

CARF Accreditation
Introduction

September 11, 2018



carf INTERNATIONAL carf ccac carf CANADA

CARF's Mission is ...

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.

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CARF is.....

- An international accreditation and standard setting organization.
- Independent non-profit, organization established in 1966.
- Recognized in approximately 48 states under mandated or "deemed" status.
- Standards apply to small organizations in rural areas as well as large organizations in urban areas.
- 1400 peer surveyors

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CARF Today

Experience by the Numbers

- Over **10.4 million** people per year are served in CARF accredited programs. **26** countries on **5** continents.
- Over **7,600** organizations throughout the United States, Canada, Europe, Asia, and South America have accredited programs.
- Over **58,000** individual programs have CARF accreditation.

Data 9/5/2018

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CARF Today in Pennsylvania

CARF Accredited

Organizations – 217

Programs - 1291

Locations - 640



Data 9/5/2018

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International Advisory Council

American Congress of Rehabilitation Medicine	American Medical Rehabilitation Providers Association	Brain Injury Association of America	National Association of Children's Behavioral Health
Academy of Spinal Cord Injury Professionals	American Music Therapy Association	Case Management Society of America	National Association of Social Workers
Aetna	American Network of Community Options and Resources	Child Welfare League of America	National Council for Behavioral Healthcare
American Academy of Neurology Institute	American Occupational Therapy Association	Children's Home Society of America	National Organization of State Associations for Children
American Academy of Orthopaedic Surgeons	American Physical Therapy Association	Department of Veterans Affairs	Network of Jewish Human Service Agencies
American Academy of Pain Medicine	American Psychological Association	Easter Seals, Inc.	Paralyzed Veterans of America
American Academy of Physical Medicine and Rehabilitation	American Speech-Language-Hearing Association	Family Focused Treatment Association	Psychiatric Rehabilitation Association
ACCSES	American Therapeutic Recreation Association	Goodwill Industries International, Inc.	SourceAmerica
AARP	Argentum	LeadingAge	United Cerebral Palsy
American Hospital Association	Association of Children's Residential Centers	Mental Health Corporations of America, Inc.	United Spinal Association
American Kinesiotherapy Association, Inc.	Association of Rehabilitation Nurses	National Adult Day Services Association	Youth M.O.V.E. National

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Accreditation Characteristics

Similarities

Benefits	Standards Content	Elements
<ul style="list-style-type: none"> • Children / Youth and Families • Organization • Funders & Other Stakeholders • External Recognition • Drives QI Practice 	<ul style="list-style-type: none"> • Leadership • Finance • Human Resources • Risk Management • Governance • QI • Technology • Documentation • Assessment • Rights • Training 	<ul style="list-style-type: none"> • Standards for Administration and Programs • Site Visit • Integrates Business and Service Delivers • Accreditation Outcome Award

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CARF



Why CARF?

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CARF's Characteristics

Preparation	Process	Standards	Surveyors
<ul style="list-style-type: none"> • Preparation Time • Programs to include in Survey • Self Study & other Application Requirements • Fee Structure 	<ul style="list-style-type: none"> • Choice of Survey Dates • Survey Structure • Accreditation/ Cycle and Outcomes 	<ul style="list-style-type: none"> • Flexible • Field Driven • Inclusion of Persons Served – Voice of Experience • Reflect Best Practice 	<ul style="list-style-type: none"> • Peers or Employed by CARF Accredited Program • Paid contract employees during the survey • Consultative sharing quality practices

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CARF SURVEY PREPARATION

Preparation Time*	<ul style="list-style-type: none"> • Minimum 6 months • Average 12-15 months
Program Accreditation	<ul style="list-style-type: none"> • May accredit a single program, all programs or any combinations of programs. • Leadership and Administrative Standards along with program standards are applied
Application Documents	<ul style="list-style-type: none"> • Application for survey submission approx. 4-5 months prior to the date(s) you choose. • Minimal documents sent prior to survey – <i>Self Study is for YOU!</i>
Fee Structure	<ul style="list-style-type: none"> • Flat rate based on # of surveyors and # of days • Fees include all survey travel expenses • Fees All Inclusive* - no annual fees

CARF PROCESS

Survey Date Choice	<ul style="list-style-type: none"> • Choose 2 month time frame on application • Notification of survey dates approx. 30 days prior to survey, including surveyor names.
Survey	<ul style="list-style-type: none"> • Surveys 2- 3 days based application info • Provide access to electronic material, no need to print • Non-confidential documents available to surveyors night before survey begins
Accreditation Outcomes	<ul style="list-style-type: none"> • Awards earned based on level of performance 1 year or 3 year accreditation • Evidence may be through observation, interviews and documentation.

CARF STANDARDS

Flexible	<ul style="list-style-type: none"> • Standards tell you <u>what</u> you need to do but not <u>how</u> to do it. • More than one way to demonstrate conformance to standards.
Field Driven	<ul style="list-style-type: none"> • Development and revisions based on input from the field. • Changes in regulation that impact the quality of services are reflected in the standards.
Voice of Experience	<ul style="list-style-type: none"> • Children and families who have been involved with the specific services are sought for standards input. • At least 20% of ISAC members.
Reflect Best Practice	<ul style="list-style-type: none"> • Standards guide programs to improve quality of practice. • Standards are reviewed/ revised regularly. CARF updates manuals each year based on RQI data and stakeholder input.

