The Joint Commission

- Ambulatory Health Care
- Behavioral Health Care
- Critical Access Hospital
- Home Care
- Hospital
- Laboratory Services
- Nursing and Rehabilitation Centers
- Accredited over 20,000 health care organizations
Value and Benefits of Joint Commission Accreditation:

- 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.
Value and Benefits of Joint Commission Accreditation (Cont’d):

- Excellent recognition by the health care community and 3rd party payers
- Supports board members in meeting their fiduciary responsibilities
- Excellent recognition by state authority
- 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 49 states and the District of Columbia
- [www.jointcommission.org/BHCS](http://www.jointcommission.org/BHCS)
Who can become accredited under the Behavioral Health accreditation requirements?

- Community-based Mental Health Services
- Services for Children and Youth
- Addiction Treatment Services
- Medication-Assisted Opioid Treatment Programs
- 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

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The Joint Commission
Accreditation
Behavioral Health Care
What is Accreditation?

Accreditation is the process of inviting outside experts to conduct a review of your organization to validate and/or improve the safety and quality of care, treatment or services.
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 On-site Survey Process

- The on-site survey is conducted in sync with an organization’s normal operational systems.

- It is customized to the setting(s), service(s) and population(s) served by the organization.

- Focus is on actual delivery of care, treatment, or services -- not just paperwork.

  - The “tracer method” follows an individual’s experience with your organization and uses interviews and observation to determine compliance with accreditation requirements.
What do our accredited organizations say?

“Our organization chose The Joint Commission because it helps us learn about best practices from other organizations, and it helps us establish protocols in development of our own best practices.”

Denise Dunn
Standards and Compliance Manager
Hazelton, Center City MN
Joint Commission Accreditation

So, What does it cost?

Peggy Lavin, LSCW
Senior Associate Director
Joint Commission Accreditation Fees

- Based on a combination of an annual fee and an on-site survey fee
- 3-year accreditation cycle
- Year One -- Approximately 60% of the total 3-year accreditation fees are due (annual fee plus on-site survey fee)
- Next two years -- Approximately 20% of the total 3-year accreditation fees are due (annual fee only)
Joint Commission Annual Fee

- Determined annually
- Invoiced every January
- Based on programs/services provided, volume, and number of physical locations of care, treatment or services
- Covers all accreditation costs excluding on-site survey costs
- Prorated based on the quarter in which an initial application is submitted
Annual Fee Covers:

• Development and maintenance of state-of-the-art standards

• Development and maintenance of National Safety Goals relevant to Behavioral Health Care

• Development of requirements in consultation with experts, providers, practitioners, and researchers

• Secure extranet site at www.jointcommission.org

• Dedicated Account Executive (personal “case manager”)
Annual Fee Covers:

- Standards Interpretation Group support (Joint Commission engineers, clinical social worker, behavioral health care advanced nurse practitioner)
- Frequently Asked Questions (official interpretations of frequently asked questions about accreditation requirements)
- Accreditation Manuals
  - Print Edition
  - Access to Electronic Edition
  - Two annual updates
Annual Fee Covers:

- Intracycling Monitoring tool and consultation
- **Perspectives** (monthly official newsletter)
- **BHC News** (quarterly program newsletter)
- Sentinel Event Alerts
- Discounts on Joint Commission Resources’ Educational Programs
- Access to Leading Practice Library
Annual Fee Covers:

• Providing the public and behavioral health care professionals with information on accredited organizations (Quality Check)

• Permission to use/display the Joint Commission’s Seal of Approval to publicize the organization’s achievement
Joint Commission On-site Survey Fee

- On-site survey expenses only (surveyor(s)’ travel, lodging and maintenance)
- Based on the number of surveyors and number of survey days
- Invoiced after initial on-site survey
- Invoiced every 3 years (minimally)

Note: Number of surveyor days is based on programs/services provided, volume, and number of physical locations of care, treatment or services.
On-site Surveys

