



“The Basics of Accreditation”

With The Joint Commission's Behavioral Health & Human Services Program

January 25, 2024

Today's Speakers



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The Joint Commission

Today's Agenda –



1

About Us

2

Why The Joint Commission – How we are Different

3

Accreditation Process

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Accreditation Requirements

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Accreditation Fees

6

Support throughout the Process

About Us

*Melinda Lehman,
Executive Director
Behavioral Health & Human Services Accreditation Program*



The Joint Commission

Over 23,000 Health Care Organizations Accredited

- Assisted Living Centers
- **Behavioral Health Care and Human Services Agencies**
- Community Health Centers/FQHCs
- Hospitals and Surgery Centers
- Hospices
- Home Care
- Laboratories
- Medical Groups and Clinics
- Nursing Care Centers
- Urgent Care Centers



Behavioral Health and Human Services Accreditation

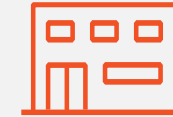
Types of Services Accredited Under the Behavioral Health Care Manual



- ✓ CCBBHCs
- ✓ Case management agencies
- ✓ Child welfare services
- ✓ Community mental health
- ✓ Corrections
- ✓ Crisis stabilization
- ✓ Day programs
- ✓ Eating disorders treatment
- ✓ Forensics services
- ✓ Foster care
- ✓ In-home/community support



- ✓ Intensive outpatient/partial hospitalization programs
- ✓ Medication-assisted substance use treatment
- ✓ Mental health services
- ✓ Outdoor/wilderness programs
- ✓ Outpatient programs
- ✓ Physical health care integration
- ✓ Prevention services
- ✓ QRTPs



- ✓ Residential/group homes
- ✓ Substance use disorder treatment
- ✓ Technology-based/telehealth services
- ✓ Therapeutic day or 24-hour schools
- ✓ Transitional/supervised living
- ✓ Vocational rehabilitation



Joint Commission Accreditation

For Behavioral Health Care and Human Services Organizations

50+
YEARS

Serving programs, services and settings across mental health services, child welfare agencies, substance use disorder treatment, eating disorders treatment, ID/DD services, Integrated Care, and more

4,200+
US ORGANIZATIONS

14,000+
US LOCATIONS

75%
Community-based
organizations



25%
Behavioral programs
within hospitals,
health systems, FQHCs,
and more



Behavioral Health Home Certification: Option for additional assessment of the organization on certification-specific standards regarding the integration and coordination of physical and behavioral health care.

What is Accreditation? Why Seek 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 you provide to families and individual.*

Achieving accreditation improves credibility and helps establish your reputation by providing an external validation of the quality and safety of the care, treatment or services your organization provides. This also helps differentiate your organization from others for marketing and investment/financing purposes.



