

# What to Expect from Joint Commission Accreditation



## California Alliance of Child & Family Services

*Peggy Lavin, LCSW, ACSW, DCSW*

*Jen Hoppe, MPH*

# What is Accreditation?

- Accreditation is the process of inviting outside experts to conduct a review of your agency to validate and improve the safety and quality of care, treatment and services



# Selecting an Accrediting Body

- Accreditation requirements
- Help/support/resources
- Surveyors
- Fees
- Reputation
- References
- Regulatory Relief
- Accreditation Cycle
- Track Record of Accreditation Requirements Compliance

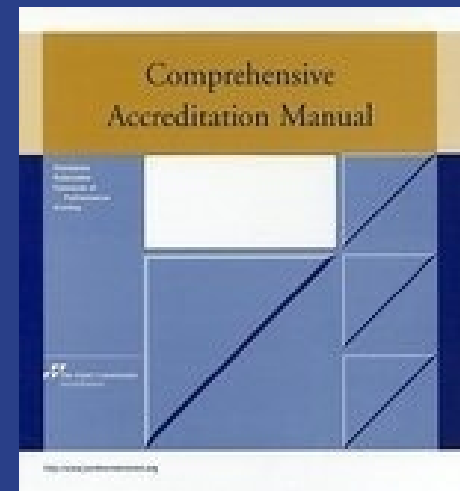
# Joint Commission Accreditation

- Accrediting Health Care organizations since 1951
- More than 19000 accredited organizations



# Joint Commission's Behavioral Health Care Accreditation

- Accrediting organizations since 1969
- Over 1900 accredited organizations
- Wide Range of settings and services





# Joint Commission Accreditation: What will it do for your agency?

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



# Other Advantages:

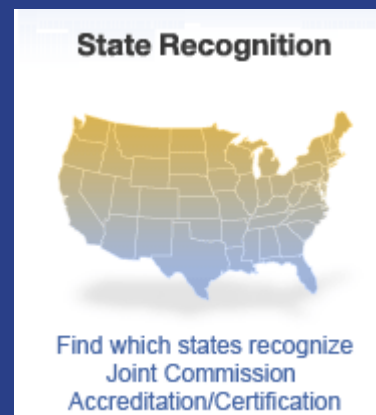
- Recognized by referral sources
- Supports board members in meeting their fiduciary responsibilities
- Helps meet state authority / 3<sup>rd</sup> party payer requirements
- May reduce liability insurance premiums

For a list of insurance providers, visit:

[http://www.jointcommission.org/liability\\_insurers](http://www.jointcommission.org/liability_insurers)

# State Recognitions for Joint Commission's Behavioral Health Care Accreditation

- 189 Distinct administrative agencies within 48 states and District of Columbia
- Examples of states recognizing accreditation:
  - Texas
  - Missouri



# Types of Accredited Children/Youth Programs / Services

- Case management agencies
- Crisis stabilization
- Day programs
- Family preservation/ wraparound services
- Foster care agencies
- In-home/community support services
- Juvenile Justice
- Outdoor Behavioral Health Care
- Outpatient programs
- Residential/group homes
- Technology-based services
- Therapeutic schools
- Therapeutic foster care agencies
- Transitional/supervised living services

# Joint Commission Surveyors

- Experienced professionals
- Trained, 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 agencies in their commitment to provide safe and high quality care, treatment & services



