The Value of Accreditation
Hello!

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Quality is a critical consideration

Although consumers factor in considerations, such as price and convenience, they generally place their trust in the provider that they believe will deliver quality services.
Recognitions for Quality

Recognitions for quality exist in the human services field, including licensure, certification, and accreditation.

Although all three signal that the service provider has demonstrated conformance to certain standards, the purpose of each form of recognition is quite different.
# Comparing Recognitions

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<th>Certification</th>
<th>Licensing</th>
<th>Accreditation</th>
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<td>Process of ensuring an <strong>individual</strong> has met certain <strong>requirements to provide services.</strong>&lt;br&gt;&lt;br&gt;Typically, <strong>certification</strong> is voluntary and conducted by a <strong>professional organization</strong>, but sometimes <strong>regulatory bodies</strong> require certification to provide a specific service.</td>
<td><strong>Required</strong> by state <strong>government</strong> primarily for <strong>public safety</strong> and the <strong>well-being of consumers.</strong>&lt;br&gt;&lt;br&gt;Individuals, facilities, programs, organizations, or agencies can be <strong>licensed</strong>.</td>
<td>Assessment by an <strong>outside organization</strong> to determine if the processes and procedures of the service provider are directed to producing <strong>positive outcomes</strong> in the lives of the persons served.&lt;br&gt;&lt;br&gt;<strong>Accreditation</strong> can be voluntary or mandated.&lt;br&gt;&lt;br&gt;Organizations, agencies, or <strong>programs</strong> can be accredited.</td>
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Accreditation Is...

A continuous quality improvement process where peers apply internationally-recognized standards to an organization’s programs/services through a consultative on-site survey to address stakeholder needs around accountability in efficiency, results or outcomes of services, and satisfaction with services and the organization.
Value of Accreditation

▷ Business Strategy and Improvement
  • Continuous quality improvement process
  • Management tool for top to bottom evaluation and efficiency
  • Aligns with pay-for-performance model

▷ Service Excellence
  • Performance measurement and outcomes oriented
  • Consistent delivery and increased effectiveness of services
  • Standards updated annually — current with field best practices
Value of Accreditation

▷ Accountability:
  • Transparency and accountability to stakeholders

▷ Risk Management/Health and Safety
  • Reduced risks of violations in ethic and client rights
  • Increased accessibility

▷ Competitive Differentiation
  • Positive visibility
  • Funding/contracting preference
Accreditation...

▷ Supports:
- Innovation
- Empowerment
- Productivity

▷ Prompts:
- Data-driven decisions
- Performance measurement
Accredited organizations perform better in the following standard areas than nonaccredited organizations:

- **Strategic Planning**: Accredited - 96.2%, Nonaccreditation - 47.5%
- **Financial Planning**: Accredited - 98.5%, Nonaccreditation - 61.9%
- **Risk Management**: Accredited - 94.8%, Nonaccreditation - 70.4%
- **Health and Safety**: Accredited - 94.8%, Nonaccreditation - 62.3%
- **Human Resources**: Accredited - 95.7%, Nonaccreditation - 70.8%
- **Performance Improvement**: Accredited - 82.7%, Nonaccreditation - 22.7%

**Legend**
- Orange: Accredited
- Blue: Nonaccreditation
Average changes to CARF-accredited programs from before their first survey as compared to their latest survey:

▷ 26 percent increase in persons served annually

▷ 37 percent increase in conformance to quality standards

▷ 37 percent increase in annual budget dollars
Organizational Impact of CARF Accreditation*

- 2/3 expanded persons served annually by 26%
- 2/3 increased personnel by 53%
- 2/3 improved standards conformance by 37%
- 3/4 increased annual budget by 26%

Organizations report that involvement with CARF has improved their performance in:
- Documentation/policies and procedures
- Performance improvement practices
- Delivery of quality services
- Health and safety
- Risk management
- Person-centered approaches

*Sources: 10-year impact study of CARF-accredited organizations (2007, percentages are averages) and CARF feedback reports.
Accreditation is a ongoing process — not an event.

The accreditation process really pushed us to have an ongoing performance improvement perspective.

With CARF you really live and breathe that overall philosophy.

Wanda Bennett, Senior Administrator, Vidant Health, NC
Accredited providers on why they recommend CARF
What you gain from the process.

The real value of the accreditation process for us was learning to **develop data collection tools**. We will use the feedback gathered to **improve** and **enhance** our program.

In addition, we have been able to **demonstrate** to our county partners that we are operating at the **highest level of accountability**.

