



How to be successful in preparing your organization for national accreditation.

Accreditation is a "no-brainer"



What is CARF?

- No, it's not a fish
- CARF is an international nonprofit accrediting body.
- CARF provides accreditation in the human services field—focusing on the areas of rehabilitation, employment and community, child and family, and aging services
- Founded in 1966

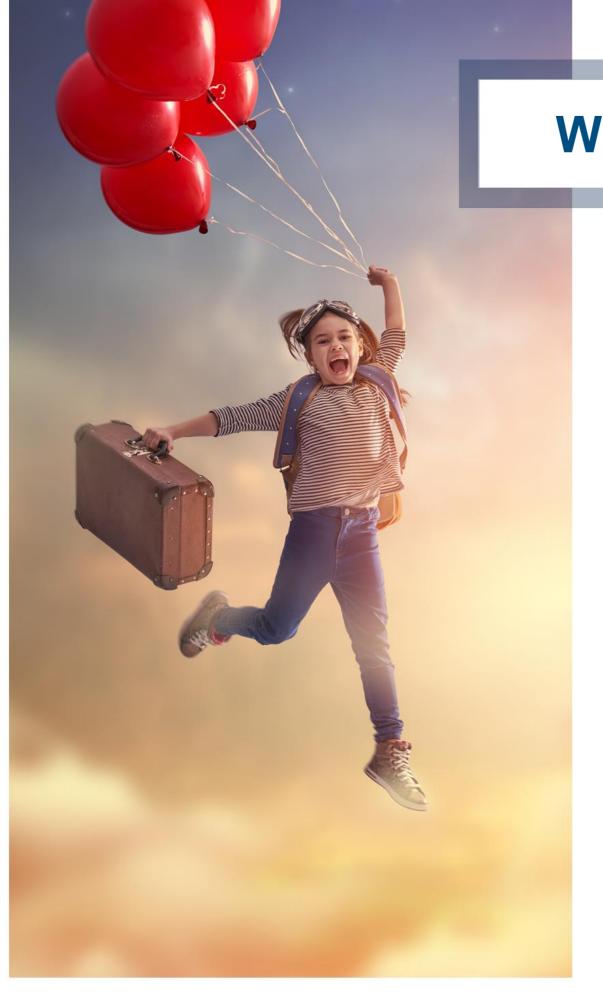


What Is Accreditation?

- A process of meeting rigorous performance standards
- A good sign that an organization cares about delivering quality services
- A "seal of quality" that an organization's services have been awarded because they have delivered positive results
- An indication that an organization is interested in continually improving its services

Why Become Accredited?

- Prestige
- As persons served become more empowered, they will seek means to determine where to get services.
 Accreditation is an important marker of quality.
- Funders recognize CARF as a marker of superior performance
- Deemed Status



- Why Become Accredited?
 - CARF mandates outcome development systems forcing the accredited program to be more accountable
 - CARF standards protect accredited organizations from various liabilities and risks

What to Accredit?

- Adult Day Services and Assisted Living through the CARF accreditation process
- Continuing Care Retirement Communities and Aging Services Networks through the CARF-CCAC accreditation process.
- Behavioral Health Programs 20 Core Programs
- Opioid Treatment Programs

What to Accredit?

- Child and Youth Services
- Employment & Community Services
 - DD services
- Medical Rehabilitation

Deciding which programs to accredit is one of the most critical decisions an organization can make.

<u>All</u> locations in each program chosen for accreditation must be included for review.

Accreditation Standards

- Standards developed through input from the field
- Some 600 behavioral health standards
- Organizations can be rated as exemplary, in conformance with, partially conforming with or not conforming with standards
- Recommendations result from partial or nonconformance
- No set number of recommendations for three-year, oneyear or non-accred

Sample Standard

Section 1, Criterion E, 19:

"The system for reporting critical incidents provides for documentation of timely debriefings conducted following emergency situations."*

*CARF Behavioral Health Standards Manual, 2005 edition, p. 74.

Intent Statements

- Intent statements are offered as a means of clarifying the standard.
- "Debriefings are offered following traumatic emergencies to provide support to personnel and the persons served."*

*CARF Behavioral Health Standards Manual, 2005 edition, p. 74.

Examples

- Examples are used to provide concrete ways of complying with the standards.
- "Debriefings may include crisis or grief counseling when needed. In some instances, the organization may have a crisis response team, designated and trained clinicians, or agreements with other community providers of crisis response."*

*CARF Behavioral Health Standards Manual, 2005 edition, p. 74.





- Create written policy, procedure, plan, etc.
- Implement the policy, procedure, plan
- Show examples of when it is used:
 - Minutes of meetings
 - Reports
 - Completed forms
 - Records of persons served
- Explain processes to surveyors

Application Process

- Call CARF for "Intent to Survey" application
- Fill it out
- File with application fee (nonrefundable) of \$985
- Pay survey fee -- \$1,250 per surveyor per day
 - Example: \$10 million org needed 4 surveyors x 3 days = \$15,000
- Wait two to three months

Survey Process

- It's the standards, just the standards
- No wet ink
 - Policies, procedures, plans have to be in place at least six months prior to the survey
- Consultative process
- Conversations with Board, staff, persons served, funders
- Verbal report at end of survey

Findings

- Consultation
- Finding of strengths
- Finding of exemplary practices
- Recommendations
 - Organization has to respond to recommendations with a Quality Improvement Plan within 90 days of receiving survey report

Review of Outcomes

- Non-accreditation
- One Year Accreditation
- Provisional Accreditation
- Three Year Accreditation

Questions?



Presented by...

R. Scott Graham, MBA, CBHE, Senior Consultant



in conjunction with

irwin siegel agency

RISK MANAGEMENT DIVISION