CARF – SURVEYORS

Consultative

- CARF surveyors share quality practices seen from other surveys and also provide technical assistance.

Peers with Special Training

- Professionals from CARF accredited programs with minimum 5 yrs. experience
- Required to complete a minimum # of surveys each year and CARF CEU's.

Contract Employees

- CARF employees only during the survey.
- Surveyors matched to your programs based on their expertise.

What is a CARF Survey?

Your opportunity to demonstrate conformance to the standards and "show and tell" the surveyors about the great work you do.

Orientation Conference

- CARF Introduces Team and process over next two-three days
- Organization introductions of programs and personnel

Survey

- Surveyors review documents, observe processes, tour facility, and conduct interviews with:
 - Persons served
 - Personnel
 - Other stakeholders

- Survey team presents findings in the form of strengths, recommendations and suggestions.
- Organization has opportunity to ask questions and present any missing or additional evidence of conformance to the standards

Exit Conference

Steps to Accreditation

STEP	PROCESS	TIME
1	Consult with CARF resource specialist	1 – 1 ½ year prior to survey NOW
2	Conduct a self-evaluation*	6 – 9 months (suggest 9-12)
3	Submit Application for Survey	4-6 months (suggest 6)
4	CARF invoices fee	After application is received
5	Survey team selected	30 days before survey
6	Survey	
7	Outcome rendered (email report)	6-8 weeks after
8	QIP Submitted	90 days after award
9	ACQR (3 year only)	Anniversary date
10	Maintaining contact	Ongoing

Resource Specialists

Consult with a designated CARF resource specialist

- Resource Specialists:
 - Experts in CARF process and interpret standards
 - Discuss time lines and fees
- Resource Specialists set up Customer Connect
 - Secure online web portal available 24/7

Pennsylvania -

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Accreditation Conditions

1. For a minimum of six months prior to the site survey, each program/services for which the organization is seeking accreditation must demonstrate:
 - a. The use and implementation of CARF's organizational and service standards applicable to the service.
 - b. The direct provision of services to the persons served.

Accreditation Conditions

2. The organization must provide such records, reports, and other information as requested by CARF.
3. A Quality Improvement Plan (QIP) must be submitted within 90 days following notice of accreditation. This plan shall address all areas for improvement identified in the report.
4. An organization that achieves a Three-Year Accreditation must submit a signed Annual Conformance to Quality Report (ACQR). The report is submitted in each of the two years following the Three-Year Accreditation award.

Accreditation Outcomes

Three-Year Accreditation – Substantial conformance to the standards. Demonstrated ongoing quality improvement and continuous conformance from any previous period of CARF accreditation.

One-Year Accreditation – Areas of deficiency, but evidence of capability and commitment to progress toward their correction.

Provisional Accreditation – After a One-Year accreditation, awarded if organization is still functioning at the same level. Only awarded once for a period of one year.

Nonaccreditation – Major deficiencies in several areas. Serious questions as to the benefits of service or the health, welfare, or safety of those served. Or if failed to satisfy one or more Accreditation Conditions.

Section 1

ASPIRE to Excellence



- ASSESS THE ENVIRONMENT**
 - Leadership
 - Governance
- SET STRATEGY**
 - Strategic Planning
- PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT**
 - Input from Person Served and Other Stakeholders
- IMPLEMENT THE PLAN**
 - Legal Requirements
 - Financial Planning and Management
 - Risk Management
 - Health and Safety
 - Human Resources
 - Technology
 - Rights of Persons Served
 - Accessibility
- REVIEW RESULTS**
 - Performance Measurement and Management
- EFFECT CHANGE**
 - Performance Improvement

Section 2

General Program Standards



Section 3
Core Program Standards

A. Adoption	L. Day Treatment
B. Assessment and Referral	M. Detox / Withdrawal Support
C. Behavioral Consultation	N. Diversion / Intervention
D. Case Manage/Serv Coord	O. Early Childhood Developmt
E. Child/Youth Day Care	P. Health Home
F. Child/Youth Protection	Q. Home and Community Serv
G. Community Transition	R. Intensive Family-Based Serv
H. Comm Youth Development	S. Intensive Outpatient Serv
I. Counseling / Outpatient	T. Promotion / Prevention
J. Crisis/Informatn Call Cntrs	U. Respite
K. Crisis Intervention	V. Support and Facilitation

Section 4
Core Residential Standards

- A. Community Housing and Shelters
- B. Congregate Care
- C. Crisis Stabilization
- D. Foster Family and Kinship Care
- E. **Group Home Care**
- F. Residential Treatment
- G. Specialized or Treatment Foster Care

Section 5
Specific Population Designations

- A. **Juvenile Justice**
Required if the program is primarily provided in a juvenile justice setting; otherwise these standards are optional.
- B. **Medically Complex**
Required if the program is designed primarily to serve children/youths who meet the definition of medically complex, or only serve this target population (exp. medical foster care); otherwise these standards are optional.

Appendices

- Appendix A
Required Written Documentation
- Appendix B
Operational Time Lines
- Appendix C
Required Training

Additionally at the end of each subsection of the standards are Documentation Examples

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CARF and FFPSA

Key Components of QRTP's



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- Customer Connect
 - Provider Search
 - Online Store
 - Resources
 - Events
 - Newsletters
 - Field Reviews
 - Online/Supplemental Standards
 - FAQ
- and more.....

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Questions



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