Roadmap to Accreditation

March 14, 2017

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Accreditation is the process of inviting outside experts to conduct a review of your organization to validate and improve the safety and quality of care, treatment and services.
Selecting an Accrediting Body

- Reputation
- National Recognition
- Accreditation Requirements
- Surveyor Cadre
- Assistance & Resources
- Accreditation Process
Over 20,000 Health Care Organizations Accredited

- Ambulatory Physical Health Care
- Behavioral Health Care
- Critical Access Hospital
- Home Physical Health Care
- Hospital
- Laboratory Services
- Nursing Care Centers (Skilled Nursing Homes)
Reputation

Nearly 2,500 Accredited BHC Organizations

Number of Accredited or Certified Programs By State
Federally deemed by SAMHSA as an approved provider of opioid treatment program accreditation

Approved accreditation provider for state requirements or regulatory relief by 196 distinct administrative agencies within 49 states and the District of Columbia

www.jointcommission.org/BHCS
The Joint Commission Difference:

- Non-prescriptive accreditation requirements based on thoroughly researched national standards
- Onsite-surveys that go beyond evaluation to provide insight, education and guidance
- Use of the Tracer Methodology to follow the experience of consumers/clients within the organization, allowing us to evaluate compliance using observation and interviews, not just paperwork
- Structural/building requirements based on the National Fire Protection Life Safety Code, the same used by your fire inspectors
Why Choose The Joint Commission:

- Widely respected as a mark of distinction by payers, consumers, and referral sources
- Aligns the organization with the health care community to take advantage of health care reform
- Helps your organization validate and improve the quality of care provided and expand their opportunities
What Will Accreditation Do For You?

- 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.
- Supports board members in meeting fiduciary responsibilities.
Joint Commission Accreditation Requirements

- Requirements found in Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC) online via manual called “E-dition”.

- Based on Trauma Informed, Recovery/Resiliency Concepts.

- Applicability of standards determined by settings, services, programs, and specific populations.
The Joint Commission Behavioral Health Care Accreditation Requirements

- Care, Treatment, Services
- Emergency Management
- Environment of Care
- Human Resource Management
- Infection Control
- Information Management
- Leadership
- Life Safety
- Medication Management
- National Safety Goals
- Performance Improvement
- Record of Care, Treatment, & Services
- Rights of the Individual
- Waived Testing
- Sentinel Event Policy
Standards and Elements of Performance

Standards are:

- General performance expectations
- General structure or process
- Goal
Standards and Elements of Performance

How standards are evaluated:

- Specific performance expectation
- Specific structure/process
- Objectives
- Scored during the On-Site Survey

Scoring:

- Elements of Performance are scored
- An organization is either in compliance or not in compliance with a standard
Steps in the Accreditation Process

1. Identify and review applicable accreditation requirements
2. Conduct a self-assessment to identify gaps
3. Implement action plans to meet the requirements
4. Undergo your on-site accreditation survey
5. Complete any post-survey Requirements for Improvement
Preparing for Accreditation

1. Obtain and review the accreditation/certification requirements

2. Identify the standards which are applicable to your organization by using the service profile sorting function
Accessing the Requirements
### Accessing the Requirements

