Behavioral Health Accreditation
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Standards Overview for 2011

Mary Cesare-Murphy, PhD
Executive Director Behavioral Health Program

Peggy Lavin, LCSW
Senior Associate Director Behavioral Health Program

Evelyn Choi, MS
Senior Accreditation Specialist
The Joint Commission:

- Is an independent, not for profit, non-governmental organization
- Accrediting behavioral health organizations since 1969
- Over 1,800 behavioral health organizations accredited
- Accredited organizations range from small single-service to complex multiple-service providers
- Our focus: helping organizations help the individuals they serve
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 through compliance with accreditation requirements.
Behavioral Health Accreditation Program

Requirements found in Comprehensive Accreditation Manual for Behavioral Health Care

Based on a Psychosocial Model

- Services for Children and Youth
- Substance Abuse Treatment Services
- Community-Based Mental Health Services
- Opioid Treatment Programs
- Organizations providing treatment for eating disorders
- Organizations providing services for intellectual/developmental disabilities
Behavioral Health Accreditation Program
State Recognitions

- 119 Distinct administrative agencies within 48 states
- Examples of States Requiring Accreditation:
  - Oklahoma
  - Ohio
  - North Carolina
Revised Behavioral Health Care Accreditation Requirements

- Provision of Care, Treatment and Services chapter becomes Care, Treatment and Services Chapter
- New chapter unique to Behavioral Health Care accreditation manual
- Takes effect on January 1, 2011
- Entire chapter posted to our website at www.jointcommission.org/standards/pre-publicationstandards.
New for 2011
Care, Treatment and Services Standards

- Accreditation requirements significantly updated and reorganized to flow more logically
- Designed to capture relevant issues and reflect contemporary practices
- Integrates recovery concepts
- Includes new specific expectations for eating disorder treatment, outdoor/wilderness programs, and animal-assisted therapy.
New for 2011
Care, Treatment and Services Standards

- Recovery Concepts
- Eating Disorders treatment
- Transitional Services for Young Adults
- Waiting Lists
- Animal-assisted Therapy
- Psychiatric Advanced Directives
- Outdoor/Wilderness programs
- Physical Holding of Children/Youth
- Assessing Outcomes of Care, Treatment or Services
- Trauma-Informed Assessments
Recovery Concepts

- Integrated throughout screening/assessment activities and in the planning of care, treatment or services
- Emphasis on concepts of the needs, strengths, preferences & goals of the individual served.
Eating Disorders

- Additional requirements applicable only to organizations providing care, treatment or services to individuals with eating disorders
  - Assessment includes individual’s beliefs, perceptions, attitudes and behavior regarding food
  - Assessment includes family’s observations regarding individual’s food-related behavior
  - Treatment includes monitoring weight and food-related behaviors.
Transitional Services for Young Adults

- Additional requirements applicable only to organizations providing care, treatment or services to young adults

- Life transition needs are addressed (by organization or through referral)

- If provided by the organization, addresses finances, employment, education, housing, health care, social support and any other assessed needs.
Waiting Lists

- Additional requirements applicable only to organizations that maintain waiting lists
- Written procedures
- Implementation of written procedures.
Animal-Assisted Therapy

- Additional requirements for organizations that use animal-assisted therapy
- Does not include individual pets or organization’s pets or mascots
- Addresses safety, therapeutic benefit & appropriateness for individuals served, training of staff, and animal selection.
Psychiatric Advanced Directives

- Additional requirements applicable only to organizations that serve adults with serious mental illness
- Documents if individual has a psychiatric advanced directive
- Shares sources of help to formulate the directive
- Clinical staff directly involved with the individual are knowledgeable of the directive.
Outdoor / Wilderness Programs

- Additional requirements only for organizations that conduct outdoor/wilderness experiences
- Addresses managing emergencies, contact with staff, guidelines for acceptable risk/activities
- Addresses qualifications & competence of staff
- Addresses physical health examination.
Physical Holding of Children/Youth

- For organizations that provide care, treatment or services to children/youth
- Emergency procedure only
- Addresses safety, training of staff, non-physical intervention, authorization of hold, debriefing
- Collect & analyze data.
Assessing Outcomes

