Resources for Readiness

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Senior Business Development Specialist

March 22, 2016
The Joint Commission
Today’s Agenda

- Joint Commission Background
- The Application, your starting line
- Joint Commission Connect, your hacking resource
- Intra-cycle monitoring – making self assessment easier
- E-dition, your key to proper preparation
- Other Resources for assistance
Why Accreditation?

........because for providers, achieving accreditation is both personally and professionally transforming
Benefits of Accreditation

To health care consumers:

- Validates organizational performance (provides a “report card” for the public)
- External oversight improves confidence in the quality and safety of care, treatment or services provided
- Provides an independent resource for complaint resolution
Mission and Vision

Our Mission
To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel, in providing safe and effective care of the highest quality and value.

Our Vision
“All people experience the safest, highest quality, best-value health care across all settings”.
Across the Healthcare Continuum

Over 20,500 Health Care Organizations Accredited

- Ambulatory Physical Health Care
- Behavioral Health Care
- Critical Access Hospital
- Home Physical Health Care
- Hospital
- Laboratory Services
- Nursing Care Centers
The Behavioral Health Care Accreditation Program

Over 2,249 Behavioral Health Care providers accredited

- **61%** community-based Behavioral Health Care Organizations
- **39%** Behavioral Health Care Programs within Hospitals, Ambulatory Clinics, Home Health Care
  - Over 8100 sites
  - 40% for profit
  - 38% not-for-profit
  - 8% Veteran’s Administration
  - 5% State operated facilities
  - 8% Other governmental agencies/facilities
“I am always impressed by the experience, patience and thoroughness of our surveyors. With The Joint Commission as a partner in treatment, I feel like we have a wise mentor prodding us to do better, to think more clearly, and to be more efficient.”

Dustin Tibbitts, L.M.F.T.
Executive Director
InnerChange New Haven RTC, Provo, UT
Application for Accreditation

The Starting Line
Application for Accreditation

- Online: safe, secure, customizable portal
- Allows administrator to add contacts as necessary
- Single source for all communications regarding accreditation
- Asks Who/What/When/Where to facilitate arranging the on-site survey
- Call Business Development to receive an application....630-792-5771 or -5866
Joint Commission Connect

Hack your Accreditation Prep!

The Joint Commission
Accreditation
Behavioral Health Care
Joint Commission Connect

Accreditation Account Executive
O’Keefe, Laura
(830) 782-5233
How Am I Doing?

Support available
Monday-Friday 8:30 a.m - 5:00 p.m. CT

Accreditation

<table>
<thead>
<tr>
<th>What's Due</th>
<th>Application</th>
<th>Description</th>
<th>Completed</th>
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</thead>
<tbody>
<tr>
<td>Launch</td>
<td>General Application</td>
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<td>Launch</td>
<td>Required Org Contacts</td>
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<td>Launch</td>
<td>Pay My Deposit</td>
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</table>
Survey Activity Guide

2016 Guides:
- 2016 Survey Activity Guide
- 2016 Survey Activity Guide for Ambulatory Organizations

Additional Resource
- From Survey Report to Accreditation Decision

Please note: the Survey Activity Guide for Healthcare Organizations includes information for all accreditation programs. The purpose of the activity guide is to inform organizations about how to prepare for the onsite survey, including:
- Identifying ways in which the organization can facilitate the onsite survey process
- Describing logistical needs for the onsite survey
- Identifying materials that the surveyor(s) will need while onsite
Joint Commission Connect

Accreditation Survey Activity Guide
For Health Care Organizations
2016
Review the Survey Activity Guide

A minute-by-minute guide to what your surveyor will be doing when they are on-site

Provides a list of required written documents and other materials your surveyor will need

Having materials available in advance saves survey time and gives them more time to consult with you
E-dition

Your Key to Readiness!
Accreditation Requirements

- Requirements found in *Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC)* online manual called "E-dition".
- Based on Recovery/Resilience and Trauma-Informed concepts.
- Applicability of standards determined by setting, services, programs, and specific populations.
The How to Use This Manual chapter contains a summary of the tools available to applicants.

