Strategies for a Successful Survey

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This webinar contains basic accreditation information.
Agenda

- The Accreditation process
- The Surveyors
- The Survey Process
- Post-Survey Activities
- Strategies for a Successful Survey
- Resources for Assistance
The Accreditation Process
The Joint Commission
Accrediting Behavioral Health Care Organizations since 1969
The Joint Commission Accreditation Process

1. Request access to online accreditation standards manual, “E-dition”
2. Schedule an over-the-phone orientation to manual’s use (takes 30-60 minutes)
3. Conduct a “gap analysis” - review standards to reconcile with your operations manual to find the gaps that will need addressing
4. Request and complete online Application for Accreditation
5. Put any needed changes into place prior to your survey date
The Survey Process starts with the Application

- Request and complete online Application for Accreditation
- Make sure you input the care, treatment or services you are providing carefully so the correct survey is conducted.
- We’ll provide assistance; just schedule a time with us.
- Ask us about a special application incentive, good for applications submitted by 6.30.2020
About our Surveyors
Joint Commission Surveyors

- Experienced, licensed behavioral health care professionals
- Trained, mentored, and monitored to deliver consistently valuable surveys
- Each surveyor is a salaried employee providing varying weeks of availability per month, averaging 23 organizations per year
- Seeing many organizations allows them to gather a wealth of leading practices and tips to share
- Support organizations in their commitment to provide safe, high quality care, treatment & services
- Spanish Speaking if needed
“The Balancing Act”

Evaluator and Educator
On-site Surveys

- Shortest survey is one surveyor for two days
- Surveys can be multiple surveyors for multiple days depending on the volume/size of the organization
Notice of Survey

• 30 day notice of survey dates for initial accreditation

• Re-Surveys are unannounced except for 7-day notice for:
  – Methadone programs*
  – Foster Care, In-home, Case Management, or Assertive Community Treatment*
  – Fewer than 11 staff or average daily census of less than 100*
  – Community-based programs*

*If program is operated as a component of a hospital all re-surveys are unannounced.
The Survey Process
The On-Site Survey Process

- 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
Substance Use Disorder

- Staff must have SUD specific competencies
- Special attention to assessment, relapse prevention, and detox protocols
- Various settings, including Opioid Treatment
Substance Use Disorder Standards Update

- 14 new and revised elements of performance (EPs)
- Standards in the areas of treating individuals at the appropriate level of care, transitions of care and follow up, and proper use of urine drug testing to ensure the standards reflect best practices
- Care, Treatment, and Services (CTS) and Leadership (LD) chapters
Foster/Respite Care

- Visits to foster/respite homes will be included
- Conference Call with foster parents
- We will work with you to schedule these activities
Child Welfare Standards Update

- 86 new and revised EPs
- Many editorial changes throughout the manual
- Re-organized the manual (applicability grids)
- Focus on feedback from market research, industry standards, literature review, feedback from child welfare experts and agencies.

Themes of updated standards:

- Humanistic language
- Trauma-informed approach
- Holistic
- Family-centered
- Federal requirements and guidelines
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
- Outcome Measures
Measures Standard
CTS.03.01.09

• The revised standard is intended to promote the use of “measurement-based care”

• The first two elements of performance outline the process of using objective data as feedback during the course of services in order to monitor progress toward the desired outcome for the individual served.

• The third element of performance focuses on using the data to:
  – Evaluate outcomes of care of the population(s) served
  – Support quality improvement efforts for the organization
Selecting a Standardized Instrument

The Joint Commission has posted a list of instruments that could be used to meet the new standard

- [https://manual.jointcommission.org/BHCIInstruments/WebHome](https://manual.jointcommission.org/BHCIInstruments/WebHome)
- We do NOT endorse any instrument
- The list is NOT intended to be exclusive
Outcomes Measure Evaluation

The survey evaluation focus will be:

- Does the organization have an instrument that is appropriate for measurement-based care?
- Does the organization administer it consistently at multiple intervals in the care process?
- Does the organization actually look at the data and do something in response?
Competence of Staff Session

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
Systems Tracers If Applicable

Medication Management

- Reviews the medication processes from prescribing to administering
- Only reviews aspects relevant to the organization

Infection Control

- Reviews processes for preventing and responding to infections
- Varies based on setting (facility 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
Leadership Session

• Discussion with organization leadership
• Last day of survey
• Based on observations during 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 Education

Educate your staff about the survey process: Compliance & Education

Encourage organizational staff to be open to learn, share, and seek to understand

If an organization is eager to learn, grow and improve, more educative information 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/ED, 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
Post-Survey Activities
After your Survey

- Generally 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!
Strategies for Successful Survey
Understand the Standards

Contact our Standards Help Desk. The Standards Interpretation Group can clarify any unclear standards.

- Review standards FAQs and/or request help online: https://www.jointcommission.org/standards_information/jc_faq.aspx
Get Your Game Plan On

- Do: View the Survey Activity Guide on your Joint Commission Connect extranet page
  - Shows a detailed timeline of surveyor activities
- Do: Organize Policies and Procedures
  - Have Required Written Documentation ready on day one of the survey – it is noted in the manual by the icon
- Do: Use the FSA tool on Joint Commission Connect as a master plan
  - Helps to organize and plan your compliance activities
- Don’t succumb to anxiety
  - This is a learning experience that helps to reduce risk and improve your processes. Think of it as your agency’s personal trainer!
Practice!

Conduct “Mock Tracer” activities:


Other resources available on our website: https://www.jointcommission.org/accreditation-and-certification/health-care-settings/behavioral-health-care/prepare/
What do others say?

“We took a lot away from our last survey, it was meaningful. It was an opportunity for us to revisit some of our system based processes and it reaffirmed our strengths as well. It’s a collaborative experience. And we look at it as an opportunity for us to grow and improve as an organization.”

Richard Amy  
Assistant Vice-President, Director of Accreditation Services  
Hathaway-Sycamores Child & Family Services
Resources for Assistance
# 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)
Free Webinar Replay:
“Five Strategies for Accreditation Preparation”

This 30 minute video discusses the top 5 strategies successful accreditation applicants use to attain accreditation.

View at: https://register.gotowebinar.com/recording/1649371193173974534

View other previous webinars/slide decks at https://www.jointcommission.org/webinarsBHC
Assistance and Resources

1. Online resources for accreditation activities

- Your secure extranet site (ICM, Survey Activity Guide)
- Joint Commission website: www.jointcommission.org/BHC
- Suicide Prevention Portal with helpful resources

2. Publications and educational opportunities: www.jcrinc.com

- JCR BHC Breakfast Briefings: 11-part paid webinar series on Behavioral Health Standards, Challenging Standards, Survey Process, and Best Practices
Child Welfare Free Virtual Education Event

August 20, 2020
9:00 AM – 3:45 PM Central

Topics include:
- A New Direction for the Future of Child Welfare Accreditation
- Creating a Brighter Future for Child Welfare through Better Outcomes and Greater Staff Satisfaction Through the Science of Trauma-Informed Care
- Introducing the Joint Commission’s New Child Welfare Standards
- Child Welfare Accreditation: A Surveyor’s Perspective
- Tales from the Other Side: The Child Welfare Survey Experience of a Pilot Agency
- Measurement Based Care: Improving Outcomes for Child Welfare Agencies

Invitations to follow!

Event will also be posted next week under webinars at: https://www.jointcommission.org/webinarsBHC
Annual Behavioral Health Conference (Virtual)

Behavioral Health Care Events
Chicago (Rosemont), IL
October 28-29, 2020

Questions?
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Joint Commission
Behavioral Health Care Accreditation

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.