The Joint Commission Accreditation Difference



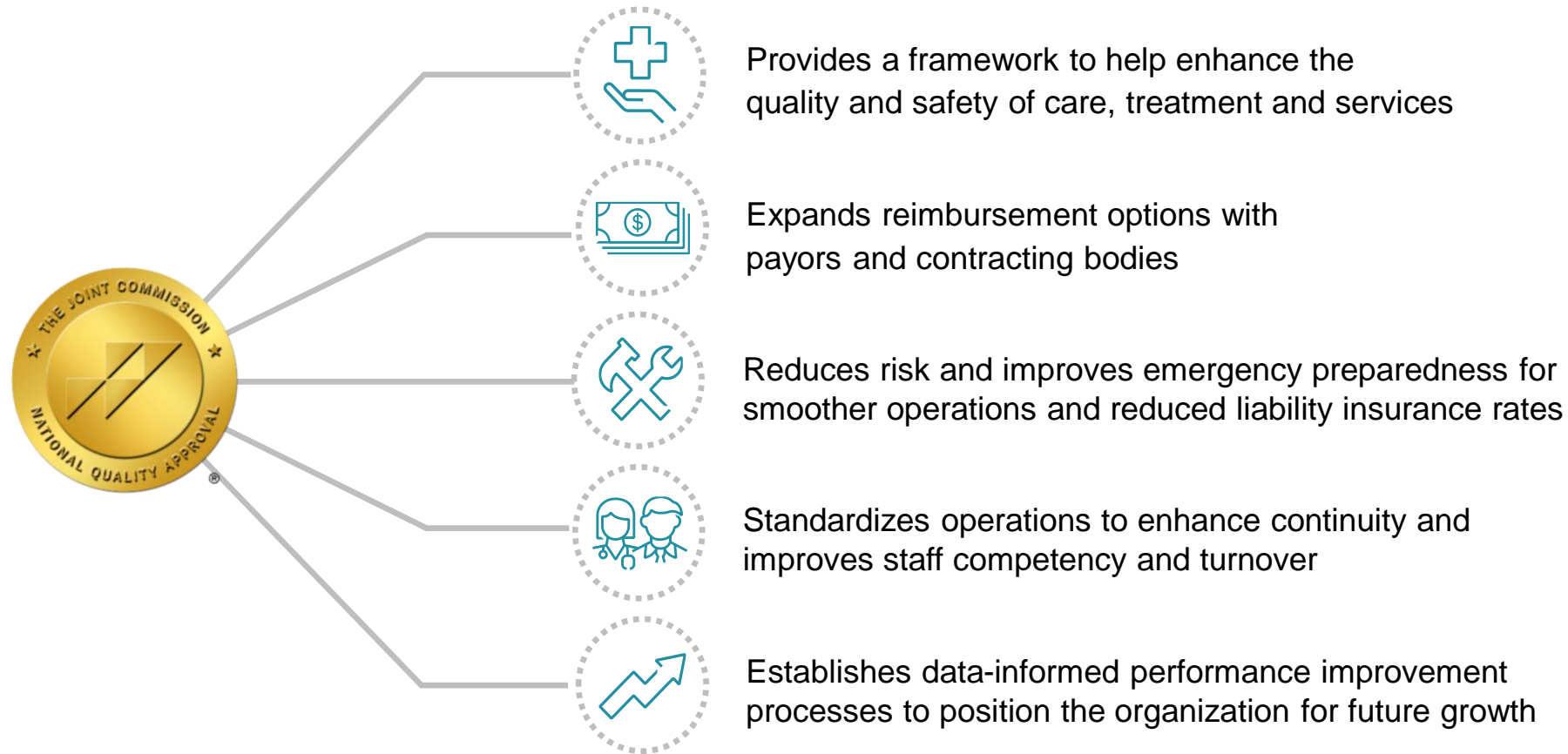
Why Choose The Joint Commission:



1. **Superior name recognition** recognized and respected across the field
2. **Robust standards** in support of organizational excellence to help organizations become data driven and performance improvement focused
3. **Unparalleled Expertise** with surveyors who are experts in behavioral health care and human services at agencies just like yours providing educative, collaborative survey experiences.
4. **Extensive resources and support** to help you excel before, during and after your accreditation with a multitude of live or online options.

Behavioral Health and Human Services Accreditation

How it Benefits Your Organization



Other benefits of Joint Commission Accreditation:



