

CARF, International

Preparing for a Successful Accreditation



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About Me

Managing Director, ECS

Viewing accreditation through multiple perspectives:

- 20 years of experience in the rehabilitation field
- Experience managing community-based services for adults and children with disabilities and their families
- CARF surveyor for 7 years

Part 1

Preparing for Your CARF Survey

About CARF

We're an independent, nonprofit, international accreditation and standards setting organization founded in 1966. We accredit programs in the field of health and human services.



- Recognized in approximately 48 states in mandated or deemed status.
- CARF Companies include CARF, CARF CANADA, and CARF Europe.
- Over 1,500 surveyors and approximately 100 staff members.

The Accreditation Approach



Consumers define quality outcomes.



Field-driven, nonprescriptive standards allow flexibility in how they are met, depending on the organization.



Consultative, not inspective.



Engage in a **peer review** survey process.



Organizations can choose services to be accredited.



Engage in **continuous quality improvement** process.



NOTE:

Accreditation is a mutually beneficial process. CARF surveyors treat the survey as an opportunity to learn about some of the great practices that your organization is using.

Maintaining Relevance

CARF ensures that its standards are up to date.

- Revised standards manual published every year in January
- Standards year is July 1st to June 30th of the following year
- All standards reviewed at least every 3 years



NOTE:

CARF seeks input through field reviews and collaborative efforts with its International Advisory Council to ensure that standards align with best practices.

Accreditation Conditions

Organizations must meet all conditions to receive accreditation.

Conformance and Service Provision

Access to Information and Stakeholders

Quality Improvement Plan

Annual Conformance to
Quality Report



Six Months Conformance and Direct Service Provision

For a minimum of six months prior to the site survey, each program/service for which the organization is seeking accreditation must demonstrate:

- The use and implementation of CARF's organizational and service standards applicable to the service.
- The direct provision of services to the persons served.

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Information and Stakeholder Access

The organization must provide such records, reports, and other information as requested by CARF. This includes access to stakeholders for interviews, which allows surveyors to determine conformance.

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Quality Improvement Plan

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.

Accreditation Conditions

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Annual Conformance to Quality Report

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.

The CARF Resource Specialist

A CARF Resource Specialist is available to assist you throughout the accreditation process.

- Experts in CARF process
- Assist in standards interpretation
- Discuss timelines and fees
- Assist you to select appropriate standards manual and program(s)/service(s) for accreditation
- Set up Customer Connect account
 - Secure online web portal available 24/7
 - Designed specifically for CARF contacts at accredited organizations or those seeking accreditation



NOTE:

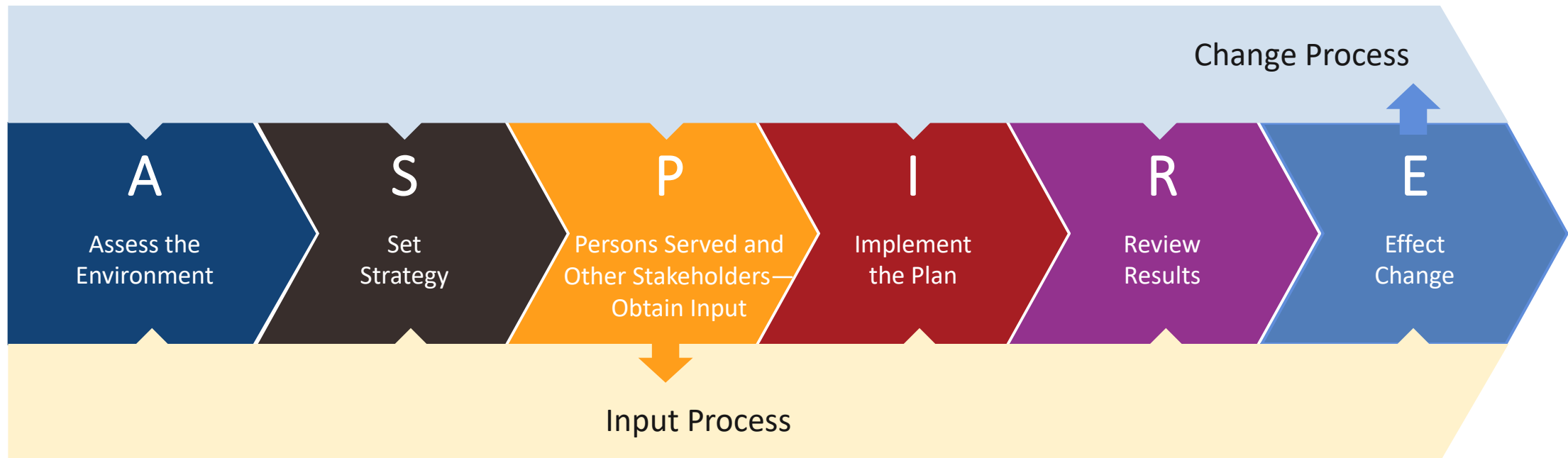
Resource specialists have experience in their field, and many have worked at CARF-accredited organizations or have even been CARF surveyors.

