



EDUCATIONAL RESOURCES

# Accreditation – Getting Started

## Challenges Along the Way

March 30, 2023

 BEHAVIORAL HEALTH



ACHCU IS A BRAND OF ACCREDITATION COMMISSION *for* HEALTH CARE



# Welcome



GUEST PRESENTERS

Jennifer Flowers, Founder & CEO

# Agenda

- Common Challenges on the Road to Accreditation
- Overcoming Challenges
- You are Not Alone!!!
- Q & A

# CHALLENGE – Accreditation Preparation



# CHALLENGE – Written Plans and Policies





# CHALLENGE – Performance Improvement



# CHALLENGE – Determining Suicide Risk



# CHALLENGE – Staff Qualifications and Competence





# CHALLENGE – Person-Centered Planning



# CHALLENGE – Facility Safety





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# Achieving a Successful ACHC Behavioral Health Survey

## Challenges Along the Way!

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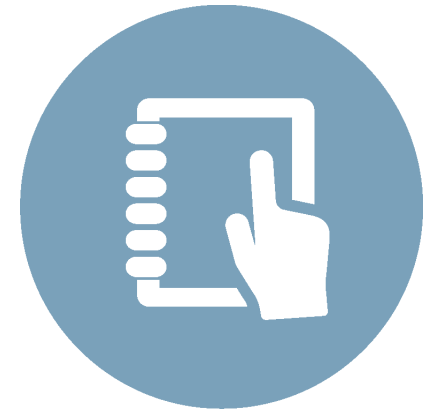
# CHALLENGE – Service Selection

- ACHC Behavioral Health Program Services
  - Service name(s) and acronym(s)
  - Description(s)
- State specific service(s) vs. ACHC Behavioral Health services
- Download standards for the applicable service(s)



# CHALLENGE – Preparing

- Policies and Procedures
- Educate key staff
- Observing services provided
- Auditing records, files, logs, meeting minutes



# CHALLENGE – Communication

- Notifying ACHC of any changes in the organization
  - Submitting required information timely
  - Eligibility requirements might result in a refusal of survey
  - Postponement of survey





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# YOU Are Not Alone!

How Accreditation Guru, Inc.  
Supports YOU !

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# Tips for Success

- Approach accreditation as raising the bar
- Qualified commitment of CEO and leadership staff
- Detailed project management
- Early Priorities – The Big Three
- “Live” accreditation → proactive maintenance of accreditation
- ***Do not delay!***





# You are Not Alone: How Accreditation Guru Helps

- Individual accreditation consultation:
  - Onsite assessment of readiness
  - Project Management
  - Cross walk of existing plans and policies
  - Development of compliant plans and policies
  - Client record and personnel file compliance
  - Customized training
  - Mock survey

***ACHC Certified Consultants and More!!!***





EDUCATIONAL RESOURCES

# YOU Are Not Alone!

## How ACHC Supports YOU!

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# Behavioral Health Accreditation

- Program-specific standards created specifically for Behavioral Health providers
- Variety of services
- Distinction in Telehealth



# ACHC's Accreditation Team

- Dedicated, assigned Account Advisor (AA)
- Surveyors with industry-specific experience
- Dedicated clinical support
- Dedicated regulatory support
- Clinical Manager involved in every aspect of the survey process





# Extended Policy Review

- Optional review of complete policies and procedures by an ACHC Surveyor to determine compliance prior to the on-site survey.
- Feedback from an ACHC Surveyor regarding the alignment of organization's policies and procedures to ACHC Accreditation Standards.
- Option to purchase through the customer portal.
- Customized Reference Guide for Required Documents, Policies and Procedures (Appendix B).

# Behavioral Health Appendix A

## Appendix A: Standard Service Table for Selected Services

Standard	IOTX	OTX	SGL
BH1-1A	X	X	X
BH1-1B	X	X	X
BH1-2A	X	X	X
BH1-2C	X	X	X
BH1-3A	X	X	X
BH1-3B	X	X	X
BH1-4A	X	X	X
BH1-5A	X	X	X
BH1-5B	X	X	X
BH1-6A	X	X	X
BH1-6B	X	X	X
BH1-8A	X	X	X
BH1-8B	X	X	X
BH1-9A	X	X	X
BH2-1A	X	X	X
BH2-1E		X	
BH2-1F		X	
BH2-1H	X		X
BH2-1I			X
BH2-1L			X
BH2-1N	X		
BH2-1O	X		