- New requirement applicable to all organizations
- Monitoring progress of individuals served
- Evaluate outcomes of care, treatment or services provided.
Trauma-Informed Assessment

- New requirement applicable to all organizations
- Component of assessment
- Identify & assess individuals served for trauma.
Behavioral Health Care Update

- Deep dive into the 2011 Care, Treatment and Services Behavioral Health Care Accreditation Requirements.
- Learn first-hand from the experts.
- November 10, 2010, Westin River North Hotel, Chicago, IL
- To register for this program, please call 877-223-6866 or visit:
  
  http://www.jcrinc.com/Conferences-and-Seminars/Behavioral-Health-Care-Update/1522/
Standards Applicability Process

- Common Standards apply to everyone
- Specific Program/Setting Standards differ
- Specific Population/Service Standards differ
- Medication Management Standards are specific to each organization’s level of involvement
- Applicability grids are in the accreditation manual – both print and on-line versions.
Specific Programs and Settings

- Addictions
- Case management
- Corrections
- Crisis stabilization
- Family pres/wraparound
- Forensics
- Foster care
- Therapeutic foster care
- Community-based services
- Residential/Group homes
- Outpatient
- Day programs
- Transitional/Supervised living
- Vocational rehab.
- Outdoor / Wilderness Programs
- On-line
- Opioid treatment
- Adult day care
- Therapeutic schools
- Animal–Assisted Therapy
Additional Behavioral Standards for Specific Populations

- Children and Youth
- Individuals with Intellectual and/or Developmental Disabilities
- Individuals receiving Addiction Treatment or Services
- Opioid Treatment Programs
- Individuals with eating disorders
- Transitional services for young adults
Examples of Applicability of Standards/Elements of Performance

- Common: Leadership defines the qualifications of staff and the number of staff needed to provide care, treatment or services.

- Setting Specific - In 24 hour settings, the organization accommodates the pastoral and other spiritual services for individuals served.
Examples of Applicability of Standards/Elements of Performance

- **Population Specific: Children/youth**
  - the use of a developmental perspective in evaluating all aspects of functioning.

- **Population Specific: Addictions**
  - the history obtained for individuals with addictions includes the social consequences of dependence or addiction.
Examples of Applicability of Standards/Elements of Performance

Service Specific: Foster Care only: The agency defines and uses criteria to identify prospective foster care families.

Service Specific: Opioid Treatment Program only: Concurrent abuse of other drugs is managed.

- Organization inputs service group(s), service(s) and service delivery mode(s) into computer
- Software sorts applicable accreditation requirements based on input
- Customized manual results
WELCOME TO E-DITION RELEASE 2.5! For details click E-dition Help at the top right corner of the screen.

Welcome to the Joint Commission E-dition.
Now all of the content from the 2010 Comprehensive Accreditation Manual is online. 2008 and 2009 content is also available for reference.

Getting Started:

- Browse the standards and requirements
  - Select a program from the left
  - Click on Accreditation Requirements
  - Select a chapter and click on a specific standard or requirement to see the details
- Enter a search phrase or standard number at the top left and click the search button
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Click on Service Profile to start the process.
Step 1: If applicable, select the following services you offer. If you only offer Foster Care or Shelter Services, you do not need to complete Step 2.

- **Behavioral Health Services**
  - Foster Care
    - Adult
  - Therapeutic child & youth
  - Traditional child & youth
  - Shelter
Step 2: Select all settings and services that apply. You must select both a setting and a service.

- Behavioral Health Settings
  - Correctional
  - Forensic
  - In-home
  - Inpatient crisis stabilization
  - Outdoor
  - Outpatient
  - Adult day care
  - Day treatment
  - Intensive outpatient
  - Partial hospitalization
  - Therapeutic day school
  - Group home
  - 24-hour therapeutic school
  - Residential
  - Technology-based
  - Transitional/supportive living

- Behavioral Health Services
  - Addictions Services
    - Opioid
    - Adult (excluding methadone detoxification or methadone maintenance)
    - Child/youth (excluding methadone detoxification or methadone maintenance)
    - Family Preservation Services/Wraparound Services-children/youth
  - Intellectual Disabilities
    - Adult
    - Child/youth
  - Mental Health Services
    - Assessment services
    - Adult services
    - Child & youth services
  - Recovery or Resilience Services
    - Care coordination/case management services
    - Community integration services
    - Family support services
    - Employment services
    - Peer support services
    - Vocational Rehabilitation Services

