Accreditation Preparation 101: Five Strategies for Readiness

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This webinar contains basic accreditation information
Today’s Agenda

What is Accreditation & What Will It Do For Your Organization?

Accreditation Preparation Best Practices

Assistance and Resources
What Is Accreditation?

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.
What do our customers say?

“There are several benefits to being Joint Commission accredited. First of all, it’s something that our clients and consumers are looking for. Our clients are smart health consumers so they look for which programs are accredited; it factors into their decision on where to go.

And then, it’s good for our staff as well. The pride that our staff feel in having achieved that is also a large benefit for us.

Accreditation is also something that our payors are looking for. It helps us with our reimbursements, and our contracting on the front end. Being accredited gives us deemed status; and it is sometimes required to get a contract. So it does in the end help us get paid.”

Chelsea Collins
Director of Performance Improvement and Accreditation
Rosecrance Health Network, Midwest
What Will Accreditation Do For Your Organization?

– Increases credibility by demonstrating the organization’s commitment to quality and safety
– Improves operations by standardizing processes and providing a management outline for leadership
– Supports a culture of excellence through continuous improvement and integration of data into daily operations
– Reduces risk and improves emergency management by integrating risk reduction activities into daily operations
– Helps expand reimbursement options and referrals
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.

Based in Oakbrook, IL (Chicago)
Why Choose The Joint Commission:

- Widely respected as a mark of distinction by payors, consumers, and referral sources
- Aligns the organization with the health care community
- Helps your organization validate and improve the quality of care provided
- Provides a framework for growth
Reputation Across the Continuum of Health Care

Over 22,000 Health Care Organizations Accredited

- Behavioral Health Care
- Community Health Centers
- Home Care Agencies
- Hospitals
- Laboratory Services
- Medical Group Practices
- Nursing Care Centers
- Radiology/MRI Centers
- Sleep Centers
Accreditation Preparation
Best Practices
## Strategy 1: “Mine for Gold” – Conduct a Gap Analysis

| **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 |
Strategy 1: “Mine for Gold”

Tip: Set up your service profile in E-dition so that standards and requirements for improvement that don’t apply to your services and settings are hidden.
Strategy 1: “Mine for Gold”

Tip: The IntraCycle Monitoring (ICM) tool available on your Joint Commission Connect™ extranet site is a great way to track your progress.
Strategy 2: Create a timeline for accreditation

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

Complete any post-survey Requirements for Improvement
Strategy 2: Create a Timeline

Tip: Factor in more time for the larger chapters or areas where you need more work

Behavioral Health Care Standards Manual Chapters

- Care, Treatment, and 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
Strategy 3: Name a Champion

✓ Communicate value and benefits of accreditation

✓ Provide leadership support

✓ Inspire staff

✓ Establish expertise and credibility

✓ Embed accreditation into daily operations and culture of your agency
Strategy 3: Name a Champion

Tip: Brainstorm fun ways to communicate/educate

- Lunch & Learn
- Reference Guides
- Mock Tracers
- Posters
- Information Exchange “Fair”
- Contests
- Videos
- Rewards
- Report % to Completion stats
Strategy 4 – Delegate, Delegate, Delegate!

- Assign job responsibilities to accreditation chapter titles
- Establish accreditation subcommittees
- Set specific and measurable accreditation timeline goals for subcommittees/groups.
Strategy 4 – Delegate, Delegate, Delegate!

Tip: Don’t forget to determine how knowledge will be shared between groups/committees
Step 5: Utilize all available resources and tools

1. Your Joint Commission Account Executive
2. Online resources for accreditation activities
   - Your secure Joint Commission Connect™ extranet site (ICM, Survey Activity Guide)
   - Suicide Prevention Portal
3. Behavioral Health Care web page (guides, checklists, etc)
   Online tools to aid in the accreditation process: www.jointcommission.org/BHCS
4. Publications and educational opportunities: www.jcrinc.com
Step 5: Utilize all available resources and tools

Standards Interpretation Group (SIG)

- Joint Commission engineers and behavioral health clinical professionals.
- Experts on accreditation requirements
  - Interpretation of accreditation requirements
  - Compliance Issues
  - Applicability of standards and elements of performance
- Submit inquiries online: [https://www.jointcommission.org/standards_information/jcfaq.aspx](https://www.jointcommission.org/standards_information/jcfaq.aspx)
**Free Webinars**

**BEHAVIORAL HEALTH WEBINAR OFFERINGS PUT THE POWER TO BECOME ACCREDITED INTO YOUR HANDS**

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*All webinars start at 12PM Central Time (10AM PT / 11AM MT / 1PM ET)*

Register for a webinar or watch a replay at: [https://www.jointcommission.org/webinarsBHC](https://www.jointcommission.org/webinarsBHC)
“An opportunity for a deep dive into the accreditation experience with our experts”
Questions?

NOTE: the following helpful tools are posted on our web pages:
• Booklet: Guide to Behavioral Health Accreditation
• “Are we Ready to Apply?” Quiz
• Behavioral Health Accreditation Process Checklist
Behavioral Health Care Accreditation
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See you soon on the road to accreditation!