- Improves Quality of Care



- Raises Regulatory Compliance



- Enhances Client Outcomes



- Improves Culture of the Organization

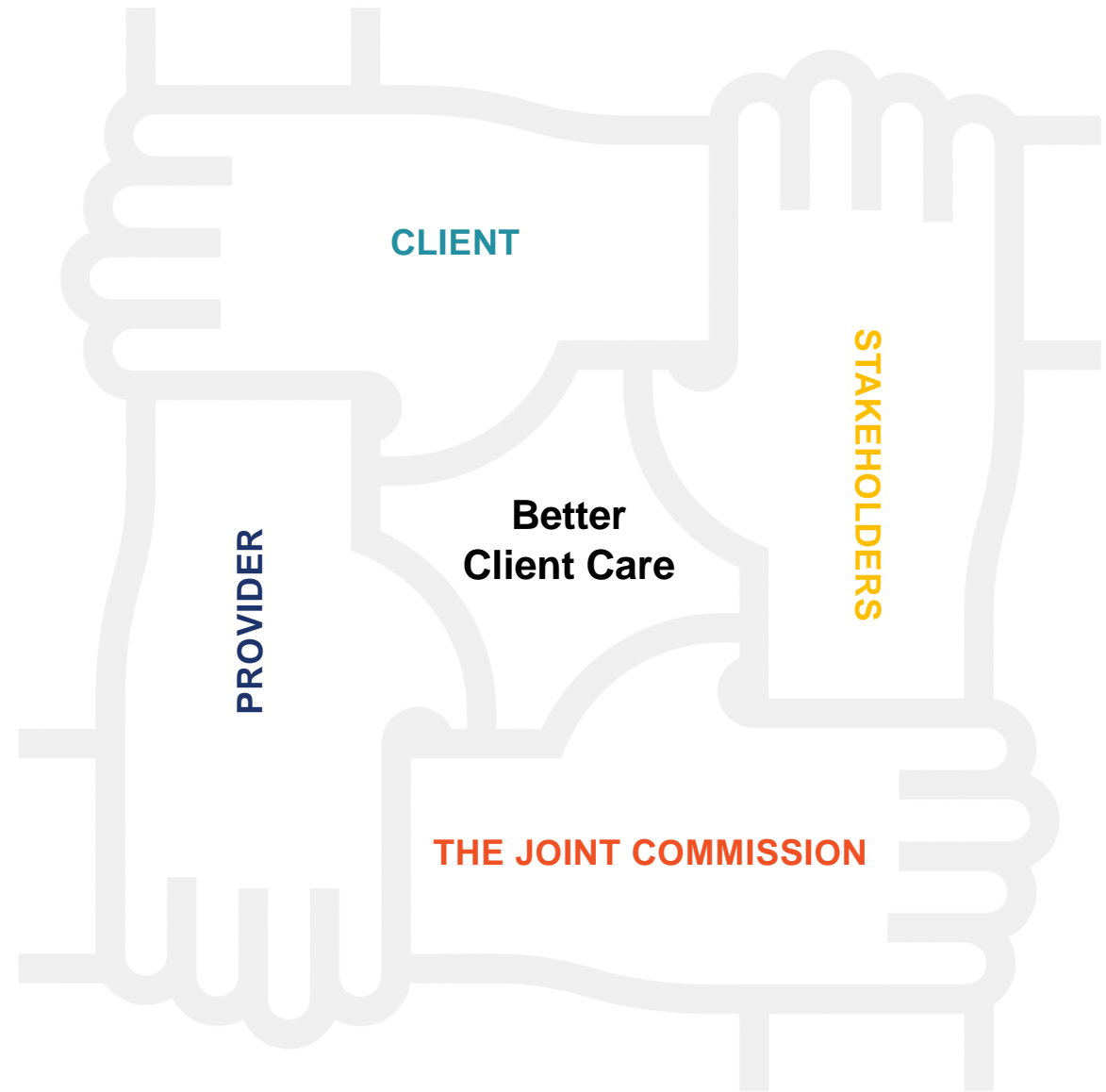


- Strengthens Brand Image/Reputation



- Facilitates Organizational Sustainability

A dynamic, integrated partnership



Joint Commission Accreditation Process



Steps to Accreditation

1. **Explore** our website's information, videos and free webinars at www.jointcommission.org/BHC
2. **Request** a free 90-day trial of the electronic standards manual
3. **Review** the accreditation requirements and assess your readiness
4. **Submit** an application and deposit, receive a secure account, and determine your "ready month" for survey
5. **Address** any gaps you've identified in the accreditation requirements
6. **Access** your Survey Activity Guide and prepare for your onsite survey
7. **Participate** in the onsite Joint Commission survey
8. **Submit** documentation to resolve any survey findings within 60 days
9. **Celebrate** and publicize your accreditation with our free publicity kit
10. **Maintain** survey readiness with your resources, including the Focused Standards Assessment process



The Joint Commission

Accreditation Process



Flexible, Self-directed Preparation Process

- We **do not** require 6 months of compliance prior to survey
- We **do not** require that you conduct a formal self assessment or submit documentation prior to the survey
- Fastest to accreditation → On-site survey available (when needed) within 90 days from the date you tell us you are ready

Support Along the Way

– Your Business Development Contact

Provides assistance with the steps to accreditation:

- Accreditation process and steps
- Assistance championing accreditation in your organization
- Cost estimates
- Free trial accreditation manual access*
 - Orientation to the manual
 - Help customizing manual to your services and settings
- Application for accreditation
- Handoff to Account Executive for survey scheduling and ongoing assistance



Accreditation Requirements:

Comprehensive Accreditation Manual
for Behavioral Health Care and Human Services



Behavioral Health Care Accreditation Requirements



- Available electronically or in print manual form
- Electronic version free to organization after applying for accreditation
- 90-day free trial available for organizations considering accreditation
 - Contact us via email on last slide or sign up at <https://www.jointcommission.org/accreditation-and-certification/health-care-settings/behavioral-health-care/request-free-standards-access/>
- Print manual available at www.jcrinc.com