E-dition v2.5.0.0
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View a short video that will walk you through these steps:

http://www.jcrinc.com/BHC-Service-Profile/

For organizations that are not yet accredited, please contact either Peggy Lavin or Evelyn Choi for complimentary 60-day access to the on-line manual (“E-dition”).
Required Written Documentation

- “RWD” Chapter found in CAMBHC print and on-line manual
- Not included in Standards-only (spiral bound) version
- Identifies accreditation requirements requiring written documentation (policies, procedures, criteria, guidelines)
- Use checklist to achieve or maintain compliance.
Required Written Documentation

- Documentation Icon also found next to all Elements of Performance that require written documentation.
- This icon appears in all versions of the Accreditation Manual (print, on-line, standards-only/spiral-bound).
- Primary emphasis of on-site survey is how functions are carried out -- not documentation.
Joint Commission
Behavioral Health Accreditation: What can it do for your organization?

- Demonstrates the organization’s commitment to quality and safety.
- Provides an outline for leadership to set goals, plan services, determine staffing, distribute resources, and manage risk.
- Supports a culture of excellence.
- Integrates data use into daily operations to support quality and safety.
What can accreditation do for your organization? (Cont’d)

- Supports board members in meeting their fiduciary responsibilities.
- Helps meet state authority / 3rd party payer requirements.
- May reduce liability insurance premiums.
  - For a list of insurance providers, visit: [www.jointcommission.org/BusinessCommunity/liability_insurers.htm](http://www.jointcommission.org/BusinessCommunity/liability_insurers.htm)
Support for Accredited Organizations and Organizations Working Toward Accreditation

- Standards Interpretation Group  
  (630) 792-5900
- Designated Account Representative
- Complimentary conference calls
- Educational programs
- Publications
- Introductions to mentor organizations
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.
Joint Commission
Behavioral Health Accreditation

Mary Cesare-Murphy
mcesaremurphy@jointcommission.org
630/792-5790

Peggy Lavin
plavin@jointcommission.org
630/792-5411

Evelyn Choi
echoi@jointcommission.org
630/792-5866
Appendix
Great achievements come one step at a time.

Your 10-step guide to achieving Joint Commission Behavioral Health Care accreditation.

**Step 1 - Understand the Accreditation Process**
If you have not yet received an information packet from us to review, download the information by visiting: www.jointcommission.org/BHCStartupKit, or call us at 630-792-5866 to request a print copy. You may also wish to visit www.jointcommission.org/BHC to:
- Register for a free teleconference or listen to a previous one
- View our travel and meetings schedule
- Print our accreditation pricing worksheets, and more.
If you need further information about how the accreditation process might work for your particular organization or how to determine your cost, consult with our Accreditation team by calling 630-792-5411.

**Step 2 - Review the accreditation requirements.**
Call us at 630-792-5866 for access to the Behavioral Health Care standards manual and help in determining which standards and elements of performance, as well as National Safety Goals, will apply to your organization.

**Step 3 - Conduct a self-assessment.**
Determine which areas you are already in compliance with, and identify those areas where enhancements are needed. Establish a timeline to accomplish those changes by the time of your on-site accreditation survey. If you need any help interpreting the standards, call the Behavioral Health experts at our standards help desk at 630-792-6900.

**Step 4 - Implement action plans to make any needed changes.**
Put the new policies and procedures you'll need into place prior to your on-site survey. Many organizations find that identifying an internal champion to lead this process can be very helpful.

**Step 5 - Apply for accreditation.**
To apply, request a login name and password for your online application by emailing echo@jointcommission.org or by calling 630-792-5866. We will then set up what's called an "extranet site," which will be your organization's private and secure page on the Joint Commission web site. Once you receive your login name and password, visit this site and complete your application, noting your preferred survey date(s), which can be up to 12 months from the time you apply. Submit your completed application when you are ready, and pay the deposit by check or credit card.
Great achievements come one step at a time.
Your 10-step guide to achieving Joint Commission Behavioral Health Care accreditation.

