



Joint Commission Behavioral Health Accreditation

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The Joint Commission's Vision

- “All people experience the safest , highest quality, best-value health care across all settings”

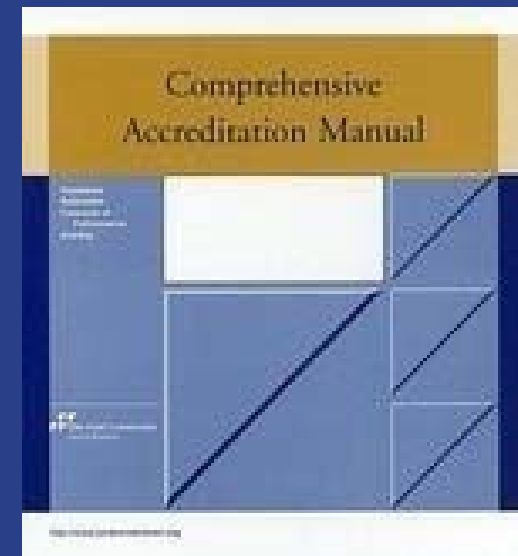
Joint Commission Accreditation


- Accrediting Health Care organizations since 1951
- More than 19,000 accredited organizations



Joint Commission's Behavioral Health Care Accreditation

- Accrediting organizations since 1969
- Almost 2000 accredited organizations
- Wide Range of settings and services





What organizations are accredited by the Joint Commission Behavioral Health Accreditation Program?

- Community-based Mental Health Services
- Substance Abuse Treatment Services
- Services for Children and Youth
- Medication-Assisted Opioid Treatment Programs
- Services for People with Intellectual/Developmental Disabilities

Programs / Services Accredited

Under Behavioral Health Care Accreditation

- **Addiction treatment services**
- **Case management agencies**
- **Child Welfare**
- **Corrections**
- **Crisis stabilization**
- **Day programs**
- **Eating disorders treatment programs**
- **Family preservation/wraparound**
- **Forensics services**
- **Foster care children and youth**
- **Foster care adult**
- **In-home**
- **Medication Assisted Opioid treatment**
- **Outdoor programs**
- **Outpatient programs**
- **Prevention services**
- **Rehabilitative/Community Support Services**
- **Residential/group homes**
- **Technology-based services**
- **Therapeutic schools**
- **Therapeutic foster care**
- **Transitional/supervised living**
- **Vocational rehabilitation**

Joint Commission Surveyors

- Experienced behavioral health professionals
- Trained, certified, mentored, and monitored to deliver consistently valuable surveys
- Each surveyor surveys an average of 15 times per year
- Sharing good practices with you and your staff
- Helping organizations in their commitment to provide safe and high quality care, treatment & services



“The Balancing Act”

Evaluator and Educator
Consultant





Joint Commission Behavioral Health Standards Development

- Standards represent a national consensus
- Expert panels provide feedback
 - Professional and Technical Advisory Committee
 - Advisory Councils
- Web-based field review of standards

Accreditation Requirements

Guidance for Good Practices





Standards

Standards are:

- General performance expectations
- General structure or process
- Goal



Elements of Performance

How standards are evaluated:

- Specific performance expectation
- Specific structure/process
- Objectives
- Scored during the On-Site Survey



Standard Scoring

- Elements of Performance are scored
- An organization is either in compliance or not in compliance with a standard



Standards Applicability

- Applicability grid
- Lead in statements
- Electronic sorting



Standards Applicability Process

- Common Standards apply to all agencies
- Specific Program/Setting Standards differ from program/setting to program/setting
- Specific Population/Service Standards differ from population to population
- Medication Management Standards are specific to each agency's level of involvement



Additional Behavioral Standards for Specific Populations

- Children and Youth
- Individuals with Intellectual and/or Developmental Disabilities
- Individuals receiving Addiction Treatment or Services
- Opioid Treatment Programs
- Individuals with eating disorders
- Transitional services for young adults



Examples of Applicability of Standards/Elements of Performance

- Common: Leaders provide sufficient number and mix of staff to support safe, quality care, treatment or services.
- Setting Specific - In 24 hour settings, the organization accommodates the right of the individual to pastoral and other spiritual services.



