Accreditation – Getting Started

ACHC Accreditation 101
March 16, 2023
Welcome

GUEST PRESENTERS
Jennifer Flowers, Founder & CEO
Peggy Lavin, Director of Behavioral Health
Agenda

- Overview of Accreditation
- Benefits of Accreditation
- Importance of Accreditation for families
- ACHC Accreditation Journey
- You are not alone!
- Q&A
What is Accreditation?

- ACHC accredits an applicant organization that demonstrates compliance with ACHC standards of quality and safety.
Accreditation

Standards - Compliance with national standards of quality and safety

Survey - External Review by well-trained, experienced surveyors
Accreditation Focus

Documentation

Facilities

People

Health & Safety!
Benefits of Accreditation

- Framework to manage resources
- Internal standardization of processes
- External *validation* of the quality of programs and services
- ↑*efficiencies* from improved practice consistency
- Tightens administrative practices
- *Focus* on staff recruitment, training and supervision
- ↑emphasis on risk management
- Culture of Excellence
Benefits of Accreditation

- Up-to-date plans, policies, procedures
  - Evidence-based and informed practices
- Better documentation of clinical processes
- Easier geographic and/or service expansion
- Continuous improvement
- Supports organization’s sustainability

PLUS
Verification of staff qualifications, competence, and training
Increase Credibility and Boost Reputation

- Helps expand the referral base
- Helps expand funding sources
- Attracts individuals looking for services
- Recruits and retains quality staff
Importance to Persons Served, Their Families and Communities
Getting Everyone on Board

- Why is buy-in so important?
  - Accreditation is a team sport!
  - Timelines
  - Planning reviews
  - Budget approval
  - Overall attitude when the going gets tough
Well Organized ➞ Less Stress ➞ Better Outcome
Experience the ACHC Difference

Achieving a Successful ACHC Behavioral Health Survey
ACHC Accreditation Process
Before the Survey
Register for Access

- Access the customer portal through the ACHC website (achc.org)
- The customer portal allows customers and/or Consultants to initiate the application and access resources.
- Initial or renewals — application and survey process is the same.
Download ACHC Accreditation Standards

- Available for organizations that have not previously obtained them.
- Once purchased, an organization has unlimited access to all ACHC Accreditation Standards.
- Credit is applied for organizations that submit a deposit for accreditation.
ACHC Application Requirements

- Online application
- Deposit
- Signed Agreement for Accreditation Services/Business Associate Agreement (BAA)
- Preliminary Evidence Report (PER) checklist
- Required documents in order to be placed into scheduling
ACHC Behavioral Health Services

- Accreditation Process provides a description of each service
  - Review and select service(s) carefully
  - Download standards specific to the service(s) that pertain to the organization’s accreditation
Requirements for Behavioral Health

- Be licensed according to applicable state and federal laws and regulations and maintain all current legal authorization to operate.
- Occupy a building in which services are provided/coordinated that is identified, constructed, and equipped to support such services.
- Clearly define the services it provides directly or under contract.
- Submit all required documents and fees to ACHC within specific time frames.
Requirements for Behavioral Health

- Organizations can apply for one or more services for accreditation.

- **Single service**: Organizations that provide only (1) service
  - Must have admitted and provided service to a minimum of (3) service recipients, and; Must have at least (1) active service recipient at the time of survey.

- **Multiple services**: Organizations that provide (2) or more services
  - Must have admitted and provided services to a minimum of (5) service recipients, and; Must have at least (3) active service recipients at the time of survey.
  - Must have provided services to at least (1) service recipient from each service line seeking accreditation.

