

Using Accreditation Now to Obtain and Maintain CARF Accreditation

Accreditation Now web-based services provide a comprehensive set of resources designed to support organizations in areas critical to obtaining and maintaining CARF accreditation.

The core function of the CARF accreditation standards is performance improvement.

This core function runs throughout all sections of the CARF standard's manual, including both the administrative and clinical sections. An organizational system that is in a perpetual state of improvement requires information within the system to be solicited from all persons involved in the organization's services, gathered through reporting mechanisms, analyzed, disseminated, and used to improve the organization through strategic plans and processes.

How Accreditation Now's tools and resources improve the performance of your organization and ultimately support CARF accreditation

Risk Management/Corporate Compliance

Managing your organization's loss exposures (risk) involves several informational components and is one of the foundations for performance improvement. Here is how we support you in managing risk:

Comprehensive Code of Conduct/Ethics: Our **code of conduct best practices template/document** helps you design or revise your code of conduct/ethics. This is the foundation of a risk management program.

Corporate Compliance Reporting and Investigation System: Once you have a comprehensive code of conduct in place, our **electronic compliance reporting system** is designed to support you in significantly reducing risk of loss exposure. It functions as an anonymous electronic reporting system for all employees to access, it stores information on an encrypted server, and it does not allow the transfer of any information outside the secured encrypted server system. Our **electronic investigation form** guides persons selected to receive the reports a format and structure to investigate and gather information to address any alleged wrongdoing that may have occurred. We also provide an optional method for reporting through a **paper compliance reporting form** that is available in our document section. And finally, our **corporate compliance policy and procedure document** provides you with a template for creating a working corporate compliance system within your organization, consistent with the tools we provide to operate the system.

Critical Incident Reporting: When observable events occur that present a risk to the health and safety of any person within an organization's environment, reporting the event or incident in a timely and precise manner is critical for managing risk, including both acute risk and prevention of future events. We provide **an electronic risk management/critical incident reporting tool** that ensures the critical details of the incident are being reported and the information is transmitted immediately to persons managing risk. In addition, a **risk management /critical incident response reporting form** documents that the appropriate people were informed and the actions taken in response to the incident. To assist with setting up and managing a critical incident reporting and investigation system, we provide a **critical incident policy and procedure template/document** to assist you in developing or tweaking your reporting, investigation, and analysis requirements. Our electronic critical incident system provides an **accessible database to analyze the types of incidents reported within selected time ranges**. This supports the practice of reviewing trends to support analysis and prevention efforts.

Organized Health and Safety Program: A comprehensive health and safety program is critical to managing an organization's risk of loss. We provide **multiple health and safety policy and procedure templates for both large and small organizations**. In addition, our **tutorial safety documents** assist you with setting up a CARF accredited safety program and organizing your health and safety documents/information. Our **health and safety forms** direct you through the processes to meet accreditation standards.

Risk Management Planning: A risk management planning process that sets strategic goals, objectives, actions, and timelines for the reduction and prevention of risk and loss is a key element in improving the performance of the organization. We offer several resources to assist you in this area. A **risk management policy template** is available to guide the process, and is consistent with other components previously mentioned. A sample **risk management plan** can assist you with how the process might actually look, once documented, and our **risk management web link** will take you to a best practices web site that will help you conduct risk assessments, in addition to all the assessment tools mentioned in this narrative.

Input From Stakeholders

Improving performance requires that ALL persons (persons served, family, legal guardian, employees, board members, community members, referral sources, ancillary service providers) who have a "stake" in successful outcomes of your services, be given the means to contribute their input (opinions, complaints, and/or suggestions for improvement). These processes should result in increased satisfaction, effectiveness, efficiency and access outcomes related to the services you provide. Here is how we support you in gathering input for performance improvement.

Person Served/Client/Patient/Program Participant Feedback Survey: We provide **comprehensive electronic feedback surveys** to solicit information from persons participating in your programs. Our surveys are specifically designed for programs offering services in the areas of Behavioral Health, Employment and Community Services, Medical Rehabilitation, Opioid Treatment Programs, and Children and Youth Services. Each survey is broken down into categories that contain specific questions directly related to CARF requirements for input. Categories include input, quality of services, accessibility, cultural competency, health and safety, rights of persons served, and many others. The electronic survey can be used at a program's location, or a password can be given to allow completion at another location, such as the person's home. Our **feedback survey reporting system** allows you to break down results by overall scores, categories, or by questions within a range of time that you select. In addition, you can compare your results with an **anonymous raw aggregate database** of all surveys given by Accreditation Now subscribers. All our **surveys are available as paper documents** to allow them to be given in a non-electronic format and entered manually, if that would assist increasing access to the system for some participants.

