Mission and Vision

**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.

**Vision**
“All people experience the safest, highest quality, best-value health care across all settings”
The Joint Commission is an independent, non-governmental non-profit organization based in Oakbrook Terrace, IL.

**Accreditation and Certification**
The Joint Commission offers organizational-wide accreditation and certification to health care organizations as well as a variety of other solutions to help improve the quality and safety of health care in the U.S.

**National and International**
Our sister organization Joint Commission International provides accreditation and certification globally. A third entity, Joint Commission Resources, offers publications and learning opportunities in support of both.
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 provided
- Provides an independent resource for complaint resolution
Types of Organizations Accredited

- Ambulatory Physical Health Care
- Behavioral Health Care
- Home Physical Care
- Hospital
- Laboratory Services
- Nursing Care Centers (Skilled Nursing Homes)
Serving Organizations Across the Health Care Continuum

- Over 21,000 organizations accredited or certified

- Goals of accreditation process:
  - Emphasizes direct on-site observations, staff and individual/family interviews
  - Evaluates staff effectiveness and organization-wide performance
  - Focuses on integration of systems across the organization
  - Provides education and consultative feedback
Recognition

- Excellent recognition by the physical and behavioral health care community for referrals and care coordination
- Excellent recognition by 3rd party payers (Medicare/Medicaid/Commercial Insurance)
- Valued by liability insurance carriers: http://www.jointcommission.org/liability_insurers
- National Level Recognition: Federally deemed by SAMHSA as an approved provider of opioid treatment program accreditation
  - There are 1,244 federally certified opioid treatment programs in the United States.
The Joint Commission Difference:

- Widely respected as a mark of distinction by payers, consumers, and referral sources
- Aligns the organization with the health care community
- Recognized by over 196 distinct state divisions
- Helps your organization validate and improve the quality of care provided and expand their opportunities
Types of Programs / Services Accredited Under the Behavioral Health Care Program

- Addictions treatment
- Case management agencies
- Child Welfare services
- Community mental health centers
- Corrections
- Crisis stabilization
- Day programs
- Eating disorders treatment
- Family preservation/wraparound
- Forensics services
- Foster care/therapeutic foster care
- In-home/community support
- Intensive outpatient/partial hospitalization programs
- Medication-assisted opioid treatment
- Outdoor/wilderness programs
- Outpatient programs
- Primary physical health care services
- Prevention services
- Residential/group homes
- Technology-based services
- Therapeutic day or 24-hour schools
- Transitional/supervised living
- Vocational rehabilitation
Over 2,474 providers of behavioral health care are accredited

- **61%** community-based Behavioral Health Care Organizations
- **39%** Behavioral Health Care Programs within hospitals, ambulatory clinics, physical home health care agencies

**Characteristics:**

- Over 8,100 sites
- 40% for profit
- 38% not-for-profit
- 8% Veteran’s Administration
- 5% State operated facilities
- 8% Other governmental/tribal agencies/facilities
The Behavioral Health Care Accreditation Program

Over 2,474 Accredited Behavioral Health Care Organizations
Tool to Estimate
Joint Commission Accreditation Fees

http://www.jointcommission.org/BHCpricesheet
Joint Commission Accreditation Fees

- “Fees include all costs”
- Competitive with other accrediting bodies
- Includes a wide array of staff support, expertise, and electronic resources not available from other accrediting bodies
Joint Commission Accreditation Fees

- Two types of fees - Annual Fee and On-Site Survey Fee
- Annual Fees paid-in yearly over the 3-year accreditation cycle.

- Year One – On-Site Survey Fee is due, plus a full year or quarterly pro-rated Annual Fee. (approx. 60% of the full accreditation fees are due in the 1st year).

- Next two years -- Approximately 20% of the total 3 year accreditation fees are due (annual fee only).
Examples of accreditation fees for the 3 year accreditation cycle*

- Single service or program, low volume, one physical site: $8,480
- Two to three services/programs, medium volumes, 6 or less physical sites (all less than 60 miles from main site): $14,715
- Four to six services/programs, medium to large volumes, many sites with some over 60 miles from the main site: $44,010

*3 annual fees and 1 on-site survey fee
The Cost of Accreditation
What a customer said -

“Joint Commission accreditation has been worth the money. You get what you pay for. It was nice having the resources available to us whenever we needed them. And accreditation sets us apart, and holds us to a higher standard of care. Plus, the insurance reimbursements we’ve gotten have been huge. Especially in this economy, it’s been really important for our patients. Many of them are so sick, and have so few resources, that getting insurance coverage is key – and with The Joint Commission, that’s been easier.”