**If a service recipient has or is receiving services under more than one service line, they can count as an individual service recipient for each service.**
YOU are not alone!
Resources
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!!**
Experience the ACHC Difference

- Standards created for providers, by providers
- All-inclusive pricing – no annual fees
- Committed to exceptional customer service
- Personal Account Advisors
- Surveyors with industry-specific experience
- Dedicated clinical support
- Dedicated regulatory support
- Educational resources
Collaborative Survey Approach

- ACHC values an educational survey experience with a collaborative approach:
  - Flexibility without compromising quality
  - Consistency in interpretation of requirements
  - Accuracy in reporting findings/observations
  - Offering organizations, the opportunity to clarify or correct deficiencies
  - Active engagement to promote ongoing success post-survey
ACHC Accreditation Guide to Success

Behavioral Health
Items Needed for Survey
## Compliance Checklist

### SECTION 1 COMPLIANCE CHECKLIST

<table>
<thead>
<tr>
<th>Standard</th>
<th>Policy/Procedure</th>
<th>Personnel Record</th>
<th>Observation</th>
<th>Audit Tools Provided</th>
<th>Compliance Y/N</th>
<th>Comments</th>
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<tbody>
<tr>
<td>BH1-1A</td>
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<td></td>
<td>Articles of Incorporation, appropriate licenses/permits are posted</td>
<td>Observation Tool</td>
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<td>BH1-1B</td>
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<td>Disclosure of ownership</td>
<td>Interview Tool</td>
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<td>Description of governing body, governing body meeting minutes, &amp; list of governing body members</td>
<td>Observation Tool &amp; Interview Tool</td>
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<td>BH1-2C</td>
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<td>Orientation for governing body members</td>
<td>Observation Tool</td>
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<tr>
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<td>Service recipient rights committee meeting minutes</td>
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<tr>
<td>BH1-3B</td>
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<td>Orientation for service recipient rights committee</td>
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<tr>
<td>BH1-3C</td>
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<td>Assertive Community Treatment Team (ACTT) meeting minutes</td>
<td>Observation Tool</td>
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<td>BH1-4A</td>
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<td>Conflict of Interest Discloser statements &amp; staff interviews</td>
<td>Observation Tool &amp; Interview Tool</td>
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<td>Administrator/individual responsible job description, resume/application, &amp; staff interviews</td>
<td>Personnel File Tool</td>
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<tr>
<td>BH1-5B</td>
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<td>Written evaluation of Administrator/individual responsible</td>
<td>Personnel File Tool</td>
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<td>BH1-6A</td>
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<td>Administrator/Supervisor of services job description</td>
<td>Personnel File Tool</td>
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Self Audit

SECTION 1: TOOLS

SECTION 1 SELF AUDIT

REQUIRED POLICIES AND PROCEDURES
- Governing body/responsibilities.
- Service Recipient Rights Committee responsibilities.
- The formulation, structure, and purpose of a team for Assertive Community Treatment Team (ACTT) services.
- Conflict of interest and the procedure for disclosure statement.
- Compliance with applicable federal, state, and local laws and regulations.

REQUIRED DOCUMENTS
- Appropriate licenses, permits, regulations, etc. to conduct business.
- Articles of incorporation/organization or other documentation of legal authority.
- Description of governing body (This may be in your Articles of Incorporation).
- List of governing body members that includes name, address, and telephone numbers for each person.
- Orientation of governing body members.
- Organizational chart showing all positions with identifiable and accurate titles of authority.
- Copies of applicable laws, rules, and regulations.
- Professional practice acts or standards of practice.
- Governing body meeting minutes.
- Service Recipients Rights Committee meeting minutes.
- Orientation of Service Recipient Rights Committee members.
- ACTT team meeting minutes.
- Previous reports/findings from regulatory investigations/surveys.

PERSONNEL FILE CONTENTS
- Signed confidentiality agreements as required by policy.
- Signed Conflict of Interest Disclosure Statements, as applicable.
- Administrator’s resume/cv with verification of qualifications.
- Annual evaluation of the Administrator.
- Job description of the Administrator that specifies the responsibilities and authority of the individual.

ACHCU is a brand of ACHC.
Educational Resources

- **ACHCU.com:**
  - Workbooks
  - Workshops
  - Webinars

- **Online resources:**
  - The Surveyor newsletter
  - Regulatory updates
  - Accreditation resources
  - Maintaining compliance checklists

- **Email updates:**
  - “Did You Know?”
  - ACHC Today e-newsletter
  - Sign Up at [https://www.achc.org/e-news-signup.html](https://www.achc.org/e-news-signup.html)
Questions?
Next Webinar: Challenges Along the Way
March 30, 2023
Thank You!

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Thank you

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