Employee Feedback Survey: We provide a **comprehensive employee electronic feedback survey** that provides reporting mechanisms similar to the program participant surveys. Overall scores, distinct categories related to work process and environment, and individual questions can be retrieved from our employee feedback survey reporting system. A range of dates can be entered to compare different time periods to measure levels of improvement. Comparisons can be made with through an **anonymous raw aggregate database** of all surveys given by Accreditation Now subscribers to see how your employee satisfaction/feedback results compare to the overall statistical database. All of our **employee feedback surveys are available as paper documents** to allow them to be given in a non-electronic format and entered manually, if that would assist increasing access to the system for some participants.

Managing Organizational Information

Performance improvement in any type of organization is dependent on efficient and effective management of organizational information. For CARF accredited organizations, it is crucial that all information flow in and out of a management "hub". For smaller organizations, this may be a meeting of management personnel and other persons with key job duties related to performance improvement, such as a safety officer of a site who is not a manager or supervisor. An information management "hub" such as a management team requires a structure and process to effectively manage the information, make decisions, seek information, and carry out strategic actions to improve performance.

Accreditation Now provides the following tools and resources to assist you in managing organizational information to improve performance.

Information Management Tutorials and Templates: **Our Information Management Tutorial Document** can assist you with setting up a management and accompanying documentation structure that will enable you to meet multiple CARF standards related to reporting, analyzing, and utilizing information to improve your business and clinical operations. Our **Management Team Agenda** provides you with a document that sets up a sequential review of all the foundational CARF processes required throughout the standards manual, and **our Electronic Management Team Minutes Form** provides a systematic method to track and document the progress and results of ongoing CARF requirements.

Human Resource Management

One of the standards with the highest rate of non-conformance during CARF surveys is the performance evaluation standard. It is also a process that is central to employee management, supervision, and accountability. Having competency-based measures of performance that are consistent with the items on employee job descriptions is crucial in employee management and output. It supports employees as it maintains a focus on specific areas that are related directly to actions required for regulatory and accreditation standards. Accreditation Now provides several tools that will assist you in human resource management and performance evaluation.

Performance Evaluation: Our tools include both a **Performance Evaluation Template/Document** and an **Electronic Performance Evaluation Template/Form**. Both of these tools include a systematic approach to rating each employee on each specific job duty/competency on their job description, rating them on overall generic behaviors expected of all employees in a work setting, identifying and documenting areas of needed improvement, with specific action steps/objectives for each noted area, and a review of the noted actions and objectives from the last evaluation and the degree they were achieved. In addition to these tools, we provide you with a wide variety of **Job Description Examples** that assist you with understanding how to create competency-based job descriptions for a wide variety of positions in human service organizations

Clinical Supervision and Management: Our **Clinical Supervision Policy and Procedure Document** provides a template for establishing a comprehensive and functional system of clinical supervision. In combination with specific supervision actions, noted in the our policy document, involving individual staff members, and the performance evaluation system templates, our **Case Record Review Form and Tutorial** will assist you in establishing a peer review process that will enable your clinical staff to determine if they are meeting specific CARF standards in their clinical duties. In addition, this form and recommended process will require your clinical staff to be accountable for their documentation practices and the degree it meets CARF standards, and take responsibility to improve practices.

Ongoing Required Training

CARF requires that ALL employees complete competency-based ongoing training in six areas that are directly related to the foundations of the accreditation standards. Accreditation Now provides you with two sets of online ongoing trainings that will meet this standard and improve your employee's ability to understand and follow the most important aspects of the CARF standards.

On-Line Competency-Based Training in the areas of: **Rights of Persons Served, Personal Conduct/Ethics, Confidentiality, Person-Centered Service Delivery, Violence and Aggression in the Workplace, Customer Service and Unique Needs of the Persons Served.** In addition, the results of our trainings are available in a database that provides you with a detailed record of tests taken, by whom, when, and the result. This **printable training database** provides you with documentation for CARF surveyors to eliminate the need to document the results in each individual personnel file. However, if you want to document the results in an employee's personnel folder or an employee wants a certificate of training, you can print a **certificate of training** for each individual training for each employee.