Accessing the Requirements Online

The Joint Commission "E-dition" online standards manual

The screenshot displays the user interface of The Joint Commission's E-dition website. At the top left is the logo for 'The Joint Commission E-dition'. A search bar is located at the top with the placeholder text 'Enter keyword here'. The top navigation bar includes links for 'Home', 'JCR Portal', 'What's New', 'Service Profile', 'Filters', 'Help', and 'Logout'. Below this, a breadcrumb trail shows the current path: 'Accreditation > January 1, 2024 > Behavioral Health and Human Services'. The user is identified as 'User, Guest @ Ansuva Inc. (706208)'. On the left, a sidebar menu is expanded to show 'Products And Programs' with sub-items for 'Accreditation', 'January 1, 2024' (with 'Behavioral Health and Human Services' selected), 'August 27, 2023', and 'July 1, 2023'. Below this is 'Standards Manual Content' with sub-items for 'Accreditation Requirements' and 'Accreditation Process Info' (including 'Glossary' and 'Crosswalks'). The main content area features a 'WELCOME TO E-DITION!' heading, followed by a paragraph stating that the content is now online. It then provides 'Getting Started' instructions in a bulleted list: 1. Browse standards and requirements from the left menu (select Product, Effective Date, Program, Accreditation Requirements/Certification/Verification Standards, and Chapter/Standard). 2. Enter a search phrase or standard number and click the search button. 3. For details, click the E-dition Help icon.

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Filter & Customize the Standards

Include those EPs required for Behavioral Health Home certification [Applicable EPs](#)

[Click here for more information on Certification](#)

[View BHC services and settings definitions](#)

Select a Service:

Behavioral Health Care Services

Addictions

Opioid Treatment (OTPs certified by SAMHSA/CSAT) (including methadone detoxification/maintenance) [Applicable EPs](#)

Adult (excluding methadone detoxification / methadone maintenance) [Applicable EPs](#)

Child/Youth (excluding methadone detoxification / methadone maintenance) [Applicable EPs](#)

Mental Health

Adult [Applicable EPs](#)

Child/Youth [Applicable EPs](#)

Eating Disorders Treatment [Applicable EPs](#)

Primary Physical Health Care [Applicable EPs](#)

Prevention and Wellness Promotion [Applicable EPs](#)

Select Medication Management Processes:

Medication Management Processes

Store Medication(s) [Applicable EPs](#)

Prescribe Medication(s) [Applicable EPs](#)

Administer Medication(s)/Allow Self-Administration [Applicable EPs](#)

Dispense Medication(s) [Applicable EPs](#)

Settings:

Residential Care, Treatment, or Services [Applicable EPs](#)

Group Homes

24-hour Therapeutic School

Residential Care

Outpatient Care, Treatment, or Service Settings [Applicable EPs](#)

Adult Day Care

Day Treatment

Intensive Outpatient Program (IOP)

Partial Hospitalization Program (PHP)

Therapeutic Day School

Community-Based Homes [Applicable EPs](#)

Correctional/Forensic [Applicable EPs](#)

In-home Care, Treatment, or Services [Applicable EPs](#)

Inpatient Crisis Stabilization [Applicable EPs](#)

Outdoor Treatment/Wilderness Program [Applicable EPs](#)

Outpatient Care, Treatment, or Services/Staff Office(s) Only [Applicable EPs](#)

Technology-Based [Applicable EPs](#)

Transitional/Supportive Living [Applicable EPs](#)

Human Services

Child Welfare

Adoption [Applicable EPs](#)

Foster Care - Adult [Applicable EPs](#)

Foster Care Treatment - Child/Youth [Applicable EPs](#)

Foster Care Traditional - Child/Youth [Applicable EPs](#)

Respite Care [Applicable EPs](#)

Kinship Care [Applicable EPs](#)

Protective [Applicable EPs](#)

Family Reunification [Applicable EPs](#)

Family Preservation/Wraparound [Applicable EPs](#)

Intellectual Disabilities/Developmental Delays (ID/DD)

Adult [Applicable EPs](#)

Child/youth [Applicable EPs](#)

Shelter [Applicable EPs](#)

Recovery or Resilience

Care Coordination/Case Management [Applicable EPs](#)

Community Integration [Applicable EPs](#)

Employment [Applicable EPs](#)

Family Support [Applicable EPs](#)

Peer Support [Applicable EPs](#)

Housing [Applicable EPs](#)

Vocational Rehabilitation [Applicable EPs](#)

Behavioral Health Care Standards Chapters

Our standards chapters provide visibility into the focus areas of the standards and how they impact your daily care processes, the individuals you serve, and your staff.