# “The Balancing Act”

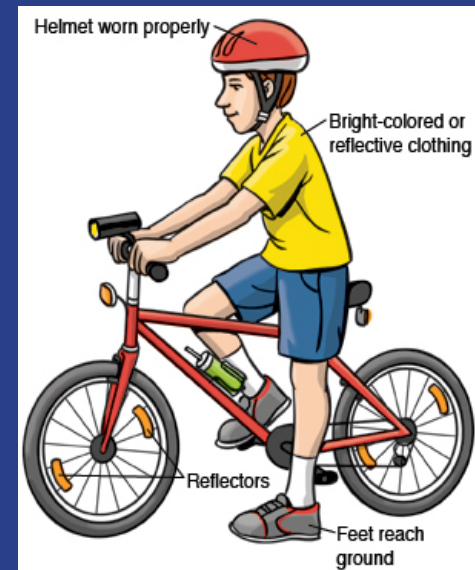
Evaluator and Educator Consultant



# Accreditation Requirements

Guidance for Good Practices

Based on recovery/resilience concepts





# The On-site Survey

- 30 day notice of dates for initial survey
- 7 business day notice of dates for re-survey

# 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)



# Accreditation Resources Available from The Joint Commission



# Accreditation Resources Available from The Joint Commission

1. The Behavioral Health Accreditation Team
  - Team members available by phone or email, to walk you through the entire accreditation process

# Accreditation Resources Available from The Joint Commission

2. Assistance from accreditation requirements experts (Standards Interpretation Group)  
Answer any questions about the accreditation requirements



# Accreditation Resources Available from The Joint Commission

## 3. Your own Joint Commission Account Executive, a “Case Manager” who will:

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



# Accreditation Resources Available from The Joint Commission

4. Online tools to aid in the accreditation process

– [www.jointcommission.org/BHCS](http://www.jointcommission.org/BHCS)

5. Optional publications and educational opportunities available through Joint Commission Resources

– [www.jcrinc.com](http://www.jcrinc.com)

# Joint Commission Accreditation

## So, What does it cost?



# 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](http://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 agency'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 (minimally)

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



## Example: Smaller Agency

- Typically, single service or program (eg. foster care), low volume
- Estimated Annual fee = \$1,800
- Estimated On-site survey fee = \$2,865



## Example: Medium Agency

- Typically, two to three services/ programs (eg. foster care, group homes, in-home services), medium volumes, 6 or less physical sites, all less than 60 miles from main site
- Estimated Annual fee = \$3,580
- Estimated On-site survey fee = \$3,641



# Example: Large Agency

- Typically, 4 to 6 services/programs (eg. therapeutic foster care, treatment facility, group homes, in home, therapeutic day school), medium to large volumes, many physical sites with some over 60 miles from the main site
- Estimated Annual fee = \$9,890
- Estimated On-site survey fee = \$12,147



## Example: Very Large Agency

- Typically, many services/programs, large volumes, many physical sites covering a very large geographic area such as an entire state
- Estimated Annual fee = \$12,480
- Estimated On-site survey fee = \$24,593



# 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

# Tool to Estimate Your Agency's

## Joint Commission Accreditation Fees

<http://www.jointcommission.org/BHCpricesheet>



# Applying for Accreditation

1. Obtain a login name and password to access the online application by contacting Evelyn Choi at 630-792-5866 or [echoi@jointcommission.org](mailto:echoi@jointcommission.org)
2. Complete and submit the online Application for Accreditation
3. Choose the month of your on-site survey  
Indicate in the application which month during the next 12 months you would like your initial on-site survey to be scheduled
4. Submit the \$1700 accreditation deposit, which will be credited towards accreditation fees

# Preparing for Joint Commission Accreditation

1. Obtain by contacting Evelyn Choi (630-792-5866 or [echoi@jointcommission.org](mailto:echoi@jointcommission.org))
2. Review the accreditation requirements
3. Identify requirements that are applicable to your organization
4. Conduct an analysis to identify areas that are not in compliance
5. Make necessary changes before the on-site survey

# Preparing for Joint Commission Accreditation

## – Use Available Support

- ▶ Complimentary Webinars
- ▶ Standards Interpretation Group
- ▶ “Mentor” agency support



# The Initial On-site Survey

- You'll have at least thirty days notice of the actual on-site survey date once it is scheduled
- Be in compliance with all applicable accreditation requirements by your survey date
- Use your agency's unique password-secured extranet site that we provide
- Undergo your initial on-site survey
- Publicize and celebrate your Joint Commission accreditation



# The Leading Practice Library

- Library of real life solutions that have been successfully implemented by accredited agencies
- The Library link is located on each agency's extranet sit



# Joint Commission Behavioral Health Care Accreditation

The Joint Commission's Gold Seal of Approval™ means your agency has reached for and achieved the highest level of performance recognition available in the behavioral health field.