# Behavioral Health Appendix B

**Appendix B: Reference Guide for Required Documents, Policies and Procedures**  
Customized for: IOTX, OTX, SGL

Standard #	Documents, Policies and Procedures	Agency Notes
BH1-2A	Written Policies and Procedures	
BH1-3A	Written Policies and Procedures	
BH1-4A	Written Policies and Procedures	
BH1-8A	Written Policies and Procedures	
BH2-1A	Written Policies and Procedures	
BH2-1H	Written Policies and Procedures	
BH2-1L	Written Policies and Procedures	
BH2-1N	Written Policies and Procedures	
BH2-2A	Written Policies and Procedures	
BH2-2B	Written Policies and Procedures	
BH2-2C	Written Policies and Procedures	
BH2-3A	Written Policies and Procedures	
BH2-4A	Written Policies and Procedures	
BH2-5A	Written Policies and Procedures	
BH2-6A	Written Policies and Procedures	
BH2-7A	Written Policies and Procedures	
BH2-7B	Written Policies and Procedures	

# Desk Review Report Sample

## Desk Review Report

Services: ACTT, ARS, CMGT, CS, DTX, ICS, IIH, IOTX, OTX, PHS, PSR, PSRM, PSS, RTX, SES, SGL, WM, WME

MedStop Medical



Standard	Comments	Deficient
BH4-2G <u>(Mandatory on-site review of documentation)</u> Written policies and procedures are established in regard to background checks being completed on personnel that have direct care and/or access to patient records. The policies and procedures include, but are not limited to: (applies to all services except FCS)	Upon review of policy and procedure, 4.1.13 Personnel Background Checks, did not include written policies and procedures are established in regard to background checks being completed on personnel that have direct care and/or access to patient records which include all required elements: <ul style="list-style-type: none"> <li>• Special circumstances, if any, for hiring a person convicted of a crime. The policies and procedures include, but are not limited to: Documentation of special considerations, Restrictions, Additional supervision</li> </ul>	X

# Online Educational Resources

- Customer portal is the go-to resource for ACHC Accreditation needs (e.g., Accreditation resources, regulatory updates, maintaining compliance checklists, etc.)
- ACHCU.com offers additional resources (e.g., workbooks, workshops, and webinars)
- Email updates (e.g., “Did You Know?” blog, ACHC Today e-newsletter, etc.)





# Items Needed For Initial Licensure and Full Survey

**ITEMS NEEDED FOR INITIAL LICENSURE AND FULL SURVEY**  
BEHAVIORAL HEALTH




ACHC Standard(s)	Required Item(s)	Located
BH2-6A	Confidentiality P&P	
BH2-7A	Informed consent P&P	
BH2-7A	Advance Directive P&P	
BH2-7B	Resuscitative guidelines	
BH2-9A	Cultural competency plan	
BH2-10A	Corporate compliance plan	
BH3-1B	Financial P&P	
BH3-4A	List of fees	
BH4-1A	Personnel file management P&P	
BH4-2B	TB testing P&P	
BH4-2C	Hepatitis vaccine P&P	
BH4-2G	Background check P&P	
BH4-2I	Job evaluation P&P	
BH4-2H	Employee handbook or personnel policies	
BH4-3B	Credentialing P&P	
BH4-3D	Peer support P&P, if applicable	
BH4-4A, BH4-4D, BH4-4E	Training P&P, list of training required by position, and training curricula	
BH4-6A, BH4-6B	Caseload requirements P&P	
BH5-1A, BH5-1B	Service records P&P (including EMR procedures)	
BH5-1G	Continuation of child's education P&P	
BH5-2A	Assessment and development of plan of care P&P	
BH5-2C, BH5-2D	Physical exam and health screening P&P	
BH5-3J	Behavioral intervention P&P	
BH5-3M	Intensive In-Home Services P&P	
BH5-4A	Service recipient orientation P&P	
BH5-5A, BH5-5C, BH5-5D, BH5-5H, BH5-5I, BH5-5J	Medication administration P&P	
BH5-5E	Adverse drug reactions P&P	
BH5-5F	Telehealth P&P	
BH5-7A	Suspension and expulsion P&P	
BH5-7B, BH5-7E, BH5-7H	Discharge P&P	

Revised: 05/13/2020  
[7/8] Items Needed for Initial Licensure and Full Survey - BH

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BEHAVIORAL HEALTH




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BH5-5F	Telehealth P&P	
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**ITEMS NEEDED FOR INITIAL LICENSURE AND FULL SURVEY**  
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Standard(s)	Required Item(s)	Located
H6-3C	Service recipient transfer P&P	
	Incident report P&P	
	Emergency care P&P	
	Performance (Quality) Improvement P&P	
	Infection control P&P	
	Personnel safety P&P	
	Service recipient safety P&P	
	Transportation P&P	
	Service recipient disaster planning P&P	
H7-5A, BH7-5B	Disaster plan and proof of drills	
	Weapons P&P	
H7-7B	Hazardous chemical P&P	
H7-8C	Waived testing P&P, if applicable	
H7-8D	Testing equipment P&P, if applicable	
	Clinical trials P&P	
	Service recipient elopement P&P	