	Care, Treatment or Services	Addresses key activities around care delivery, including planning care, implementing care, and transitions/handoffs in care
	Environment of Care®	Fosters a safe, functional and effective environment for individual served, staff, and others in the organization
	Emergency Management	Offers disaster preparedness guidelines to identify and mitigate risks that could impact care, treatment, and services
	Human Resources	Addresses ability to establish and verify staff qualifications, provide training and resources and evaluate staff competence and performance
	Infection Prevention and Control	Outlines the activities necessary to establish an effective infection prevention program to prevent the spread of diseases
	Information Management	Addresses how the provider obtains, manages, protects, and uses information to provide, coordinate, and integrate services
	Leadership	Reviews the structure and relationships that impact a culture of safety and quality, as well as operational performance of staff
	Life Safety	Covers requirements for ongoing maintenance of building safety
	Medication Management	Addresses the handling, storage, and safe management of medications
	National Patient Safety Goals®	Reviews the specific actions organizations are expected to take in order to address prevalent safety issues, such as suicide prevention
	Performance Improvement	Focuses on use of data to monitor performance and identify improvement opportunities
	Record of Care	Covers the documentation of items in the record of care, treatment or services
	Rights of the Individual	Reviews informed consent, receiving information, participating in decision making, and services provided to respect individual's rights

BHC Standards

Standard: Performance expectation
(identified by chapter abbreviation and six number identifier)

CTS.03.01.01 The organization bases the planned care, treatment, or services on the needs, strengths, preferences, and goals of the individual served. Note: For opioid treatment programs: Methadone has well-documented effects on several systems, including the respiratory, nervous, and cardiac systems, and the liver. In addition, many medications including methadone can act to increase the QT interval on an electrocardiogram and potentially lead to torsades de pointes, a potentially life-threatening cardiac arrhythmia. Therefore, it is important for the program physician to consider all of the medications the patient is currently taking (including actual versus prescribed doses, illicit drugs, medically active adulterants potentially present in illicit substances, and medically active over-the-counter or natural remedies). Given consideration of this information, the program physician can determine whether the treatment drug will be methadone, buprenorphine, or another medication and whether the treatment indicated for the patient is induction, detoxification, or maintenance.

Standard Introduction and Rationale **Rationale: Why do it?**

Introduction to Standards CTS.03.01.01 Through CTS.03.02.03—Planning Care, Treatment, or Services
The expressed needs, strengths, preferences, and goals of the individual served provide a contextual framework for the information and impressions collected from screening and assessment. Taken together, these sources provide a foundation for planning individualized care, treatment, or services. The individual served, as well as his or her family, as appropriate to the individual's circumstances, are important participants in the care, treatment, or services planning process. Plans are modified in accordance with progress toward goals and changes in needs and preferences.

Nbr	Elements of Performance (EPs)	SAMHSA/OTP	New	FSA	DOC	ESP
1	The needs, strengths, preferences, and goals of the individual served are identified based on the screening and assessment and are used in the plan for care, treatment, or services.	2.L.2.a. 2.Q.1. 2.U.2.g.				
2	Care, treatment, or service decisions are collaborative and interdisciplinary when more than one discipline is involved in the care, treatment, or services of the individual served.	2.U.2.g.				
3	Planning for care, treatment, or services includes identifying objectives for the identified goals. (See also CTS.03.01.03, EP 3)	2.Q.1. 2.U.2.g.				
4	Planning for care, treatment, or services includes interventions and services necessary to meet the identified goals.	2.L.2.a. 2.Q.1. 2.U.2.g.				

Elements of Performance: Steps/Guidance to meet the Standard

Getting Started with the Standards

Review the Standards Manual

- This manual has a customization feature allowing organizations to 'filter out' settings and services that are not applicable
- Direct support provided to assist organization with the manual
- Approximate time
 - 30-60 min phone conference
 - Customize the manual and to provide an overview
 - Then, 2 weeks to 1 month to become familiar with the standards
 - Joint Commission assistance available to answer questions
 - Standards Interpretation Group provides FAQs and answers submitted questions



Behavioral Healthcare Standards Examples

Leadership Chapter (LD)

- **The Standard** is a statement that defines high level performance expectations.
- **Elements of Performance (EP)** are specific performance expectations or structures or processes that must be in place. Every standard has at least one EP.