- Shortest survey is one surveyor for two days
- Surveys can be multiple surveyors for multiple days
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<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
<th>Weighted Volume</th>
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<tbody>
<tr>
<td>Inpatient/24 hour Crisis Stabilization</td>
<td>[ADC*]</td>
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<tr>
<td>Residential Group Homes/ 24-Hour Therapeutic School [ADC*]</td>
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<td>Therapeutic Foster Care/ Outdoor Behavioral Health/ Supervised/Transitional/ Supportive Living [ADC*]</td>
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<tr>
<td>Partial Hospitalization/ Day Treatment/ Adult Day Care/ Intensive Outpatient/ Therapeutic Day School [ADC*]</td>
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<tr>
<td>Assertive Community Treatment [Total Cases/Year]</td>
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<td>In Home [Total Visits/Year]</td>
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<td>Technology Based [Total Contacts]</td>
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<td>Outpatient [Total Visits/Year]</td>
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<td>Vocational Rehab-Outpatient [Total Visits/Year]</td>
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<td>Case Management [Total Cases/Year]</td>
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<tr>
<td>Foster Care [Total # of Children/Year]</td>
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<tr>
<td>Family Preservation/Wrap Around [Total Cases/Year]</td>
<td></td>
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<tr>
<td>Shelter (Count each family as one) [Total Cases/Year]</td>
<td></td>
<td>*ADC = Average Daily Census</td>
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Examples of organizations and accreditation fees for the 3 year accreditation cycle - 3 annual fees and 1 on-site survey fee

1. Single service or program, low volume, one physical site: $8,400
2. Two to three services/programs, medium volumes, 6 or less physical sites, all less than 60 miles from main site: $14,600
3. Four to six services/programs, medium to large volumes, many physical sites with some over 60 miles from the main site: $43,000
4. Many services/programs, large volumes, many physical sites covering a very large geographic area such as an entire state: $63,000
Deposit with Application for Accreditation

- $1700
- Non-Refundable
- Applied to accreditation fees until the deposit is exhausted
Joint Commission Accreditation Fees

- All inclusive – no hidden costs
- Competitive with other accrediting bodies
- Calculation formula for organizations accredited under the Behavioral Health Care Accreditation program is different from other accreditation programs
Tool to Estimate Joint Commission Accreditation Fees

“coming soon”
http://www.jointcommission.org/BHCpricesheet
What do our accredited organizations say?

“Joint Commission accreditation has been worth the money. You get what you pay for. They have a lot of good resources. And they have been very user-friendly, more so than other organizations I’ve worked with.”

Gina Palmer
Compliance Coordinator
Magnolia Creek Treatment Center for Eating Disorders
What do our accredited organizations say?

“Joint Commission behavioral health care accreditation has opened doors to insurance reimbursement, State Board of Education reimbursement, Medicaid reimbursement, and it has given us respect within the teen treatment industry. The benefits have been far-reaching and immeasurable. ”

*Dustin Tibbitts, L.M.F.T.
Executive Director
InnerChange New Haven, Provo UT*
Accreditation Resources Available from The Joint Commission

Evelyn Choi, MS
Senior Accreditation Specialist
Resources to help you

1. The Behavioral Health Accreditation Team
   • Team members available by phone or email, to walk you through the entire accreditation process
   • Complimentary webinars
   • Complimentary Behavioral Health Care accreditation manual
   • Conference calls to help you address accreditation-related questions
Resources to help you (Cont’d)

2. Assistance from behavioral healthcare standards experts in the Standards Interpretation Group (SIG)
   • Available by phone or email, to answer any questions about the accreditation requirements
3. 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
- Customize the survey agenda to reflect your organization’s unique characteristics
4. Online tools to aid in the accreditation process
   – www.jointcommission.org/BHCS

5. Publications and educational resources available through Joint Commission Resources
   – www.jcrinc.com
The Path to Accreditation

- Identify and review applicable accreditation requirements
- Conduct a self-assessment
- Implement action plans to meet the requirements
- Undergo your on-site accreditation survey
- Complete any Requirements for Improvement
Applying for Accreditation

- Access the online application, obtain a login name and password by contacting the BHC accreditation specialist.
- Complete and submit the online Application for Accreditation.
- Choose the month of the on-site survey.
  - Indicate in the application which month during the next 12 months the on-site survey to be scheduled.
- Submit the $1700 accreditation deposit, which will be credited towards accreditation fees.
The Initial On-site Survey

- You’ll have at least thirty days notice of the actual on-site survey date once it is scheduled
- Be in compliance with all applicable accreditation requirements by your survey date
- Use your organization’s unique password-secured extranet site that we provide
- Undergo your initial on-site survey
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)
What do our accredited organizations say?

“The Joint Commission's accreditation process is unmatched in the industry. The support they give us is just unparalleled, whether it's over the phone, on the website, or the tools they provide us.”

David Fetterman
Quality Improvement/Compliance Manager
New Vitae Mental Health Center, Quakertown PA
What do our accredited organizations say?

“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 IN
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.
2013 Upcoming Events

Complimentary Webinars*:

- Feb 14  Roadmap to Accreditation
- Mar 14  Roadmap to Accreditation en Español
- May 16 Strategies for a Successful On-Site Survey

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