

Achieving Excellence Through Accreditation: Lessons from the Field and Strategies for Success

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Welcome

- So glad you are here
- Introductions
 - Jennifer Flowers, Founder/CEO, Accreditation Guru
 - Peggy Lavin, Director of Behavioral Health, Accreditation Guru
 - Dave Perez, ACHC Behavioral Health Surveyor
- Let's do this workshop

Agenda

- Value of accreditation
- Proactive preparation steps
- Common challenges and lessons learned
- Quality outcomes and continuous improvement
- Mandates
- Looking ahead...

Accreditation as a Strategic Asset

- Accreditation boosts credibility and trust with:
 - Funders, managed care organizations, and referral sources
 - Clients, families, and community partners
 - Regulators and policymakers
- Use outcomes data as a marketing tool



Importance to Persons Served, Their Families, and Communities



**Integrate accreditation
outcomes into strategic
planning**

i Example:

*Using outcomes management
data to inform service
expansion decisions*

TRANSLATING STANDARDS INTO STRATEGY

Accreditation indicators



KPIs in annual reports

The Accreditation Journey



Essential Steps to Prepare for National Accreditation

1. Educate leadership and staff: **buy-in is key!**
2. Conduct a self-assessment or gap analysis
3. Develop a project plan
4. Update policies and procedures
5. Implementation of compliant policies and procedures
6. Conduct a mock survey

Challenges Often Faced

- Underestimating timelines
- Poor engagement strategies
- Incomplete documentation
- Facility safety issues

Practical Tips:

- **Start early, stay organized, and involve key stakeholders**

Top 10 Cited Standards

- #10 - BH5-1C: Signatures and credentials
- # 9 - BH5-2B/E: Supervisory counter signature missing
- # 8 - BH2-6A – PHI – Having signed blank ROIs in the client chart.
- # 7 - BH7-8B: Waived testing: in P&P and training logs/files
- # 6 - BH5-3A: Written plan of care
- # 5 - BH5-2B: An initial assessment/screening

Top 10 Cited Standards

- # 4 - BH5-7B: Process for discharging a service recipient
- # 3 - BH4-8A: Written contracts/agreements, BAA, and liability insurance
- # 2 - BH4-6A – Writing P&Ps for and conducting competency assessments
- # 1 - BH2-4B – Notifying clients of how to contact state agencies and ACHC for grievances

Tips for Success

- Understand the standards and the “why” behind the standards
- Buy-in is key
- Detailed project management
- Document everything (but be reasonable)
- Focus on core standards and standards related to high-risk areas



Quality Outcomes and Continuous Improvement

- Using accreditation as an ongoing framework for quality and performance improvement.
- Creating meaningful quality indicators and data-driven reviews.
- Sustaining a “culture of quality” beyond initial accreditation.
- Question: How does leadership involvement—or lack thereof—affect the organization’s ability to maintain ongoing quality improvement after accreditation?

Navigating an Accreditation Mandate

- **Do not delay!**
- Do not underestimate time it will require
- Buy-in is key
- Consider direct and indirect costs

Initial vs. Reaccreditation

Initial Accreditation

- Focused on developing compliant systems and documentation
- Often more intensive due to starting from scratch

Reaccreditation

- Shifts toward sustainability and continuous improvement
- Builds on existing frameworks
- Opportunity to refine, innovate, and lead improvement efforts

Proactive Maintenance of Accreditation

- Accreditation is an ongoing process, not a one-time event
- Standards updates
- Annual reports
- “Living” documentation system
- Compliance calendar
- Use data to drive readiness



From initial assessment to final accreditation approval, we're with you every step of the way.



Get Started Today!

Scan the QR code for a free, 30-minute consultation!

Looking Ahead...

- Future of ACHC accreditation
- Evolving expectations

Any Questions??

Thank you!

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