**Step 2**: Select all settings and services that apply. You must select both a setting and a service.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Settings</td>
<td>Opioid Applicable EPs</td>
</tr>
<tr>
<td>Correction Applicable EPs</td>
<td>Adult (excluding methadone detoxification or methadone maintenance) Applicable EPs</td>
</tr>
<tr>
<td>Partial hospitalization Applicable EPs</td>
<td>Child/youth (excluding methadone detoxification or methadone maintenance) Applicable EPs</td>
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<tr>
<td>Forensic Applicable EPs</td>
<td>Eating Disorders Applicable EPs</td>
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<td>In-home Applicable EPs</td>
<td>Family Preservation Services/Wraparound Services-children/youth Applicable EPs</td>
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<td>Inpatient crisis stabilization Applicable EPs</td>
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<td>Outdoor/Wilderness Experience Applicable EPs</td>
<td>Mental Health Services</td>
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<tr>
<td>Outpatient/Staff Office(s) Only Applicable EPs</td>
<td>Adult Applicable EPs</td>
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<tr>
<td>Adult day care Applicable EPs</td>
<td>Child/youth Applicable EPs</td>
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<tr>
<td>Day treatment Applicable EPs</td>
<td>Mental Health Services</td>
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<td>Intensive outpatient Applicable EPs</td>
<td>Adult Applicable EPs</td>
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<tr>
<td>Therapeutic day school Applicable EPs</td>
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<td>Group home Applicable EPs</td>
<td>Prevention and Wellness Promotion Services Applicable EPs</td>
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<tr>
<td>24-hour therapeutic school Applicable EPs</td>
<td>Primary Physical Health Care Applicable EPs</td>
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<tr>
<td>Residential Applicable EPs</td>
<td>Recovery or Resilience Services</td>
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<tr>
<td>Technology-based Applicable EPs</td>
<td>Core coordination/case management services Applicable EPs</td>
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<tr>
<td>Transitions/supportive living Applicable EPs</td>
<td>Community Integration services Applicable EPs</td>
</tr>
</tbody>
</table>
| Community-Based Home Applicable EPs | }
Request access to the online manual of accreditation requirements.

If you would like an orientation to either the standards or application, have questions about pricing or the process. Call us! We’re here to help.

**West**

- Megan Marx-Varela, MPA
  - Senior Associate Director
  - 630-792-5131

- Idessa D. Butler, MBA
  - Specialist
  - 630-792-5165

**East**

- Peggy Lavin, LCSW
  - Senior Associate Director
  - 630/792-5411

- Darrell Anderson, BA
  - Senior Business Specialist
  - 630/792-5866
Preparing for Accreditation: Mining For Gold

- **Gold** = Policies, procedures, practices, processes already in place that demonstrate full compliance with accreditation requirements

- **Quick Fixes** = Policies, procedures, practices, processes that demonstrate partial compliance with accreditation requirements

- **Gaps** = Lack of any policies, procedures, practices, processes to demonstrate compliance
Preparing for Accreditation

Name an Accreditation Champion to:

- Develop and implement action plan
- Provide Leadership support
- Establish expertise and credibility
- Inspire staff
- Communicate value and benefit of accreditation
- Embed accreditation into organization culture and daily operations
Preparing for Accreditation

Other Considerations:

- Do it yourself vs. hiring a consultant
  - Time frames
  - Cost
  - Human resources

- Other resources to consider
  - Peer organizations
  - State or national associations
Applying for Accreditation

1. Request an application for accreditation

2. Complete and submit electronic application for accreditation

3. Identify a Ready Date for the on-site survey
   • Indicate in the application which month and date during the next 12 months you think that you’ll be ready for your survey

4. Submit the non-refundable $1700 accreditation deposit, which will be credited towards your accreditation fees
Your Joint Commission Account Executive
An “Accreditation Coach” who will:

- Help you review your application
- Schedule and coordinate your initial on-site survey
- Guide you through accreditation policies and procedures as you prepare for your survey
- Assist you with any post-survey activities
Upon submission of your application and receipt of your deposit your account executive will provide you an overview of the following items on your secure Joint Commission “Connect” extranet site:

- ICM FSA Tool
- E-dition
- Standards Interpretation Group
- Standards Booster Paks
- Perspectives
- Center for Transforming Health Care/Targeted Solutions Tools
- Account Executive Support
- Leading Practice Library
- Publicity Kit
- Survey Activity Guides
Notice of Survey

- 30 day notice of survey dates for initial accreditation

- Re-Surveys are Unannounced except for short notice for:
  - Methadone programs*
  - Foster Care
  - 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 agenda is in sync with an organization’s normal operational systems.