LD.04.01.01: The organization complies with law and regulation

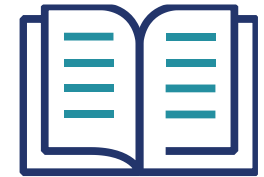
- **EP 1:** The organization is licensed, certified, or has a permit, in accordance with law and regulation to provide the care, treatment or services for which the organization is seeking accreditation from The Joint Commission.
- **EP 2:** The organization provides care, treatment or services in accordance with licensure requirements, laws and regulations.
- **EP 3:** Leaders act on or comply with reports or recommendations from external authorized agencies, such as accreditation, certification, or regulatory bodies.

Behavioral Healthcare Standards Examples

Care, Treatment, & Services Chapter (CTS)

CTS 02.01.01: The organization has a screening procedure for the early detection of risk of imminent harm to self or others.

- **EP. 1:** The screening procedure determines the need for immediate intervention to protect the individual served or others.
- **EP. 2:** The organization has a process for responding when an immediate risk of harm is identified.
- **EP. 3:** The organization responds when it determines the individual served poses an immediate risk of harm to self or others.

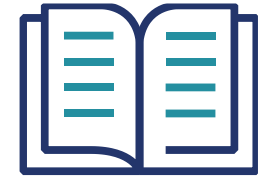


Behavioral Healthcare Standards Examples

Performance Improvement Chapter (PI)

PI.01.01.01: The organization collects data to monitor its performance.

- **EP. 1:** The leaders set priorities for data collection
- **EP. 2:** The organization identifies the frequency for data collection
- **EP. 16:** The organization collects data on whether individual served was asked:
 - About treatment goals and needs
 - If his/her treatment goals and needs were met
 - View of the individual regarding how the organization can improve the safety of treatment provided.



Behavioral Healthcare Standards Examples

Care, Treatment, and Services (CTS)

CTS.02.03.07: For organizations providing treatment to individuals with addictions: The assessment includes the individual's history of addictive behaviors.

- **EP. 1:** For organization providing treatment to individuals with addictions:
The history includes age of onset, duration, patterns of use.
- **EP. 2:** For organization providing treatment to individuals with addictions:
The organization obtains the individual's history of mental, emotional, behavioral, legal and social consequences of dependence or addition.
- **EP. 4:** For organization providing treatment to individuals with addictions:
The organization obtains the individual's history of physical problems associated with substance abuse, dependence, and other addictive behaviors.

Accreditation Fees



Joint Commission Accreditation Fees

Understand Pricing

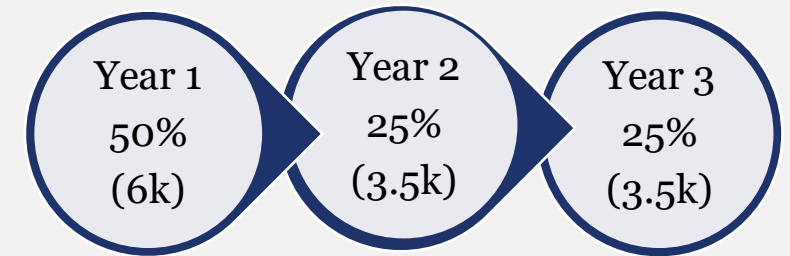
- Accreditation costs based on volume of services and number of locations/sites
- Fees are all inclusive (includes surveyor travel/expenses)
- There are two types of fees across accreditation period
 - Annual Accreditation Fees – billed every January (prorated)
 - On-Site Survey Fees – billed initially then every 3 yrs after survey
- Fees are allocated across the 3-year accreditation period



Determining Your Accreditation Costs

Fee estimates

- Contact us for a [fee worksheet](#) to calculate fees, or contact our pricing unit for a formal estimate
- Example of cost:
 - "Average" program
 - Annual Fee \$2,500 (depending on services and setting)
 - On-site Survey fee \$3,500
 - Three-year Survey Cycle Cost \$13,000
 - Additional costs for extra sites/locations, particularly if far away
 - When application is submitted, nonrefundable **\$1,700 deposit** is required
 - Deposit is applied to your 1st year annual fee – *not* an additional fee



Tip: When doing a cost estimate on your own, go over your worksheet with a Joint Commission representative for accuracy

Who Conducts the Surveys?

