocational rehabilitation
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.
What Will Accreditation Do For You?

- Demonstrates the organization’s commitment to quality and safety.
- Provides a management outline for leadership.
- Supports a culture of excellence.
- Integrates data use into daily operations.
- Supports board members in meeting fiduciary responsibilities.
Joint Commission Accreditation Requirements

Guidance for Good Practices
“We find that The Joint Commission provides state of the art guidance. And it helps our organization maintain state of the art treatment for our consumers.”

Patricia Novak  
Director of Quality Improvement  
Adult and Child Community Mental Health Center, Indianapolis
Joint Commission Accreditation Requirements

- Requirements found in *Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC)* online via manual called “E-dition”.

- Based on Trauma Informed, Recovery, and Resiliency Concepts.

- Applicability of standards determined by settings, services, programs, and specific populations.
The Joint Commission Behavioral Health Care Accreditation Requirements

- Care, Treatment, Services
- Emergency Management
- Environment of Care
- Human Resource Management
- Infection Control
- Information Management
- Leadership
- Life Safety
- Medication Management
- National Safety Goals
- Performance Improvement
- Record of Care, Treatment, & Services
- Rights of the Individual
- Waived Testing
- Sentinel Event Policy
The Joint Commission Behavioral Health Care Accreditation Requirements

Includes:

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

Specific requirements:

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

Examples:

- Upon request, organization provides official report of licensing body
- Consumers are provided with The Joint Commission hotline number for reporting safety and quality of care concerns
National Safety Goals

- Requirements that highlight problematic areas in behavioral health care
- Applicability determined by care, treatment, or services provided
- Goal applicable to organizations accredited under the Comprehensive Behavioral Health Care Accreditation Manual:
  - Two identifiers of individual
  - Medication reconciliation
  - Hand hygiene
  - Suicide risk assessment
Standards and Elements of Performance

- Standards represent a national consensus
- Expert panels provide feedback
  - Professional and Technical Advisory Committee
  - Advisory Councils
- Web-based field review of standards changes
Standards and Elements of Performance

Standards are:

- General performance expectations
- General structure or process
- Goal
Standards and Elements of Performance

How standards are evaluated:

- Specific performance expectation
- Specific structure/process
- Objectives
- Scored during the On-Site Survey
Standards and Elements of Performance

Scoring:

- Elements of Performance are scored
- An organization is either in compliance or not in compliance with a standard
Standards and Elements of Performance: Required Written Documentation

- “RWD” Chapter found in CAMBHC print and electronic manual
- Identifies accreditation requirements requiring written documentation (policies, procedures, criteria, guidelines)
- Documentation icon also found next to all Elements of Performance that require written documentation
- Can be used as a checklist to achieve or maintain compliance
Standards Applicability Process

- Common Standards apply to all organizations
- Specific Program/Setting Standards differ from program/setting to program/setting
- Specific Population/Service Standards differ from population to population
- Medication Management Standards are specific to each organization’s level of involvement
- Applicability grids are in the accreditation manual – print or electronic
Standards and Elements of Performance: Standards for Specific Populations

- Children and Youth
- Individuals with Intellectual and/or Developmental Disabilities
- Individuals receiving Addiction Treatment or Services
- Opioid Treatment Programs
- Individuals with eating disorders
- Transitional services for young adults
Standards and Elements of Performance: Examples of Applicability

- **Common:** Leaders provide sufficient number and mix of staff to support safe, quality care, treatment or services.

- **Setting Specific** - In 24 hour settings, the organization accommodates the right of the individual to pastoral and other spiritual services.
Standards and Elements of Performance: Examples of Applicability

Population Specific: Children/youth - a developmental perspective is used in evaluating all aspects of functioning.

Population Specific: Addictions - the history obtained for persons with addictions includes the social consequences of dependence or addiction.
Service Specific:
Foster Care only: the agency defines and uses criteria to identify prospective foster care parent(s).

Service Specific:
Opioid Treatment Program only: Concurrent abuse of other drugs is managed.
Sentinel Event Policy

Definition:
An unexpected occurrence involving death or serious physical or psychological injury or the risk thereof.

Purpose:
To continuously improve the quality and safety of behavioral health care, treatment, and services.
Sentinel Event Policy: Goals

- To improve care, treatment, and services for individuals served
- To understand the factors that contribute to a sentinel event and reduce the probability that a similar event will re-occur
- To increase the general knowledge about sentinel events, their contributing factors, and strategies for prevention
- To maintain the confidence of the public and accredited organizations in the accreditation process
Organization inputs service(s) profile

Software sorts applicable accreditation requirements based on input

Customized manual results

To request complimentary access to E-dition go to: https://www.surveymonkey.com/s/P9ZZN7Q
CTS.02.01.09 The organization screens all individuals served for physical pain.

CTS.04.03.33 For organization providing food services: The organization has a process for preparing and/or distributing food and nutrition products.
CTS.02.01.05 For organizations providing care, treatment or services in non-24 hour settings: The organization implements a written process requiring a physical health screening to determine the individuals need for a medical history and physical examination.
CTS.03.01.03 The organization has a plan for care, treatment, or services that reflects the assessed needs, strengths, preferences, and goals of the individual served.
EC.02.06.01 The organization establishes and maintains a safe, functional environment.
HR.01.06.01 Staff are competent to perform their responsibilities.

HR.01.02.05 The organization verifies staff qualifications.
HR.02.01.03 The organization assigns initial, renewed, or revised clinical responsibilities to staff who are permitted by law and the organization to practice independently.
NPSG15.01.01 Identify individuals at risk for suicide.

RC.01.01.01 The organization maintains complete and accurate clinical/case records.
Standards Interpretation Group (SIG)

- Joint Commission engineer, clinical social worker, behavioral health care advanced nurse practitioner
- Experts on accreditation requirements
  - Interpretation of accreditation requirements
  - Compliance issues
  - Applicability of standards and elements of performance
- Provide examples from similar agencies/organizations
- Call 630-792-5900 or submit online
Assistance and Resources

- Behavioral Health Care team
  - Monthly Email Tips HC@jointcommission.org
  - Online tools to aid in the accreditation process
    www.jointcommission.org/BHCS

- Online resources for accreditation activities
  - Secure extranet site, E-Dition (online standards)

- Publications and educational opportunities
  - Available through Joint Commission Resources
    www.jcrinc.com
Complimentary Webinars:

August 13: Overcoming Challenges to Person-Centered Care, Treatment or Service Planning

September 17: Roadmap to Accreditation:
The Path to Success

November 5: Strategies for a Successful Survey

Note: Already conducted webinars posted at jointcommission.org/BHCS
Joint Commission Behavioral Health Care Annual Conference

October 15-16, 2014 • Rosemont, IL

An opportunity for a deep dive into the accreditation experience with our experts

Questions?
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.
Behavioral Health Care Accreditation Team

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