# Selecting an Accrediting Body

- Accreditation requirements –

“The Astor Home for Children became one of the first agency to achieve accreditation by the Joint Commission in 1974. We believed then, as we do now, that for Astor to be a world class agency, we must set and meet the highest standards. Joint Commission offers us the stringent standards that insure our children and families receive the care, treatment and educational services they deserve.”

*Jim McGuirk – Executive Director*

# Selecting an Accrediting Body

- Help/support/resources -

“The Standards Interpretation Group (SIG) is the ultimate form of road side assistance (or you could say it is The Joint Commission’s rapid response team). All our agency has to do is pick up the phone or send an email and we get technical assistance on the interpretation of any accreditation requirement. “

*Toni Gartner – Rosecrance*

# Selecting an Accrediting Body

- Surveyors –

“We have made several very positive changes as a result of opportunities identified in our survey results. And the surveyors’ willingness to respond to questions and share “best practices” observed in other accredited facilities enhances the value of the survey process. By sharing information underlying the establishment of National Patient Safety Goals, our surveyor helped us recognize risks and dangers we had not fully appreciated. This gave staff additional motivation to gear up efforts in these areas”.

Andrew L Braun, Executive Director  
Eating Recovery Center

# Selecting an Accrediting Body

- Surveyors –

“We’ve appreciated the attributes of the surveyors. They are excellent mentors and teachers, rather than critics, and that helps us think things through in a positive manner. It helps us become better where we want to become better. The survey process has been great. Our surveyors have been very helpful. Different surveyors focus on different things, but that’s been helpful to us to have different areas to focus on at different times. They provide the right emphasis to help us improve.”

Michael E Berrett, CEO/President  
The Center for Change

# Selecting an Accrediting Body

- Fees -

“Joint Commission behavioral health care accreditation has opened doors to insurance reimbursement, State Board of Education reimbursement, Medicaid reimbursement, and it has given us respect within the teen treatment industry. The benefits have been far-reaching and immeasurable. ”

*Dustin Tibbitts, Executive Director  
InnerChange New Haven, Provo UT*



# Selecting an Accrediting Body

Reputation -

“We pride ourselves on quality services so we wanted the community to see that we had The Joint Commission’s Gold Seal of Approval. The hospital in our community has that recognition so people know what it means. Joint Commission’s accreditation is a known quality indicator.”

*Jeff Ralicki– Tykes & Teens*

# Selecting an Accrediting Body

- References –

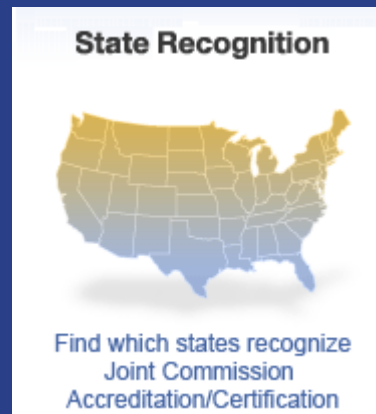
"Joint Commission accreditation provides ongoing tools to improve. Quality monitoring people don't want to do unnecessary paperwork, and our staff members are convinced that The Joint Commission standards are relevant to their work"

*Chris A. Banken – Sequel Youth and Family Services*

# Selecting an Accrediting Body

- Regulatory Relief

[www.jointcommission.org](http://www.jointcommission.org)





# Joint Commission Behavioral Health Care Accreditation

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