Joint Commission Surveyors

- Experienced, licensed behavioral health care professionals
- Trained, mentored, and monitored to deliver consistently valuable and inspirational surveys
- Culturally Sensitive and Diverse
- Average surveyor surveys **over 23 times per year** with an average tenure of **9 years**
- Surveyors share good practices; are collaborative, transparent, educational and inspirational
- Surveyors guide organizations to provide safe and high-quality care, treatment and services



What do our customers say?

“One of the best parts about the Joint Commission for us is having our rep so quickly available. I don’t ever feel like I’m floating on an island trying to figure this out on my own. The Joint Commission’s customer service is excellent, and that’s made it easy to maintain compliance.”



Support Throughout the Process



Support and Resources

TJC Professionals and Account Executives

- Assistance for achieving and maintaining accreditation

Standards Interpretation Group (SIG)

- www.jointcommission.org/standards
- [Standards FAQs](#) (bottom of page)

Joint Commission Connect tools and resources

- Intracycle Monitoring tool
- Survey Activity Guide
- Required Written documentation List



Behavioral Health & Human Services Accreditation Webpages

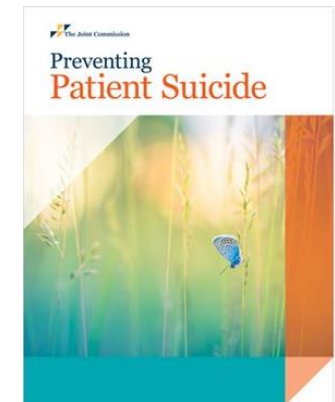
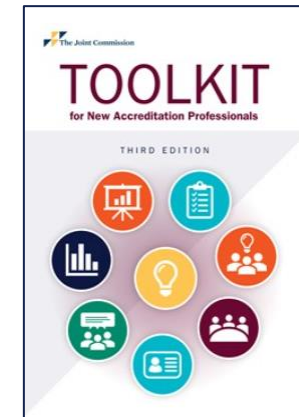
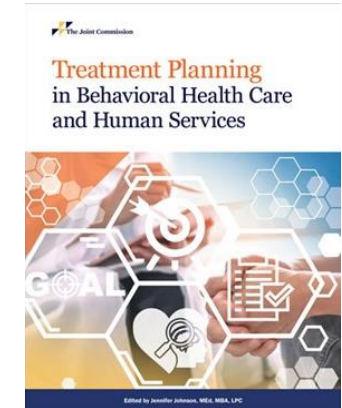
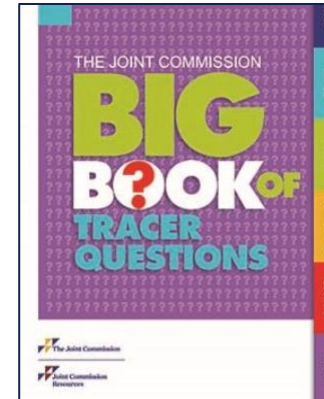
The screenshot shows the website for Behavioral Health and Human Services Accreditation. The main heading is "Start Your Path to Behavioral Health Care Accreditation". Below this, there is a sub-heading "Why Choose The Joint Commission" and a paragraph stating "The Joint Commission has been inspiring quality improvements in behavioral health care organizations for over 50 years. Discover how The Joint Commission can benefit your organization." There are three main sections: "Eligibility", "Process and Pricing", and "Our Standards". Each section has a "Learn" button. On the right side, there is a sidebar with a "Learn" dropdown menu containing links to "Why The Joint Commission", "Eligibility", "Process and Pricing", "Our Standards", "Accreditation Options & Certifications", "Evolving with Care", and "The Application Process". Below the sidebar, there are icons for "Interested in Becoming Accredited?", "Upcoming Webinars", and "Webinar Replays".

- Visit the Behavioral Health and Human Services accreditation pages at www.jointcommission.org/BHC
- Helpful resources and guides include:
 - Information about behavioral health and human services accreditation
 - Assistance for [decision-making](#)
 - Guides to the [accreditation process](#)
 - [Free webinars and webinar replays](#)
 - [Videos](#)
 - [Resources for standardized tools for assessing outcomes](#)

Joint Commission Resources

Examples of publications

- [Joint Commission Big Book of Tracer Questions](#)
- [Documentation of Care, Treatment or Services in Behavioral Health Care, your Go-To Guide](#)
- [TNAP – Toolkit for New Accreditation Professionals](#)
- [Treatment Planning in Behavioral Health & Human Services](#)
- [Policy Source - P&Ps for Compliance with Joint Commission Requirements](#)