Eating Disorder Treatment Center
The Accreditation Process

The Initial On-Site Survey:

- Use your organization’s unique password-secured extranet site to receive thirty days notice of the actual on-site survey date
- Be in compliance with all applicable accreditation requirements by your survey date
- Undergo your initial on-site survey
The On-Site Survey Process

- In sync with an organization’s normal operational systems
- Customized to settings, services and populations served
- Focus is on actual delivery of care, treatment, and services—not just paperwork
  - The “tracer method” follows a person’s care experience in your setting using interviews and observations to determine compliance with accreditation requirements
Each surveyor surveys 12-15 times per year

Average length of service is 11 years

Surveying is a skill set that needs to be exercised

Surveyors share good practices

Surveyors help organizations in their commitment to provide safe and high quality care, treatment and services
The On-Site Survey Process

- Shortest survey is one surveyor for two days
- Surveys can be multiple surveyors for multiple days
What happens after the Survey?

After Your Survey:

- Work with your Account Executive
- 45-60 days to resolve any non-compliance areas found
- Seek advice through our Standards Interpretation Group
- Final Accreditation Decision posted on the extranet upon resolution of non-compliance areas
- Use our free publicity kit posted on our web site to publicize your accreditation: [www.jointcommission.org/publicity_kit](http://www.jointcommission.org/publicity_kit)
The Ongoing Process

The Survey Process After Accreditation:

- Triennial: 18–36 months after last full survey
- Unannounced, except for 7-day notice for:
  - Correction Settings
  - “Small” Settings (Average daily census < 100)*
  - Outpatient and Day Programs*
  - 24 Hour Service Settings*

* No exception if program is operated as a component of a hospital
The Joint Commission Difference:
What a customer said -

“We chose Joint Commission accreditation so that our programs and services would be designed and operated to meet or exceed the most rigorous quality standards in the healthcare industry.

Joint Commission accreditation indicates to our multiple constituencies that we have made a commitment to do everything we can to promote patient safety and continuously improve the care we provide.

Joint Commission accreditation is a mark of organizational and treatment excellence to the general public, patients, family members, third party payers and prospective candidates for staff recruitment and hiring. We have made several very positive changes as a result of opportunities identified in our survey results. And the surveyors’ willingness to respond to questions and share “best practices” observed in other accredited facilities enhances the value of the survey process”.

Eating Recovery Center, Denver, CO
Joint Commission 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.
Accessing the Requirements

WELCOME TO E-DITION!

Now all of 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.
The E-dition Standards Part 2
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
  - [http://www.jointcommission.org/standards_information/standards_online_question_form_1.aspx](http://www.jointcommission.org/standards_information/standards_online_question_form_1.aspx)
The Accreditation Process

- Identify and review applicable accreditation requirements
- Mine for gold
- Implement action plans to meet the requirements
- Undergo your on-site accreditation survey
- Complete any post-survey Requirements for Improvement
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 and orientation to online Behavioral Health Care accreditation manual (E-Dition)
- Conference calls to help you address accreditation-related questions
- ICM (Interactive Project Management tool)
Support Throughout the Process (Cont’d)

Your own Joint Commission Account Executive, an “Accreditation Coach” who will:

- Offer assistance in completing/submitting your application
- Schedule and coordinate your initial on-site survey
- Provide the survey agenda to reflect your organization’s services/programs
Online tools and accreditation requirements

Information to aid in the accreditation process available anytime at your fingertips

– www.jointcommission.org/BHCS

Publications and educational resources

Available through Joint Commission Resources, including an annual behavioral health accreditation educational conference

– www.jcrinc.com
Free Webinars*:

- March 14  Roadmap to Accreditation
- Apr 11    Clinical Outcomes Measurement
- May 9     Orientation to the Behavioral Health Standards

* Register for upcoming webinars or find previously conducted webinars at: [www.jointcommission.org/BHCS](http://www.jointcommission.org/BHCS)
Joint Commission
Behavioral Health Care
Annual Conference

October 12 and 13, 2017
Rosemont, IL

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

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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QUESTIONS?