

Setting a new standard for behavioral health and human services providers

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
	Waived Testing	For organizations providing CLIA-approved laboratory testing, offers guidelines for waived testing activities

Peer-reviewed standards.



These standards were developed with input from behavioral health and human services experts. Consideration was given to best practices in the field, including trauma-informed care, evidence-based practices and State regulations, incorporating the concepts of recovery and resilience. Experts in the field actively engaged in a collaborative effort to design standards that align with quality care delivery and safe practices, and all standards were open for review and comment from the field before implementation.

What matters to you and those you serve, matters to us.

Learn how our standards address the areas most critical to quality and safety.



Quality of Care

Our patient-centered standards assess an organization's ability to provide evidence-based, quality care in a safe, functional and respectful environment, and to continuously work to improve care delivery

Focus areas: Care, Treatment and Services, Environment of Care, Medication Management, Performance Improvement, Record of Care, Rights of the Individual



Competent Staff

In addition to reviewing your staff qualification process, our standards incorporate safety culture guidelines to encourage staff engagement and empowerment to increase staff satisfaction and reduce staff turnover.

Focus areas: Human Resources, Information Management, Leadership



Safety Measures

Safety preparedness is a key component of our standards offering guidance to help organizations keep staff and individuals served safe, avoid adverse events, and prepare for and manage emergency situations.

Focus areas: Emergency Management, Infection Prevention and Control, Life Safety, National Patient Safety Goals



Reputation

Distinction in quality

Achieving accreditation is a visible demonstration to your community, staff and individuals served that your organization has gone above and beyond to deliver and continuously improve the care you provide. A powerful tool for market differentiation and collaborative partnerships.

Curious about the requirements? Register for a trial version of the standards at [jointcommission.org/BHC](https://www.jointcommission.org/BHC)

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