Strategies for a Successful On-Site Survey

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Agenda

- Steps to take to get started
- Strategies to consider
- The surveyors themselves
- Survey process
- Post-survey activities
- New information and announcements
- Other resources
Steps

- Request access to online manual of accreditation requirements, aka “E-dition”
- Ask for an over-the-phone orientation to the manual
- High level review of accreditation requirements; filter out standards that don’t apply
- Request and complete application with a “ready-for-survey-date”
Strategies

- Review behavioral standards and “Mine for your gold” (current compliance level)
- Use the Standards Interpretation Group
- Work with your Account Executive to address questions and to learn about resources to help you with the accreditation process
- Implement action plans to “fill the gaps”
Strategies

- Access Survey Activity Guide
- Organize Policies and Procedures (Required Written Documents Chapter in manual)
- Conduct a “Mock” survey
- Conduct “Mock” tracer activities
Additional Considerations

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

- Other resources to consider
  - Peer organizations
  - State or national associations
Surveyors & Surveys

- Who Surveys?
- What do they do on a survey?
- How long does it take?
- What do I do with the findings?
Joint Commission Surveyors

- Experienced, licensed behavioral health care professionals
- Trained, mentored, and monitored to deliver consistently valuable surveys
- Each surveyor surveys an average of 15 times per year
- Shares good practices with you and your staff
- Supports organizations in their commitment to provide safe, high quality care, treatment & services
- Spanish Speaking if needed
“The Balancing Act”

Evaluator and Educator Consultant
Notice of 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*

* except if program is operated as a component of a hospital
On-site Surveys

- Shortest survey is one surveyor for two days
- Surveys can be multiple surveyors for multiple days depending on the organization
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 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
- Surveyors attempt to minimize disruptions to the 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**
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
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 administering
  — 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)
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(s) to discuss how the leaders can use the surveyors’ observations to move the organization forward
Achieve Maximum Consultation

- Educate your staff about the survey process: Compliance & Consultation
- Encourage organizational staff to be open to learn, share, and seek to understand
- If an organization is eager to learn, grow and improve, more consultation is likely
- How will the organization measure the success of the survey?
  (HINT: IT SHOULD NOT BE THE NUMBER OF FINDINGS)
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
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
After your Survey

- Generally 45-60 days to resolve any non-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)
About the On-site Survey Video

http://www.jointcommission.org/multimedia/behavioral-health-accreditation-about-the-on-site-survey/
QUESTIONS?
Use the newly redesigned Quality Check website to search for and reach out to accredited organizations like yourself.

Accredited organizations report their accreditation to the public on the Quality Check website. These organizations report their settings, sites and services on this convenient website.

Go to https://www.qualitycheck.org/
Assistance and Resources

Upcoming Free Webinars

July 11th: Conquering Challenging Behavioral Health Standards

August 15th: Conduct Your Own Behavioral Mock Survey

September 12th: Medication-Assisted Treatment in Substance Use Disorders

October 10th: High Reliability in Behavioral Healthcare

Register at www.jointcommission.org/BHCS under “Events” at bottom of page
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:
Joint Commission Accreditation Workshops

Baltimore, MD - Thursday June 29th
9:00 am – 1:30 pm

Salt Lake City, Utah - Friday, July 14th
10:00 am – 1:30 pm

A free opportunity to meet our team and learn about the process of becoming accredited. (Lunch provided)

Register at www.jointcommission.org/BHCS under “Events” at bottom of page
Mock Tracer Tool book

.....For the Do-It-Yourselfer:......

*Conduct your own tracers on your patient records and “test” your readiness for the onsite survey*

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.
# Behavioral Health Care Accreditation Team

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(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)