Strategic Planning Standards

Areas of ASPIRE

ASPIRE Standards provide a systems approach to day-to-day business practices.

- Promote a comprehensive analysis of how organizational functions influence outcomes.
- Integrate feedback loops that include leadership, staff, persons served, families, and other stakeholders to inform change.



Strategic Planning Activities & Considerations

Organizations develop, implement, and share strategic plans to achieve strategic goals.

- Develop plans to accomplish mission and meet expectations of stakeholders.
- Identify internal strengths and weaknesses.
- Identify external opportunities and threats.
- Capitalize on strengths and opportunities.
- Minimize weaknesses and threats.
- All interrelated
- Shared with persons served, personnel, and stakeholders in an understandable way



Financial Planning and Management

- **Organizations strive to be financially responsible and solvent; fiscal management supports their mission, values, and performance objectives.**
- **Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.**

- ✓ **Financial planning and strategic planning are integrated. Financial planning helps ensure that adequate funding is provided to support program initiatives.**
- ✓ **Continuity of services is key for persons served.**

Standard 1.1.4.

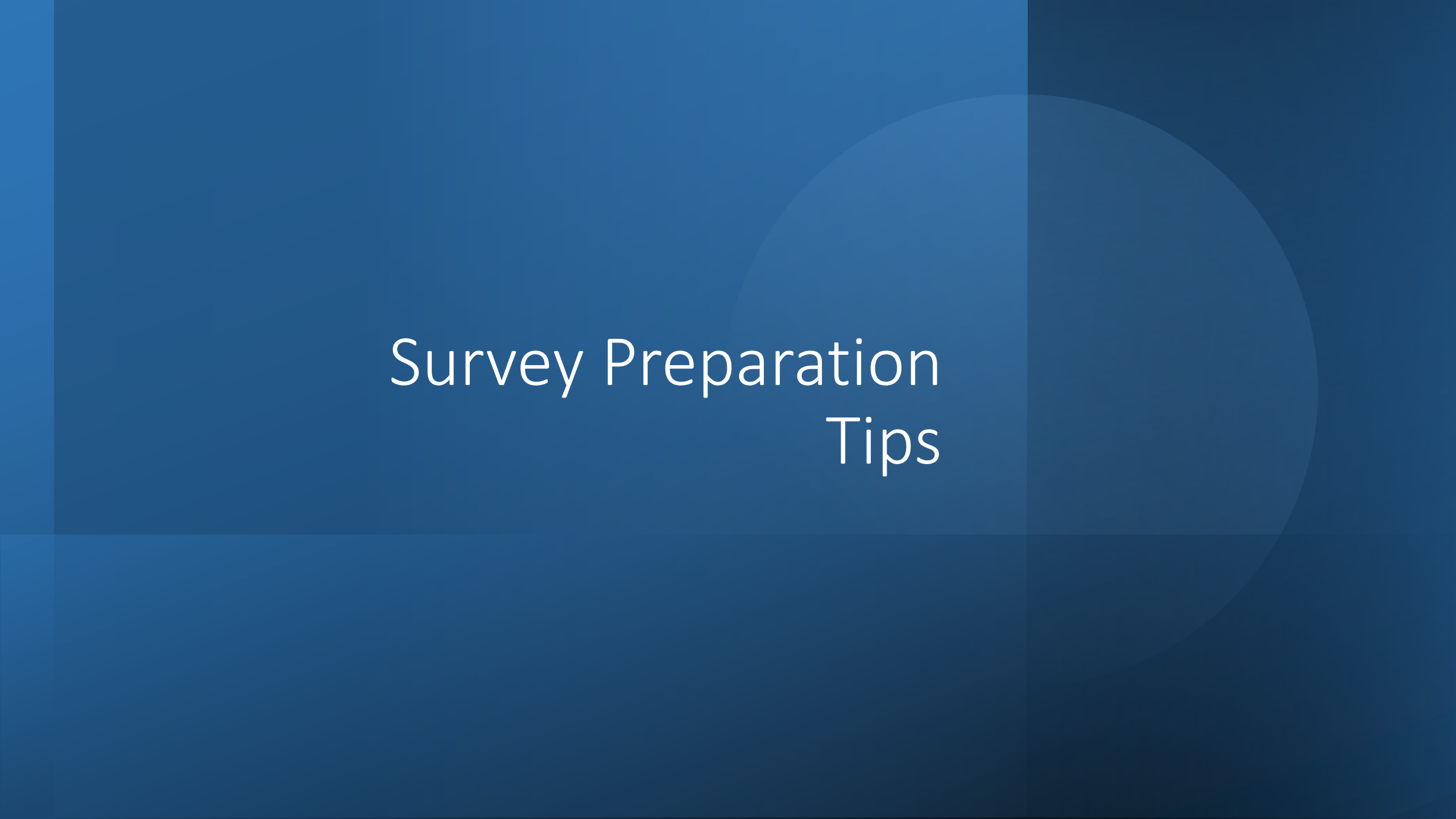
Ongoing workforce planning includes:

- Workforce analysis
- Written job descriptions
- Review and update of written job descriptions in accordance with organizational needs and/or the requirements of external entities
- Recruitment
- Selection
- Retention
- Succession planning



NOTE:

Workforce planning ensures that an organization has the right people with the right skills performing their jobs at the right time.



Survey Preparation Tips

Using the Standards Manual

The Standards

Key Definitions

Appendices



NOTE:

Call or email your Resource Specialist with questions about standards.

The standard will list ratable elements that should be met.

Intent statements provide philosophy for the standard.

Persons Served and Other Stakeholders—Obtain Input

D. Input from Persons Served and Other Stakeholders

Description

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

- 1.D. 1. The organization demonstrates that it obtains input:
- a. On an ongoing basis.
 - b. From:
 - (1) Persons served.
 - (2) Personnel.
 - (3) Other stakeholders.
 - c. Using a variety of mechanisms.

Intent Statements

Input is requested and collected to help determine the expectations and preferences of the organization's stakeholders and to better understand how the organization is performing from the perspective of its stakeholders. The input obtained relates to the persons served and the organization's service delivery and business practices. The organization identifies the relevant stakeholders, in addition to the persons served and personnel, from whom it solicits input.

Examples

1.a. It is important to not only use a variety of mechanisms to collect information but also to collect information throughout the year. Simply having an annual public forum would not meet

the intent of this standard because the standard requires ongoing collection of information.

1.b.(3) Please refer to the Glossary for the definition of *stakeholders*.

1.c. There are a variety of mechanisms to solicit and collect information, which may range from the informal to the formal.

Mechanisms may include:

- Advisory groups, forums of persons served, or focus groups.
- Telephone or online surveys.
- Social media.
- Conferences.
- Suggestion boxes.
- Complaint or incident summaries.
- Performance improvement activities.
- Environmental scans for strategic planning.

Please see the Glossary for the definition of *strategic planning*.

1.D. 2. The leadership:

- a. Analyzes the input obtained.
- b. Uses the input in:
 - (1) Program planning.
 - (2) Performance improvement.
 - (3) Strategic planning.
 - (4) Organizational advocacy.
 - (5) Financial planning.
 - (6) Resource planning.
 - (7) Workforce planning.

Intent Statements

The input is continually analyzed, and the analysis is integrated into the business practices of the organization. The input is analyzed to help determine if the organization is:

- Meeting the current needs of the persons served and other stakeholders.

Examples show how standards may be met, but they should not be interpreted as the only way to meet the standard.

Using the Standards Manual

The Standards

Key Definitions

Appendices



Digital copies of these appendices are available at http://www.carf.org/Documentation_and_Time_Lines

Appendix A. Required Written Documentation

Identifies documentation required in writing in all sections of the standards manual

Appendix B. Operational Timelines

Indicates what activities should be accomplished and when

Appendix C. Required Training

Indicates where organizations should provide training and includes all sections of the standards

Appendix D. Resources

Brings together all resources into one section



Frequently Asked Questions

How do we know which program to choose?

How long do we need to prepare for the first survey?

What are surveyors doing during the survey?

Is there an annual fee?

What is the cost of an initial survey?

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Available Trainings:

- CARF 101 – Orlando, Florida – March 12 & 13
- Transforming Outcomes – Tucson, Arizona – TBD
- 101 Private Training – Your Organization

THANK YOU!

Questions?

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