The Joint Commission
On-Site Survey Experience

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- 1-866-710-0179
- Passcode: 47507
Joint Commission
Behavioral Health Care Accreditation

- Accrediting Behavioral Health organizations since 1969
- Accredited almost 2000 Behavioral Health organizations
- Range of settings/services
Who can become accredited under the Behavioral Health accreditation requirements?

- Community-based Mental Health Services
- Services for Children and Youth
- Addiction Treatment Services
- 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/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
Joint Commission Accreditation: What will it do for your organization?

- Demonstrates the organization’s commitment to quality and safety.
- Provides a management outline for leadership.
- Integrates data use/performance improvement into daily operations.
- Supports board members in meeting their fiduciary responsibilities.
Other Advantages:

- Helps meet state authority / 3rd party payer requirements
- Recognized by referral sources
- May reduce liability insurance premiums

For a list of insurance providers, visit: http://www.jointcommission.org/liability_insurers
Behavioral Health Accreditation Program
State Recognitions

- 189 distinct administrative agencies within 48 states and the District of Columbia

- Examples of states recognizing accreditation:
  - Oklahoma
  - Ohio
  - North Carolina
The Surveyors(s) - Not This

- Take no prisoners
- Devastating staff, children/youth/family, and leaders
- Not listening
Joint Commission Surveyors

- Experienced behavioral health care professionals
- Trained, 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
David Wadner, PhD
Field Director
The On-site Survey

- 30 day notice of survey dates for initial accreditation

- Re-Surveys are Unannounced except for short notice for:
  - Methadone programs*
  - In-home, Case Management, Assertive Community Treatment*
  - Fewer than 11 staff or average daily census of less than 100*
  - Community-based programs*

*No exception if program is operated as a component of a hospital
The On-site Survey Process

- The on-site survey agenda is in sync with an organization’s normal operational systems
- Focus is on actual delivery of care, treatment, or services -- not just paperwork
- On-site survey process is customized to the setting(s), service(s) and population(s) served by the organization
What happens during an on-site survey?
Opening Session: Orientation to the Organization

A discussion that provides an opportunity for the surveyor(s) to learn from you about your organization

- What you do
- Who you serve
- Your staff
- Your philosophy and values
- How you are organized

Ensures a meaningful on-site survey experience
Individual “Tracers”

- 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
- Follows care, treatment or services provided throughout the organization
- Individual served/family is involved as appropriate
- Samples from all programs/services operated by organization
Foster/Respite Care

- Visits to foster/respite homes each day except last day of survey
- Meeting with foster/respite care takers
Review of Your Environment

- Safety First!
- Buildings/Offices
- Grounds
- Transportation

The Joint Commission
Accreditation
Behavioral Health Care
Data Session

Discussion of how the organization uses data:

- Identification of data to be collected
- Aggregation and analysis (turn data into information)
- Use of the information to drive performance improvement
- Outcomes
Competence of Staff Session

Reviews the processes the organization follows to ensure that they have sufficient, competent staff

- Staff selection
- Verification of education and licensure
- Orientation and training
- Competence assessment (initial and ongoing)
- Performance evaluation
Medication Management
- Reviews the medication processes from prescribing to administrating
- Only reviews those aspects relevant to the organization

Infection Control
- Reviews processes for preventing and responding to infections
- Varies based on settings (e.g. facility-based vs. community-based)
Optional Systems Tracers

- Suicide prevention
  - Reviews the organizations suicide prevention process

- Elopement prevention
  - Reviews the organizations elopement procedures (where applicable)

- Violence prevention
  - Reviews the organizations process for preventing violence within the organization
Poll

Which of the optional systems tracers would be of most value to your organization?

1. Suicide prevention
2. Elopement prevention
3. Violence prevention
Daily Briefing

- Start of each day after the first day
- Review of the previous day’s activities
- Identification of any areas of potential non-compliance with accreditation requirements
- Opportunity for organization to clarify misunderstandings
- Surveyor(s) offer suggestions for achieving full compliance
Leadership Session

- Discussion with organization leadership
- Last day of survey
- Based on observations during the survey
- An opportunity for the leaders and surveyor to discuss how the leaders can use the surveyors’ observations to move the organization forward
Closing Session and Report

- Meeting with CEO, if desired, to review report
- Meeting with staff chosen by organization
- Report
  - Organization receives written preliminary report of any compliance areas
  - Official report is provided on organization's extranet site within 10 days after survey
Poll

What is your expectation(s) for the on-site survey experience?

A. Validate the quality of care, treatment and services provided

B. Surveyor shares good practices and provides education

C. Thorough and credible check of the quality and safety of care, treatment and services that your organization provides

D. Surveyor interacts with all levels of staff throughout your organization
After your Survey

- Generally 45-60 days to resolve any compliance areas found
- Work with your Account Executive
- Seek advice
  - Account Executive
  - Standards Interpretation Group
- Final Accreditation Decision posted upon resolution of non-compliance areas
- Don’t forget to make use of the free publicity kit posted on our web site to publicize your new status. Visit [www.jointcommission.org/BHCA](http://www.jointcommission.org/BHCA)
Support for Organizations Working Toward Accreditation

Live and Online Support

- Behavioral Health Care Team
- Complimentary webinars

www.jointcommission.org;
www.jointcommission.org/bhc
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
Your Own Joint Commission
Account Executive

A "Case Manager" who will also:

- Guide you through accreditation policies and procedures
- Assist you post survey with obtaining your accreditation certificate
What do accredited organizations say?

“I am always impressed by the experience, patience, and thoroughness of our surveyors. With The Joint Commission as a partner, I feel like we have a wise mentor prodding us to do better, to think more clearly, and to be more efficient.”

Dustin Tibbitts, Executive Director
InnerChange
New Haven, Provo, UT
What do accredited organizations say?

“The survey was efficient and productive. The surveyor was very pleased and helpful in her approach, providing expertise and consultation for improving documentation and treatment planning. The staff was very appreciative of her positive feedback, considering it came from the perspective of an outside expert.”

Trish O’Donnell, Program Director
Eating Disorder Center of Denver
What do accredited organizations say?

“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. The survey process has been great. Our surveyors have been very helpful. They provide the right emphasis to help us improve.”

Michael E. Berrett, CEO, President, Executive
The Center for Change
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.
Upcoming Events

Complimentary Webinars*:

– December 11, 2012 – Provider Roundtable

*Already conducted webinars posted at www.jointcommission.org/BHCS
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