How to Use This Manual (HM)

This chapter will help you understand the way this accreditation manual works. The “How to Use This Manual” (HM) chapter is a user’s guide to the Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC). Not only does this chapter orient you to your accreditation manual, either online or in print, it also provides tips and strategies for finding the information you need to stay current with Joint Commission standards and understand the on-site survey process.
How to Filter with E-dition

Welcome to E-Dition!

Now all the content from The Joint Commission Comprehensive Accreditation and Certification Manual is online.

Getting Started:
- Browse the standards and requirements. From the left menu:
  - Select a Product.
  - Select an Effective Date.
  - Select a Program.
  - Click on Accreditation Requirements or Certification Standards.
  - 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.
- For details click E-Dition Help at the top right corner of the screen.
# How to Filter with E-dition

## Step 1: Select Behavioral Health Services

- Adoption Services
- Foster Care
  - Adult
  - Therapeutic child & youth
  - Traditional child & youth
  - Respite Care
- Shelter

## Step 2: Select Behavioral Health Settings and Services

### Behavioral Health Settings
- Correctional
- Partial hospitalization
- Forensic
- In-home
- Inpatient crisis stabilization
- Outdoor/Wilderness Experience
- Outpatient/Staff Office(s) Only
- Adult day care
- Day treatment
- Intensive outpatient
- Therapeutic day school
- Group home
- 24-hour therapeutic school
- Residential
- Technology-based

### Health Services
- Addictions Services
  - Opioid
  - Adult (excluding methadone detoxification or methadone maintenance)
  - Child/youth (excluding methadone detoxification or methadone maintenance)
- Eating Disorders
- Family Preservation Services/Wraparound Services
- Intellectual Disabilities
- Mental Health Services
  - Adult services
  - Child & youth services
- Prevention and Wellness Promotion Services
Using E-dition

<table>
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<tr>
<th>Nbr</th>
<th>Elements of Performance (EPs)</th>
<th>CMS</th>
<th>New</th>
<th>FSA</th>
<th>MOS</th>
<th>CR</th>
<th>DOC</th>
<th>SC</th>
<th>ESP</th>
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<td>The organization has a written procedure for managing waiting lists for services.</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ESP-1</td>
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<tr>
<td>2</td>
<td>The organization implements its procedure for managing waiting lists for services.</td>
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<td></td>
<td></td>
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<td>A</td>
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</table>
Watch a video to learn more

Below is a video orientation to the Standards Manual e-Tools available at Joint Commission Resources

https://www.youtube.com/watch?v=FPYAU04fPRU
Getting E-dition

- License provided to all accredited organizations
- Free 90 day trial version (renewable) available for those in process
- Contact us (info on last page) or visit jointcommission.org/BHCS
- We’ll provide an orientation
- Paper version still available
- For most applicants, a reconciliation between the standards and their policy manual and actual care, treatment or services provided is the KEY preparation for a survey.
Standards Interpretation Group is the key resource for organizations preparing for a survey, as well as the go-to group for Joint Commission surveyors conducting live surveys.
Standards Interpretation Group (SIG)

- Joint Commission engineers, clinical social workers, behavioral health care advanced nurse practitioners

- 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 under “standards” tab at jointcommission.org
Standards Interpretation Group:

If a compliance question arises concerning physical structure, equipment and fire safety, email a Joint Commission engineer at the address below;

engineer@jointcommission.org
Intra-Cycle Monitoring Tools

- Once an organization is accredited, Intra-Cycle Monitoring (ICM) allows for continuous compliance.
- Accredited organizations have their own ICM tool custom fit to their unique service and standards profile.
Intra-Cycle Monitoring Tools

For accredited organizations, there are webinars available for ICM orientation. Below is a screenshot of where to find ICM webinars on your homepage.
Merlin Wessels, LCSW
Standards Interpretation Group
mwessels@jointcommission.org
630/792-5899

Joint Commission Engineers
engineers@jointcommission.org
Or 630/792-5900
(ask for Joint Commission engineer)

www.jointcommission.org/BHCS
OTHER ASSISTANCE & RESOURCES
Joint Commission Accreditation Team

- Assistance with the accreditation journey and early preparation, including cost estimates and orientation to the accreditation manual/E-dition

