

# Spotlight on Success

## Rosecrance Health Network Illinois, Iowa, Wisconsin



Rosecrance Health Network is a behavioral health organization located in Wisconsin, Illinois, and Iowa providing a full spectrum of behavioral health services – from outpatient or in-home services to residential care and housing support, encompassing mental health services, addiction treatment, community integration, case management and more. Accredited by The Joint Commission since 1982, Rosecrance recently received the prestigious Institute of Quality® designation from Aetna Healthcare. Chelsea Collins, Director of Performance Improvement and Accreditation for Rosecrance Health Network, discusses Rosecrance’s accreditation journey.

### **Q. Tell us a little about your accreditation journey.**

**A.** Actually, Rosecrance has been Joint Commission accredited for more than 35 years, which predates my employment with the company. I’ve been there 14 years, but even when I first started we’d already been several years and several cycles into The Joint Commission. I handle all of the accreditation preparation activities. We do that in a variety of different ways, before we’re even in the survey cycle. Our goal is to be in a state of continuous compliance, to ensure we’re continually providing the highest quality care and services.

Rosecrance has always had a strong relationship with The Joint Commission. It’s been very positive for our organization. We’ve always found surveyors to be extremely collaborative and knowledgeable; they gave us good feedback in the areas that we can improve in or information that we may not have had the time to find on our own. They bring new ideas to our organization that they’ve seen in other places that we wouldn’t otherwise have the opportunity to learn about. They really bring a wealth of knowledge and expertise as well.



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*Chelsea Collins, Director of Performance Improvement and Accreditation  
Rosecrance Health Network*

**Q. What's the primary benefit of being accredited by Joint Commission?**

**A.** There are several benefits to being Joint Commission accredited. First of all, it's something that our clients and consumers are looking for. Our clients are smart health consumers so they look for which programs are accredited; it factors into their decision on where to go. And then, it's good for our staff as well. The pride that our staff feel in having achieved that is also a large benefit for us.

Accreditation is also something that our payors are looking for. It helps us with our reimbursements, and our contracting on the front end. Being accredited gives us deemed status; and it is sometimes required to get a contract. So it does in the end help us get paid.

**Q. Tell us a little bit about Rosecrance's Institute of Quality® designation.**

**A.** Rosecrance achieved the Institute of Quality designation from Aetna Healthcare this past year – one of only 11 centers in the addiction treatment category who've received this designation in the US. It means we are on a short list for referrals from that organization. And really, the Joint Commission standards helped us prepare for that process. Not that the standards covered everything that was in the survey, but it certainly gave us a good basis and a good start. And there was definitely some alignment between the two. The Joint Commission standards help you try and achieve the highest quality of care, and that's exactly what Aetna was citing when they gave us that designation.

**Q. Talk a little bit about your growth. Is there anything about The Joint Commission as a framework that helped you standardize things across three states?**

**A.** With all of our recent mergers and acquisitions, it has been important for Rosecrance to maintain a standardized level of care across all of our services. And The Joint Commission standards really help us to do that by giving us a good framework. They help us decide what our priorities are going to be and how we are going to roll out services and evidence-based practices across the entire continuum. And it's not just for the survey activity itself, it helps us stay at that high level of quality care that we want to provide 365 days a year.

**Q. Is there anything that surprises you about the accreditation process?**

**A.** It always surprises me how much the surveyors are able to accomplish in their short period of time. I mean, we have what's now considered a fairly big survey. We typically have three or four surveyors for a whole week, but it always amazes me even with the breadth of services that we have, that they're able to really get in there and understand our organization at the level that they're able to in such a short period of time.

**Q. What would you say to someone who's thinks they don't need accreditation from The Joint Commission?**

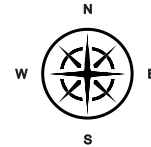
**A.** I would encourage anyone to seek Joint Commission accreditation. The Joint Commission pushes you to provide excellent customer care and service, and really, isn't that what we're all aiming for?

**OUR RESULTS**



**INVESTMENT IN QUALITY**

Joint Commission accreditation helps us achieve high quality care



**LEARNING BEST PRACTICES**

Collaborative surveyors bring new ideas to our organization



**STANDARDIZING CARE**

Joint Commission standards provide a framework for consistent excellence across our entire continuum of care



**IMPROVED REIMBURSEMENT**

Financial benefits have included better reimbursement from payors and expanded contracting opportunities

For more information on Joint Commission Behavioral Health Care accreditation, please call 630-792-5771.