Examples of Applicability of Standards/Elements of Performance

- Service Specific:


Foster Care only: the agency defines and uses criteria to identify prospective foster care parent(s).

- Service Specific:

Opioid Treatment Program only: Concurrent abuse of other drugs is managed.

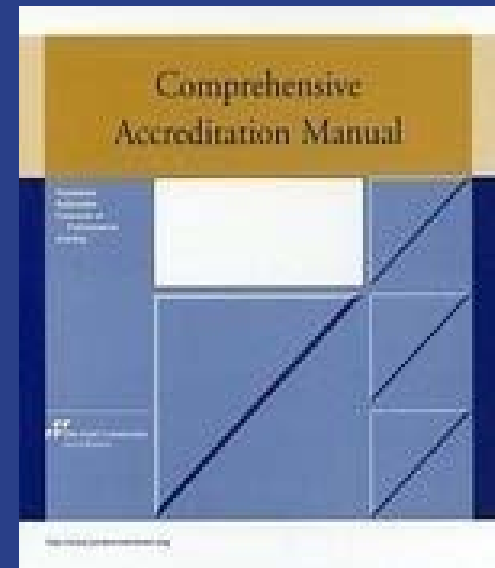


Required Written Documentation

- Documentation icon  also found next to all Elements of Performance that require written documentation
- This icon appears in all versions of the Accreditation Manual (print, on-line, standards-only spiral-bound)
- RWD Chapter in CAMBHC

Accreditation Manual

Print
Online





Online Version of the Behavioral Health Care Accreditation Manual ("E-dition")

- Agency inputs programs/service(s) profile
- Software sorts applicable accreditation requirements based on input
- Customized manual results



The Joint Commission On-Site Survey Process

On-site Surveys

- ▶ Shortest survey is one surveyor for two days
- ▶ Surveys can be multiple surveyors for multiple days
- ▶ Demonstrate compliance at time of survey (no track record)





The Opening Session: Survey Process

- The survey process explained
- Agenda varies by agency
- Adjustments made if required



Opening Session: Orientation to the Organization

- A discussion that provides an opportunity for the surveyor to learn from you about your agency
 - What you do
 - Who you serve
 - Your staff
 - Your philosophy and values
 - How you are organized
- Ensures a survey appropriate to your agency

On-site Survey Process

Tracer Methodology

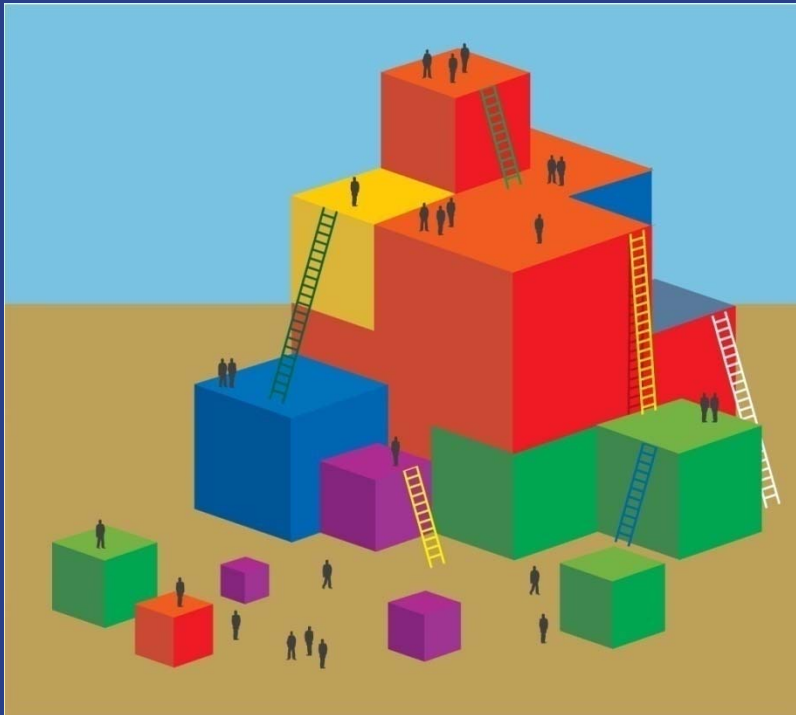
- Traces the continuum of care, treatment or services provided
- Usually at least 60% of the on-site survey
- Directly involves staff who provide care, treatment or services (observation and interviews)
- Follows care, treatment or services provided throughout the organization
- Individual served/family is involved as appropriate
- Samples from all programs/services operated by organization