Focus is on actual delivery of care, treatment, or services, known as “Tracer Methodology” - is not just paperwork review.

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 – insures a meaningful onsite survey experience
- Tracer Methodology - Traces the continuum of care, treatment or services provided
- Review of your Environment – buildings, offices, grounds, transportation
- Data Session – How does the organization use data?
- Competence of Staff Session - Reviews the processes the organization follows to ensure that they have sufficient, competent staff
What happens during an on-site survey (con’t.)?

- **Daily Briefing** - Start of each day after the first day, Review of the previous day’s activities

- **Leadership Session** - An opportunity for the leaders and surveyor to discuss how the leaders can use the surveyors’ observations to move the organization forward

- **Closing Session & Report** - Organization receives written preliminary report of any compliance areas
Achieve Maximum Consultation

During your onsite survey

- Educate your staff about the survey process: compliance and consultation
- Encourage organizational staff to be open to learning, sharing, and seeking to understand
- If an organization is eager to learn, grow, and improve, more consultation is likely
After Your Survey

- Generally 60 days to resolve any non-compliance areas found (unless they pose a high risk to patient safety or immediate threat to life).
- 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 website to publicize your new status. Visit www.jointcommission.org/BHCA
About the On-site Survey Video

http://www.jointcommission.org/multimedia/behavioral-health-accreditation-about-the-on-site-survey/
Support throughout the process

The Behavioral Health Accreditation Team

- Available by phone or email, to walk you through the entire accreditation process
- Complimentary webinars
- Complimentary access to online Behavioral Health Care accreditation manual (E-dition)
- Conference calls to help you address accreditation-related questions
- Presentations to Leadership/Governance Team
Assistance and Resources

- Behavioral Health Care web page
  - Online tools to aid in the accreditation process
    www.jointcommission.org/BHCS

- Online resources for accreditation activities
  - Secure extranet site, E-Dition (online standards)

- Publications and educational opportunities
  - available through Joint Commission Resources
    www.jcrinc.com
Standards Interpretation Group (SIG)

- Joint Commission engineer, clinical social worker, behavioral health care advanced nurse practitioner
- Experts on accreditation requirements
  - Interpretation of accreditation requirements
  - Compliance issues
  - Applicability of standards and elements of performance
- Provide examples from similar agencies/organizations
- Call 630-792-5900 or submit online

SIGInquires@jointcommission.org

(If your question concerns the Life Safety Chapter, please call 630/792-5900 and ask for a Joint Commission engineer or email engineer@jointcommission.org)
Assistance and Resources

### FREE WEBINARS

Behavioral Health Webinar Series puts the power to become accredited into the hands of your staff.

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<td>SAFER™ Matrix: New Changes to Survey Scoring</td>
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<td>FEB 14</td>
<td>Accreditation Basics</td>
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<td>MAR 14</td>
<td>Roadmap to Accreditation: The Steps to Success</td>
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<td>APR 11</td>
<td>Measurement-Based Care: How, Why and When to be Ready</td>
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<td>Orientation to the Accreditation Requirements</td>
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<td>SEP 12</td>
<td>Medication-Assisted Treatment in Substance Use Disorders</td>
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<td>OCT 10</td>
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<tr>
<td>NOV 7</td>
<td>Resources for Readiness</td>
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10 - 11 AM Pacific, 11 AM – 12 PM Mountain, 12 - 1 PM Central, 1 - 2 PM Eastern

Register at: pages.jointcommission.org/BH2017.html
Assistance and Resources

Joint Commission
Behavioral Health Care
Annual Conference

October 12-13, 2017
Rosemont, IL
SAVE THE DATE!

“An opportunity for a deep dive into the accreditation experience with our experts”

To register go to:
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.
Questions?
Behavioral Health Care Accreditation
Business Development Team

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See you soon on the road to accreditation!