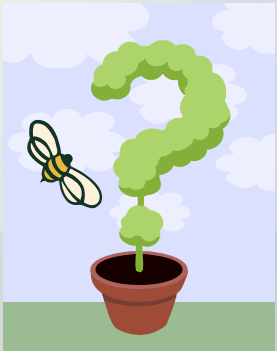


# **CARF & The 2006 Survey Process**

**What You Should Know!**

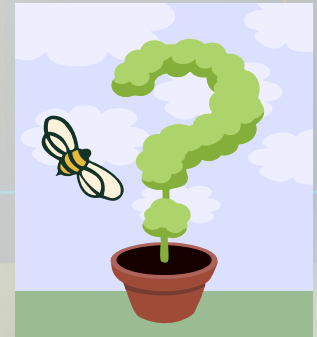
# What Is CARF?

- CARF is an accreditation body for service providers, with a goal of promoting quality
- Is a private, non-profit organization begun in 1966
- Develops and maintains current standards such as the Behavioral Health Standards Manual, in addition to other standards for various types of rehabilitation organizations



# What Is CARF? (continued)

- CARF recognizes those organizations that undertake accreditation and demonstrate commitment to the continuous improvement of their programs and services
- CARF surveys organizations seeking accreditation via a consultative peer-review process
  - **Focus is on the needs & outcomes of the persons served.**



# CARF'S Mission & Vision

•CARF Mission: *“To promote the quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served.”*

•CARF Vision: *“Through responsiveness to a dynamic and diverse environment, CARF serves as a catalyst for improving the quality of life of the persons served*



# Why Does an Organization Want CARF Accreditation?



- Some areas of accreditation are voluntary, but desirable for rehabilitation organizations
- The State of Illinois requires us to have some form of accreditation in order to receive payment for services.
- Accreditation helps an organization in their efforts to develop and follow best practices

# When Is Our Next Survey Due To Occur?



- The surveyors arrive depending on the application process, it will not be a surprise visit- they will schedule ahead of time with the organization
- The surveyors will be visiting a variety of sites; they can visit any site they choose, and can review any record they want

# CARF Standards – An Overview

- **Section 1 – Business Practices**

- **Includes standards addressing:**

- **Input from stakeholders**
    - **Accessibility**
    - **Information management/performance improvement**
    - **Rights of persons served**
    - **Health & safety**
    - **Human resources**
    - **Leadership**
    - **Legal requirements**
    - **Financial planning & management**
    - **Governance**

# CARF Standards – An Overview

- **Section 2 – General Program Standards**  
**Includes standards addressing:**
  - Program structure/staffing
  - Screening & access to services (orientation, assessment)
  - Individual plan
  - Transition/recovery support services
  - Pharmacotherapy
  - Seclusion & restraint
  - Records of the persons served
  - Quality records review

# CARF Standards – An Overview

- **Section 3 – Behavioral Health Core Program Standards**
  - **Includes standards addressing:**
    - **Assertive Community Treatment (ACT)**
    - **Assessment & Referral (AR)**
    - **Case Management/Services Coordination (CM)**
    - **Community Housing (CH)**
    - **Community Integration (COI; includes Centers for Recovery)**
    - **Crisis Intervention (CI)**

# CARF Standards – An Overview

- **Section 4 – Behavioral Health Specific Population Designation Standards**
  - Includes standards addressing:
    - Children & Adolescents (CA)

# CARF Standards – An Overview

- **Section 5 – Employment & Community Services**
  - **Includes standards addressing:**
    - **Individual-Centered Service Planning, Design, Delivery**
    - **Employment Services Principle Standards**
    - **Organizational Employment Services**
    - **Community Employment Services**

# What do all these standards mean?

- **CARF creates standards every year that will help programs pay attention to services, quality, recovery and business**
- **The standards are applied by surveyors who will come to an organization and see if we are doing what the standards require**
- **CARF surveyors will give recommendations (meaning - we are not meeting the standard) or suggestions (meaning - they have a good idea how to do something better or easier)**

# HOW DOES MY PROGRAM NOT BECOME THE WEAKEST LINK?

- **Follow the regular agency procedures - many are based on CARF or MRO**
- **Become familiar with the CARF standards and your organizations responses on how they comply with the standards**
- **Use the CARF tip sheets**
- **Use the "To-Do Lists"**

# Watch the "hot Spots"

- Be sure that if CARF states policy- it is a written policy and has all the components
- Persons served should know their rights, the grievance procedure and treatment plan goals
- The CARF plans should be well thought out and pro-active with time-lines. Plans include- Accessibility, Information Mang, etc.

# THANKS FOR ALL YOUR HARD WORK

- With all your hard work, organizations continues to provide great services
- With all your hard work, members have better lives
- With all your hard work, CARF becomes a process and not an event
- With all your hard work, we are thankful and amazed at what staff do on a daily basis
- THANKS!!!