Brian Van Anne, CEO, Transitions Children’s Services
System for organizing standards into logical, action-oriented framework

▷ Emphasizes continuous improvement & integration

▷ Reaffirms importance of input of stakeholders to inform processes

▷ Helps ensure that organization’s purpose, planning, and activity result in positive outcomes
ASPIRE to Excellence®

Assess the Environment
▷ Leadership
▷ Governance

Set Strategy
▷ Strategic Planning

Persons Served & Other Stakeholder Input
▷ Input from Persons Served and Other Stakeholders

Implement the Plan
▷ Legal Requirements
▷ Financial Planning and Management
▷ Risk Management

Review Results
▷ Performance Measurement and Management

Effect Change
▷ Performance Improvement
Assess the Environment

1.A. Leadership
▶ Mission and vision
▶ Roles and responsibilities
▶ Business structure
▶ Corporate responsibility:
  ○ Ethical practices
  ○ Awareness of and engagement in the community

1.B. Governance
▶ Accountability to stakeholders
▶ Delineation of roles/functions (Board vs. Management)
Set Strategy

1.C. Strategic Integrated Planning

▷ Develop plans to accomplish mission and meet expectations of stakeholders
▷ Identify internal strengths and weaknesses
▷ Identify external opportunities and threats
▷ Capitalize on strengths and opportunities
▷ Minimize weaknesses and threats
Persons Served and Other Stakeholders - Obtain Input

1.D. Persons Served and Other Stakeholders

- Solicit, collect, analyze, and use input on an ongoing basis to create and deliver services that meet or exceed the expectations of persons served, personnel, and other stakeholders.
Implement the Plan

1.E. Legal and Regulatory Requirements
▷ Plans and actions to meet requirements at all levels

1.F. Financial Planning and Management
▷ Support mission and objectives
▷ Follows generally accepted accounting principles
▷ Demonstrate stewardship

1.G. Risk Management
▷ Plans and actions necessary to manage risk and mitigate loss
1.H. Health and Safety
▷ Plans and actions necessary to minimize risk of harm to all stakeholders

1.I. Workforce Development and Management
▷ Composition of workforce
▷ Ongoing workforce planning
▷ Verification of background/credentials/fitness for duty
▷ Workforce engagement and development
▷ Performance appraisals
▷ Succession planning
Implement the Plan

1.J. Technology
▷ Incorporate technology to support information management and performance improvement activities

1.K. Rights of Persons Served
▷ Protect and promote
▷ Communicate rights with persons served
▷ Plans and actions to provide methods for problem resolution

1.L. Accessibility
▷ Promote accessibility and remove barriers
▷ Includes both physical and attitudinal
Review Results

1.M. Performance Measurement and Management
▷ Establish an accurate and consistent data collection mechanism
▷ Determine performance targets
▷ Measure and analyze results against targets

1.N. Effect Change
▷ Utilize information gathered to improve clinical and business services
▷ Develop quality improvement plan
Section 2.
General Program Standards

A. Program Service and Structure
B. Screening and Access to Services
C. Person-Centered Plan
D. Transition/Discharge
E. Medication Use
F. Promoting Nonviolent Practices
G. Records of the Persons Served
H. Quality Records Management
Section 3.
Core Treatment Programs

A. Assertive Community Treatment
B. Case Management/ Services Coordination
C. Community Integration
D. Court Treatment
E. Crisis Intervention
F. Crisis Stabilization
G. Day Treatment
H. Detoxification/ Withdrawal Management
I. Health Home
J. Inpatient Treatment
K. Integrated Behavioral Health/Primary Care
L. Intensive Family-Based Services
M. Intensive Outpatient Treatment
N. Out-of-Home Treatment
O. Outpatient Treatment
P. Partial Hospitalization
Q. Residential Treatment
R. Specialized or Treatment Foster Care
S. Student Counseling
T. Therapeutic Communities (TC)
Section 4.
Core Support Programs

A. Assessment and Referral
B. Community Housing
C. Comprehensive Suicide Prevention Program
D. Crisis Information and Call Center
E. Diversion/Intervention
F. Employee Assistance
G. Prevention
H. Supported Living
Standards Development Process

CARF standards are developed with input of providers, consumers, payers, and other experts from around the world.

Field Input
Gather input from the field.

ISAC
Conduct an meeting with subject matter experts (International Standards Advisory Council).

IAC
The International Advisory Council is a forum for members to provide guidance on content and direction on the standards.

Field Review
Proposed and revised standards are posed for a public comment period.
10.3 million
Persons served annually

56,000+
Accredited programs and services

7,200+
Service providers

23,000
Locations on 5 continents
As of 2/5/2018
Accreditation Is...

Accreditation is evidence that your organization strives to improve efficiency, fiscal health, and service delivery — creating a foundation for continuous quality improvement and consumer satisfaction.
Value

Insurers, third-party payers, and governmental regulators are likely to see accredited services as a better risk.

Which leads to insurance discounts, access to payers, and better rate structures.
Value

Ultimately, the greatest value is assuring the persons you serve, and their families, that your services are focused on their unique needs.
Recommendations

▷ Evaluate your accreditation options

▷ Develop a work plan and track progress
   Allow adequate preparation time (8–14 months)

▷ Use a team approach to prepare

▷ Conduct a self-assessment
More than a certificate

I thought we were already performing at a high level, and we still saw improvement as a result of the survey process.

Kayda Johnson, CEO, Senior Resource Group (SRG)
Thank you!
Any questions?

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Or visit [www.carf.org](http://www.carf.org)