- Maintain helpful resources and guides at jointcommission.org/BHCs
  - Price worksheet
  - Free webinars (current and previous)
  - Guide to Accreditation Process
  - LinkedIn “Slideshare” presentations at slideshare.net

- Contact information on last page
Join our next webinars:
- May 10: Orientation to the Accreditation Requirements
- June 7: Strategies for a Successful Survey

Meet us in person! Live half-day executive workshops
- April 14, Baltimore MD
- June 28, Costa Mesa, CA
- August 17, Dallas TX

Register at jointcommission.org/BHCS at bottom of page under “Events”
Quality Check

- All Joint Commission accredited organizations are listed on Quality Check, on The Joint Commission’s website.

- Many applicants reach out to similar organizations to obtain a testimonial from a listed organization.

- Most organizations are glad to share their experience with the accreditation process.
Quality Check

Search Results:
For name/number "1953", yielded 1 health care provider.

Results: 1-1 of 1

<table>
<thead>
<tr>
<th>Organization</th>
<th>Accreditation/Certification</th>
<th>Special Quality Awards</th>
<th>Services</th>
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<td>Gateway Foundation, Inc.</td>
<td></td>
<td></td>
<td>View All</td>
</tr>
<tr>
<td>3828 West Taylor Street</td>
<td></td>
<td></td>
<td>Services</td>
</tr>
<tr>
<td>Chicago, IL 60624</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>312-663-1130</td>
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<tr>
<td>Directions WebSite</td>
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Accredited Programs
• Behavioral Health Care

View Accreditation Quality Report
Quality Check

Gateway Foundation, Inc.
 Org ID: 1953
 55 East Jackson Blvd, Suite 1500
  Chicago, IL 60604
  (312)663-1130
  www.gatewayfoundation.org

Accreditation Report

Quality Report

Summary of Accreditation Quality Information

<table>
<thead>
<tr>
<th>Accreditation Programs</th>
<th>Accreditation Decision</th>
<th>Effective Date</th>
<th>Last Full Survey Date</th>
<th>Last On-Site Survey Date</th>
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National Patient Safety Goals and National Quality Improvement Goals

Compared to other Joint Commission Accredited Organizations

<table>
<thead>
<tr>
<th>Nationwide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>U/A*</td>
</tr>
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</table>

* State results are not calculated for the National Patient Safety Goals.

Symbol Key

- The organization has met the National Patient Safety Goal.
- The organization has not met the National Patient Safety Goal.
- The goal is not applicable for this organization.

Behavioral Health Care

2014 National Patient Safety Goals

See Detail

- Top -
Publications and educational opportunities available from Joint Commission Resources at www.jcrinc.com

- TNAP – Toolkit for New Accreditation Professionals
- Publications
  - New! Mock Tracers for Behavioral Health
  - A Practical Guide to Documentation in Behavioral Health Care
- Annual Conference
Joint Commission
Behavioral Health Care
Annual Conference
October 18-19, 2016
Rosemont, IL

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

Strategies for a Successful Accreditation Experience

TIP: Appoint an *Accreditation Champion*

- Communicate value and benefits of accreditation
- Provide leadership support
- Inspire staff
- Establish expertise and credibility
- Embed accreditation into the daily operations and culture of organization
Strategies for a Successful Accreditation Experience

Tip: Conduct a "mock" survey and/or mock tracer activities to test your preparedness

Review our survey videos:

- About the On-Site Survey
  http://www.jointcommission.org/multimedia/behavioral-health-accreditation-about-the-on-site-survey/

- Mock Tracer: Mental Health Center
  http://www.jointcommission.org/multimedia/mock-tracer-mental-health-center/

- Mock Tracer: Therapeutic School
  http://www.jointcommission.org/multimedia/mock-tracer-therapeutic-school/
“What do our Accredited Organizations Say?”

What do our Accredited Organizations Say?

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

David Fetterman  
Quality Improvement/Compliance Manager  
New Vitae Mental Health Center, Quakertown PA
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 Team

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Or 630/792-5900  
(ask for Joint Commission engineer)  

www.jointcommission.org/BHCS