The Value of Accreditation
Hello!

Michael W. Johnson
M.A., C.A.P.
Managing Director, Behavioral Health

Debbi Witham,
LMSW Esq
Managing Director, Public Policy
CARF’s Mission of Person-Centered Care

To promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served.
Quality is a critical consideration

Although consumers factor in considerations, such as price and convenience, they generally place their trust in the provider that they believe will deliver quality services.
Accreditation Is...

A continuous quality improvement process where peers apply internationally-recognized standards to an organization’s programs/services through a consultative on-site survey to address stakeholder needs around accountability in efficiency, results or outcomes of services, and satisfaction with services and the organization.
Value of Accreditation

▷ Business Strategy and Improvement
  • Continuous quality improvement process
  • Management tool for top to bottom evaluation and efficiency
  • Aligns with pay-for-performance model

▷ Service Excellence
  • Performance measurement and outcomes oriented
  • Consistent delivery and increased effectiveness of services
  • Standards updated annually — current with field best practices
Value of Accreditation

▶ Accountability:
  • Transparency and accountability to stakeholders

▶ Risk Management/Health and Safety
  • Reduced risks of violations in ethic and client rights
  • Increased accessibility

▶ Competitive Differentiation
  • Positive visibility
  • Funding/contracting preference
Accredited organizations perform better in the following standard areas than nonaccredited organizations:

- **Strategic Planning**: Accredited 47.5%, Nonaccreditation 96.2%
- **Financial Planning**: Accredited 61.9%, Nonaccreditation 98.5%
- **Risk Management**: Accredited 70.4%, Nonaccreditation 94.8%
- **Health and Safety**: Accredited 62.3%, Nonaccreditation 94.8%
- **Human Resources**: Accredited 70.8%, Nonaccreditation 95.7%
- **Performance Improvement**: Accredited 22.7%, Nonaccreditation 82.7%
Average changes to CARF-accredited programs from before their first survey as compared to their latest survey:

▷ 26 percent increase in persons served annually

▷ 37 percent increase in conformance to quality standards

▷ 37 percent increase in annual budget dollars
Core Treatment Programs-BH

A. Assertive Community Treatment
B. Case Management/Services Coordination
C. Community Integration
D. Court Treatment
E. Crisis Intervention
F. Crisis Stabilization
G. Day Treatment
H. Detoxification/Withdrawal Management
I. Health Home
J. Inpatient Treatment
K. Integrated Behavioral Health/Primary Care
L. Intensive Family-Based Services
M. Intensive Outpatient Treatment
N. Out-of-Home Treatment
O. Outpatient Treatment
P. Partial Hospitalization
Q. Residential Treatment
R. Specialized or Treatment Foster Care
S. Student Counseling
T. Therapeutic Communities (TC)
Core Support Programs-BH

A. Assessment and Referral
B. Community Housing
C. Comprehensive Suicide Prevention Program
D. Crisis Information and Call Center
E. Diversion/Intervention
F. Employee Assistance
G. Prevention
H. Supported Living
In Summary...
Accreditation Is...

Accreditation is evidence that your organization strives to improve efficiency, fiscal health, and service delivery — creating a foundation for continuous quality improvement and consumer satisfaction.
Value

Insurers, third-party payers, and governmental regulators are likely to see accredited services as a better risk.

Which leads to insurance discounts, access to payers, and better rate structures.
Value

Ultimately, the greatest value is assuring the persons you serve, and their families, that your services are focused on their unique needs.
Thank you!
Any questions?

You can reach me at:

**Toll Free**  (888) 281-6531 ext. 7101
**Email**     mjohnson@carf.org

Or visit [www.carf.org](http://www.carf.org)