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<th>Step 6</th>
<th>Prepare for your on-site survey.</th>
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<td>On your organization’s extranet site, you’ll find a Survey Activity Guide that provides an extensive surveyor agenda, so you’ll know what the surveyor will be doing minute by minute when they arrive. We will also assign a Joint Commission Account Representative to your organization. This person is your personal Joint Commission resource who can assist you throughout the accreditation process as you move closer to your survey date.</td>
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<th>Step 7</th>
<th>Experience your first Joint Commission survey.</th>
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<td>On your scheduled date(s), you’ll meet your trained and certified Joint Commission Surveyor and undergo the comprehensive on-site survey. Your accreditation report will be made available to you following the survey.</td>
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<th>Step 8</th>
<th>If needed, complete any requirements for improvement.</th>
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<td>If there are any items where further improvements are requested, make the changes and report back to your Account Representative within the requested time period, which is usually 45-60 days.</td>
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<th>Step 9</th>
<th>Publicize your achievement.</th>
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<td>When you’ve attained your “Gold Seal of Approval™” – let the world know! Visit <a href="http://www.jointcommission.org/AccreditationPrograms/PublicityKit">www.jointcommission.org/AccreditationPrograms/PublicityKit</a> for tips on promoting your new status and gold seal artwork to use. Your firm will now be listed at our searchable health care organization site <a href="http://www.qualitycheck.org">www.qualitycheck.org</a> as a Joint Commission-accredited Behavioral Health organization. Don’t forget to report your new status to your liability insurer to see if you qualify for reduced rates. We post a list of insurers who recognize Joint Commission accreditation at <a href="http://www.jointcommission.org/BusinessCommunity/liability_insurers.htm">http://www.jointcommission.org/BusinessCommunity/liability_insurers.htm</a>.</td>
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<th>Step 10</th>
<th>Stay in compliance.</th>
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<td>Maintain the same high level of quality and safety continuously to make your next survey in 3 years (which will be unannounced) go just as smoothly. Remember to update us to any major changes to your organization on your extranet site and check it periodically for new information.</td>
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What do our accredited customers say?

“We are under constant pressure to do more with less. Joint Commission requirements are the standards we use to assure we don’t sacrifice quality or safety as we change to meet new demands. They are the center around which we organize our systems.”

Susan Rushing, Ph.D.
CEO
Burke Center, Lufkin, TX
What do our accredited organizations say?

“The Joint Commission’s self-assessment process makes us take a close look at the uniformity of care and services. It makes us confident that patients receive the same quality care regardless of site, setting, or level of care. It helps you find real areas of improvement and stay survey-ready all the time.”

Diane Buchter
Senior VP, COO
The Renfrew Center, Philadelphia, PA
What do our accredited organizations say?

“We chose The Joint Commission because we felt they are the best accrediting agency available. The Joint Commission name is powerful and that gives us an advantage with licensure, insurance, referrals and our reputation in general.”

Michael Berrett, PhD
CEO, President
The Center for Change
What do our accredited customers say?

“Joint Commission accreditation has assisted our development into a nationally recognized organization. It provides a framework to apply standards across multiple sites. Although Camelot has spread across many states, there is consistency in how we provide service and execute our business practices, thanks in part to our accreditation.”

George Condas, Ph.D.
Vice President
Camelot for Kids, Dripping Springs, TX
What do our accredited organizations say?

“The Joint Commission has been very user-friendly, more so than other organizations I’ve worked with. They have a lot of good resources. And our account executives have been wonderful at getting back to us quickly whenever we have questions. They’ve been a great support throughout the entire process.”

Gina Palmer
Compliance Coordinator
Magnolia Creek Treatment Center
What do our accredited customers 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 our accredited organizations say?

“We have made several very positive changes as a result of opportunities identified in our survey. And the surveyors’ willingness to respond to questions and share “best practices” observed in other accredited facilities enhances the value of the survey process.”

Andrew L Braun, MBA
Executive Director
Eating Recovery Center
What do our accredited customers say?

“The Joint Commission Gold Seal tells our staff, our consumers, our payers, and our contractors that we mean business, that we mean quality. That by coming to us, they can expect a standard of excellence that’s driven by an organization that is synonymous for quality not only in our country, but around the world.”

Michael Flora  
President and CEO  
Ben Gordon Center, DeKalb, IL