Environment of Care Session

- Reviews the processes that are in place to ensure the safety and security of the individuals served and staff
- Proactive assessment of vulnerabilities
- Planning
- Testing and conducting drills
- Annual review of plans

Building Tour



- 24 hour residences
- Life Safety Code
 - Locked
 - Lodging or Rooming Houses – 4 to 16 occupants
 - Hotel and Dormitories
 - 17 + occupants
- Environment preserves dignity
- Food Storage and dining
- Medication Storage

Data Session

- Discussion of how your agency uses data
- Identification of data to be collected
- Turning data into information - aggregation and analysis
- Use of the data for change
- Performance Improvement Teams
- Annual review of plan



Competence Assessment Session



- Reviews processes the agency follows to ensure that they have sufficient, competent staff
 - Selection
 - Verification of education and licensure
 - Orientation and training
 - Competence assessment
 - Performance evaluation



Sessions Scheduled When Applicable

- Medication Management
 - Reviews the medication processes from ordering to administration
 - Only aspects relevant to organization
- Infection Control
 - Reviews processes for preventing and responding to infection
 - In light of vulnerabilities in the agency



Leadership Session

- Discussion with leaders
- Last day of survey
- Based on observations during the survey
- An opportunity for the leaders and surveyor to discuss how the leaders may be able to use the surveyors observations constructively

Joint Commission Accreditation

So, What does it cost?





Joint Commission Accreditation Fees

- All inclusive – no hidden costs
- Competitive with other accrediting bodies
- Calculation formula for organizations accredited under the Behavioral Health Care Accreditation program is different from other accreditation programs

Joint Commission Accreditation Fees

- Based on a combination of an annual fee and an on-site survey fee
- 3-year accreditation cycle
- Year One -- Approximately 60% of the total 3-year accreditation fees are due (annual fee plus on-site survey fee)
- Next two years -- Approximately 20% of the total 3 year accreditation fees are due (annual fee only)

Joint Commission Annual Fee

- Determined annually
- Invoiced every January
- Based on programs/services provided, volume, and number of physical locations of care, treatment or services
- Covers all accreditation costs excluding on-site survey costs
- Prorated based on the quarter in which an initial application is submitted

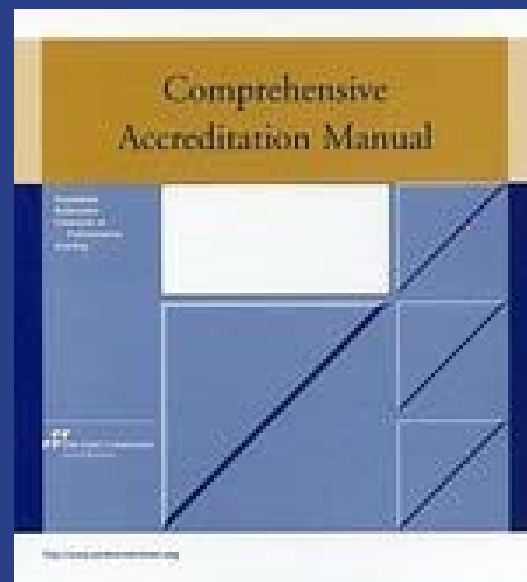


Annual Fee Covers:

- Development and maintenance of state-of-the-art standards (in consultation with experts, providers, practitioners, and researchers)
- Development and maintenance of National Safety Goals relevant to Behavioral Health Care
- Secure extranet site at www.jointcommission.org
- Dedicated Account Executive

Annual Fee Covers:

- Standards Interpretation Group support (Joint Commission engineers, clinical social worker, behavioral health care advanced nurse practitioner)
- Accreditation Manuals
 - Print Edition
 - Access to Electronic Edition
 - Two annual updates



Annual Fee Covers:

- Periodic Performance Review tool and consultation
- Perspectives* (monthly official newsletter)
- BHC News* (quarterly newsletter)
- Sentinel Event Alerts
- Discounts on Joint Commission Resources' Educational Programs
- Access to Leading Practice Library



Annual Fee Covers:

- Providing the public and behavioral health care professionals with information on accredited agencies (Quality Check)
- Permission to use/display the Joint Commission's Seal of Approval to publicize the organization's achievement



Joint Commission On-site Survey Fee

- On-site survey expenses only (surveyor(s)' travel, lodging and maintenance)
- Based on the number of surveyors and number of survey days
- Invoiced after initial on-site survey
- Invoiced every 3 years

Note: Number of surveyor days is based on programs/services provided, volume, and number of physical locations of care, treatment or services.



Example: Smaller Organization

- Typically, single service or program (eg. one outpatient counseling center), low volume
- Estimated Annual fee = \$1,820
- Estimated On-site survey fee = \$2,890



Example: Medium Organization

- Typically, two to three services/ programs (outpatient counseling, group home, day treatment program), low to medium volumes, 6 or less physical sites, all less than 60 miles from main site
- Estimated Annual fee = \$3,615
- Estimated On-site survey fee = \$3,675



Example: Large Organization

- Typically, 4 to 6 services/programs (outpatient counseling, group homes, day treatment program), medium volume, 6 physical sites with some over 60 miles from the main site
- Estimated Annual fee = \$9,990
- Estimated On-site survey fee = \$12,595



Deposit with Application for Accreditation

- \$1700
- Non-Refundable and Non-Transferable
- Applied to accreditation fees until the deposit is exhausted

Accreditation Resources Available from The Joint Commission



Accreditation Resources Available from The Joint Commission

2. Your own Joint Commission Account Executive, who will:

- Help you to fill out your application
- Schedule and coordinate your initial on-site survey
- Case manager on all accreditation matters



Preparing for Joint Commission Accreditation

– Use Available Support

- ▶ Complimentary Webinars
- ▶ Standards Interpretation Group
- ▶ Orientation to Manuals (print/electronic)



Accreditation Resources Available from The Joint Commission

3. Assistance from accreditation requirements experts (Standards Interpretation Group)

Answer questions about any of the accreditation requirements





Joint Commission Accreditation: What will it do for your organization

- Demonstrates your organization's commitment to quality and safety
- Provides an outline for leadership
- Supports a culture of excellence
- Integrates data use into daily operations



Joint Commission Accreditation: What will it do for your organization (continued)

- Recognized by referral/funding/contracting sources
- Supports board members in meeting their fiduciary responsibilities
- Helps meet state authority or payor requirements
- May reduce liability insurance premiums



Preparing for Joint Commission Accreditation

1. Obtain the accreditation requirements by contacting Evelyn Choi at 630-792-5866 or echoi@jointcommission.org
2. Review the accreditation requirements
3. Identify requirements that are applicable to your organization's programs / services
4. Conduct an analysis to identify areas that are not in compliance
5. Make necessary changes to be ready for the on-site survey