Behavioral Health Care and Human Services Conference

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

Rosemont, IL

October 24-25, 2024

[Learn more at www.jcrinc.com](http://www.jcrinc.com)



Free Webinars and Replays – upcoming

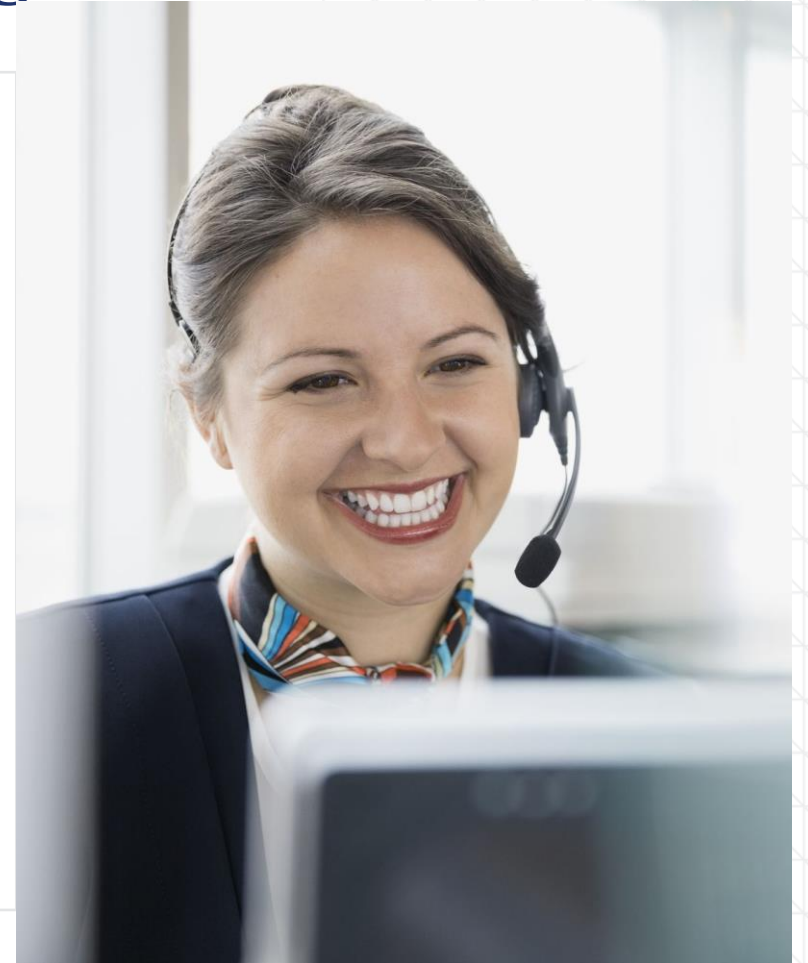
"Strategies for a Successful Behavioral Health Survey"

Feb 22, 2024

[Click here to register](#)

View more free webinars and replays

www.jointcommission.org/webinarsbhc



Position Your Organization for Success

The Joint Commission

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 & human services field.



Questions?

“Joint Commission accreditation is the highest standard of excellence that you can have in the field. It gives you a competitive advantage. It raises the bar in your facility, and it improves patient outcomes. It also forces our staff to keep their eyes focused, and in the world of behavioral health, it’s really easy to get distracted by the crisis of the day. So, it is an ever-present reminder of what we’re working towards, and that’s excellence.”



Behavioral Health Care & Human Services

Accreditation Team

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Thank you!

Appendix - Tips



Tip: Review the Requirements & Establish a Timeline

Conduct a Gap Analysis and develop a timeline

MINE FOR GOLD	QUICK FIXES	GAPS
Identify policies, procedures, practices, processes already in place that demonstrate full compliance with accreditation requirements	Identify policies, procedures, practices, processes that demonstrate partial compliance with accreditation requirements	Lack of any policies, procedures, practices, processes to demonstrate compliance

Set a timeline for accreditation (on average 4-6 months) | Factor in more time for larger chapters | Use Intracycle Monitoring Tool (ICM) to track

Tip: Take Care with your Application



The Application – The start of the survey process

- Request access to an application from your TJC Professional
- Set a “ready date”
- Make sure you input the care, treatment or services you are providing carefully so the proper surveyor(s) are sent for the proper length of time
- Use your Joint Commission Contact to answer questions and assist
- Once the application is submitted it is ‘active’ for 12 months
 - Nonrefundable deposit of \$1,700 due upon submission