**JRVEY**  
Items required for licensure survey, plus the items listed below:

Standard(s)	Required Item(s)	Located
H1-6A, BH2-10A, BH3-1A, H4-4A, BH6-1C	CEO, CFO, Compliance Officer, HR Director, PI Director, Clinical Supervisor, and staff for each service being accredited must be available to interview	
	Board members (preferably the chair or vice-chair) must be available to interview, if applicable	
	Evidence of Governing Board orientation	
	Service recipients rights committee minutes	
	Assertive Community Treatment Team minutes	
	Evidence of Governing Board appointing administrator and alternate administrator	
	Evidence of annual review of administrator by Governing Board	
H1-7D, BH2-10D	Evidence of Psychosocial Rehabilitation Services for adults and minors	

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Standard(s)	Required Item(s)	Located
BH1-8B	Evidence organization is in compliance with all applicable federal, state, and local laws and regulations. Federal and state posters are in prominent location.	
	Any regulatory inspections reports and required plan of corrections	
BH2-1I, BH2-1M, BH2-1O, BH2-1S	Hours of operation for DTX, SGL, IOTX, PHS, RTX and availability of PVS	
2, BH2-1Z, 3	In-home respite care P&P	
	Wash and management P&P	
	Foster care services P&P	
	Grievance/complaint log	
	Business Associate Agreements	
	Ethics committee minutes and P&P	
	Quarterly fiscal statements	
	Resolution of non-payment P&P	
	Evidence of Motor Vehicle Records and valid driver's license as applicable	
BH4-3B, BH4-3G	Evidence of credentialing and minimum qualifications for personnel	
BH4-3K, BH4-3N	Proof of clinical supervision	
	Assertive Community Treatment Team minutes	
BH4-3V	Foster care services P&P	
	Foster care services parent training	
BH4-7B, BH4-7C	HR/training records for five staff per service being accredited. Records contain items listed in the standard.	
BH4-7E	On-call schedule	
BH4-8D, BH4-8E	Contracts/agreements for personnel providing services on behalf of organization	
BH4-8I	Foster care recruitment and selection P&P	
BH5-2, BH5-3, BH5-4, BH5-5, BH5-7	Medical records for five service recipients per service being accredited. Records contain items listed in the standard.	
BH7-3C	Wash and management P&P	
BH5-3C	Two service recipients for each service being accredited must be available to interview (can have	

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**ITEMS NEEDED FOR INITIAL LICENSURE AND FULL SURVEY**  
BEHAVIORAL HEALTH



C Standard(s)	Required Item(s)	Located
4D	Service recipients that receive multiple services)	
5C	Service recipient education P&P	
5E	Requirements for disposal of medications	
5F	Adverse drug reaction log	
5L	P&P regarding transfer of medications to responsible parties	
9A	After hours call log	
7D, BH6-3C, BH7-14A	Annual incident reports or log	
1C	Performance Improvement Committee minutes	
3A	Annual performance improvement report	
3A, BH6-3B, BH6-3C, BH6-3E, BH6-3F, BH6-3G, BH6-3H, BH6-3I	Performance improvement plan and activities	
1A	Infection control plan	
5A, BH7-3A	Proof of fire and disaster drills	
8C	Waive testing equipment log	
8D	Cleaning and equipment maintenance log	

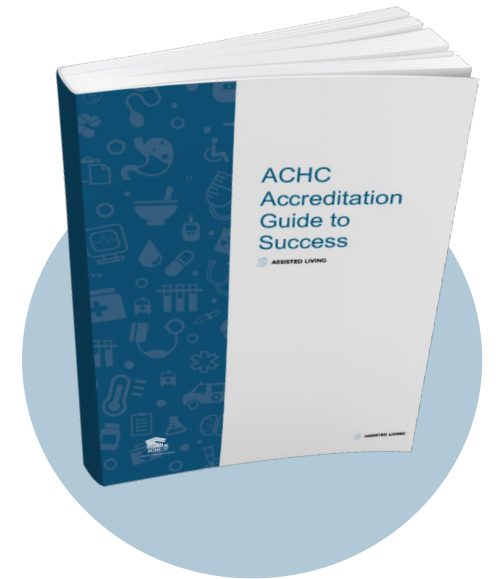
**CLAIMER:** The above list of Policies & Procedures and requirements is not all-inclusive. Organizations must refer to applicable ACHC Behavioral Health Accreditation Standards for the services being accredited for a complete list of required Policies & Procedures and other requirements.

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# ACHC Accreditation Guide To Success

- *ACHC Accreditation Guide to Success* for Behavioral Health
- The workbook contains all standards broken down by sections
- Audit tools after each section to help you assess readiness
- Sample forms and document templates
- Hints regarding where the Surveyor would expect to see evidence





Questions?







EDUCATIONAL RESOURCES

# Next Webinar: After Your Survey

April 12, 2023

 BEHAVIORAL HEALTH



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# Thank You!



[Jennifer@AccreditationGuru.com](mailto:Jennifer@AccreditationGuru.com)

Mobile: (212) 945-8504





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# Thank you

Call (855) 937-2242 | [achc.org](https://www.achc.org)

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