



# 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.

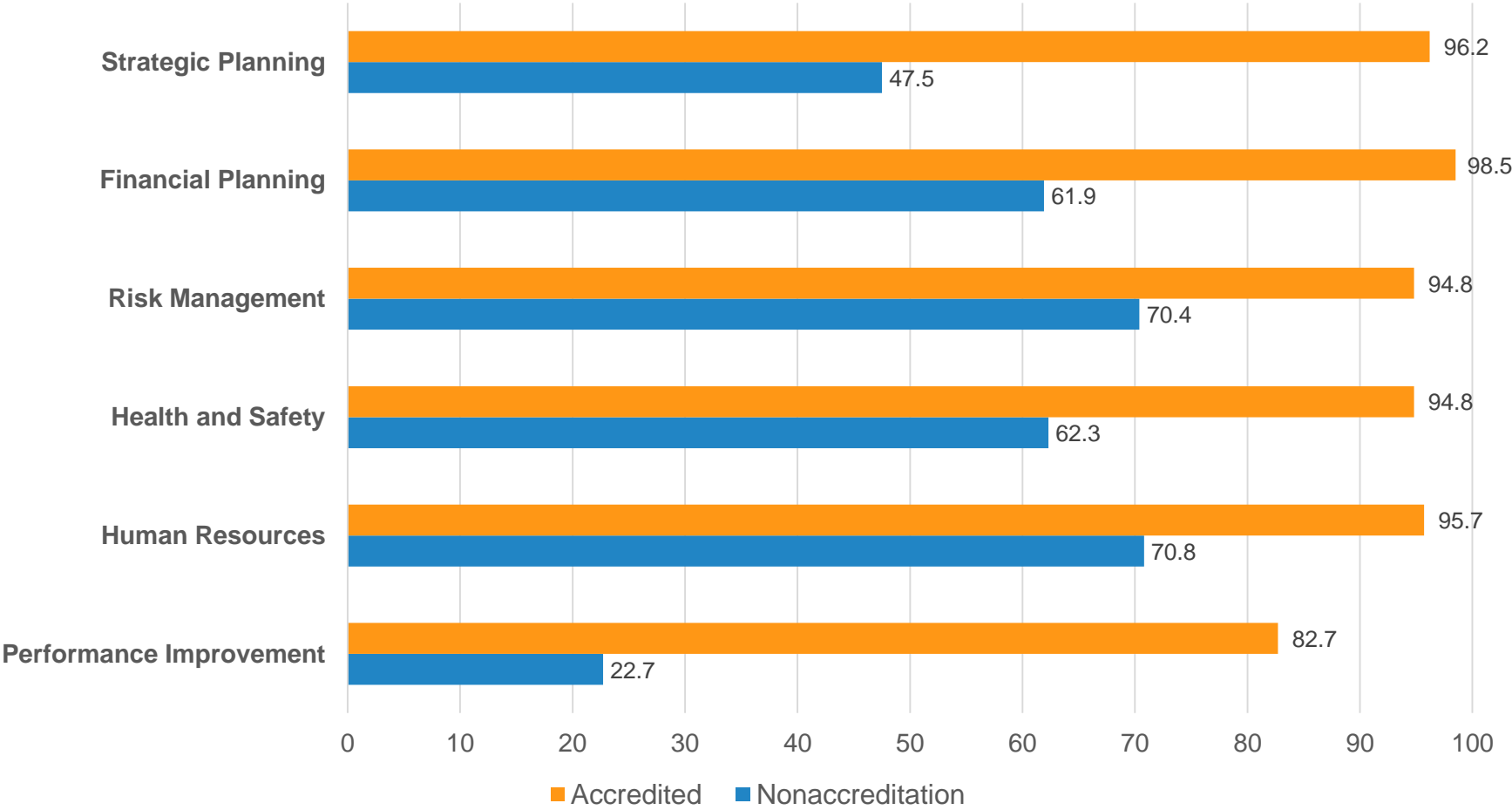
# Value of Accreditation

- ▷ 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





# 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

**Leadership  
establishes mission  
and direction of  
programs/services**

*Section 1 Business Process Standards*

**Business Process**

- Competent staff
- Removes barriers
- Listens to people

**Business Process**

- Strategic and financial planning and management
- Technology
- Legal/regulatory

**Program Process**

- Collaboration
- Communication
- Case managed

**Value to the Person Served**

- Access
- Effectiveness
- Efficiency
- Satisfaction

**Business Process**

- Protects rights
- Measures results
- Shares results

- Interdisciplinary
- Individualized education
- Coordinated discharge/transition

**Program Process**

- Person centered
- Specialized rehab services
- Continuum of care

**Program Process**

**Team structure and processes are based on the expectations and outcomes identified by the person served**

*Sections 2 & 3 Program Process Standards*

# 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](mailto:mjohnson@carf.org)

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