

carf



# CARF Canada: It's All About Choice

Metamorphosis

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carf International

carf - CCAC

carf Canada



# CARF and CARF Canada...

- International non-profit accreditor of human services; inception 1966
- Accrediting in Canada since 1969
- Incorporated in Canada, March 2002
  - offices in Edmonton and Ottawa
- Mandates/recognitions
  - Ontario MOHLTC in long term care; Distress Centres Ontario; Aviva
- Sophisticated infrastructure and capacity to serve

# Scope

- International (Europe, Israel, South America etc.)
  - 5562 organizations; includes 1768 in behavioural health
  - 44,906 programs; includes 20,735 in behavioural health and 46 adult day programs
- In Canada
  - 310 organizations (84 in ON); includes 28 in behavioural health
  - 2463 programs; includes 216 in behavioural health and 1 adult day program
- Search for a provider on the website

# CARF Process Themes

- Person-centred
- Consultative
- Performance improvement/quality framework
- A journey....no finish line
- Assistance throughout the process - not just about an on-site survey
- Network and build connections

# An Operational Review: Process and Outcome Focus

- A holistic quality framework that addresses business practices and programs/services both at an administrative level and the front line
  - Business Practices
    - common to all organizations
    - Governance optional for 2009
  - General process standards
  - Blend of core program standards
    - tailored/unique to each organization
    - home and community standards will be found in standards manuals dedicated to aging services, behavioural health, medical rehabilitation and employment and community services
    - In BH manual 23 sets of core program standards in addition to 19 sets of standards related to employment and community services
- Non-prescriptive, community-based standards

# Comprehensive

- Process that covers all parts of the organization
  - a thorough review of documents
  - interviews with clients, staff, governing board members, and other stakeholders (e.g., funding and referral sources, governmental authorities)
  - visual assessment

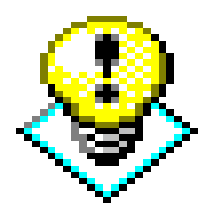
# Comprehensive (cont'd)

- Document review
  - policies, records of the persons served, personnel records, meeting minutes, management reports, promotional material; and other documentary evidence related to the standards
- Interviews
  - confidential and used to understand the operations and practices
  - persons served are asked about opportunities for input; what they would do if they had a complaint; satisfaction
  - other stakeholders are asked about partnerships
- Visual assessment
  - safety; consistency among sites; setting aligned with needs of persons served; communication patterns

# Steps to Accreditation

<b>STEP</b>	<b>PROCESS</b>	<b>TIME</b>
<b>1</b>	Consult with CARF resource specialist	1½ - 1 year prior to survey
<b>2</b>	Conduct a self-evaluation	6 months (suggest 9)
<b>3</b>	Submit Intent to Survey	3 calendar months (suggest 6)
<b>4</b>	CARF invoices fee (based on # of surveyors)	Immediately after
<b>5</b>	Survey team selected	30 days before survey you are notified
<b>6</b>	<b>Survey</b>	
<b>7</b>	Outcome rendered (email report)	6-8 weeks after
<b>8</b>	QIP Submitted	90 days after award
<b>9</b>	Annual Conformance to Quality Report	Anniversary date
<b>10</b>	Maintaining contact	Continual

# Self-assessment



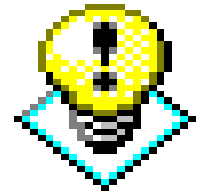
- Assign responsibility
  - Coordinator and/or small core group – see Accreditation Tips
- Prepare project plan, including timeframes
  - choose program standards in consultation with resource specialist
  - 9-18 months to prepare
  - 6 months conformance – condition of accreditation
- Gap analysis
  - what evidence do we have in place that we meet the standard? Not everything needs to be written
  - what work do we need to do? Share shamelessly with your network
  - invest resources in improving your own infrastructure
- Organize evidence of conformance – roadmap for the surveyors

# Who *are* these people?

- Surveyors are “peers” who usually work in accredited organizations. They have a minimum of 3 years experience in direct service delivery or administration
- Diverse skill sets – 1300 internationally; 102 in Canada
- Survey process is consultative with a positive expectation for the survey outcome
- Surveyors use same manual you do
- Surveyor recruitment a hidden agenda
  - Join CARF - see the world

# What is a CARF survey like?

- Surveyors will want to see some documentation the night before, e.g. strategic plan, quality improvement plan
- Process is based on performance improvement and consultation
  - there are no wrong answers
  - there will be lots (and lots, and lots) of questions
  - the questions may focus on how things are done; how the team members do their jobs; how scenarios are handled
- Demonstration to the survey team that standards are part of what you do
  - the use of these standards should be part of the everyday activity of the organization
- Not a paper process, though some policy structure required
  - what happens when policy is actualized!
- All levels of organization involved, including person served
  - one-on-one interviews



# Maintenance of Accreditation

- Accreditation outcomes
  - 3 year; 1 year; provisional
- Quality Improvement Plan
  - within 90 days of notice of accreditation
- Annual Conformance to Quality Report
- Opportunity to stay abreast of changes
  - webinars; standards updated annually; timely publications; international conferences; information on the website; toll free access to resource specialists

# Costs

## ■ Direct costs

- purchase of the standards manual (mandatory)
  - Many optional resources, e.g. Outcomes Management
- \$1250 Intent to Survey (application) fee
  - Paid at the beginning of each accreditation cycle
- \$1750 per surveyor per day survey fee
  - Drivers are the size and complexity; geographic distribution of service delivery settings owned, leased or operated by the organization
  - Average CARF survey 2 surveyors for 2 days
- no annual fee
- cost of training – cost recovery on a regional basis; train-the-trainer approach.



## ■ Indirect costs

- driven by the work that needs to be done to bring an organization into conformance with standards

# Customizing the Process

- For community support services
  - information and exchange input forum - November 2008 – quality themes identified by delegates of the key associations
  - International Standards Advisory Committee – March 2009
    - 3 Ontarians served as content experts for the development of the standards for home and community services
  - broad-based field review – sent directly by CARF to all CSS members of the MHLHIN; also via the associations, e.g. OCSA, OHCA

# Customizing the Process (cont'd)

- For mental health and addictions
  - Corresponded with every agency within the LHIN
  - Submitted a proposal to the CMHA and OFCMHAP regarding ways in which CARF could provide support to the network

# Differentiating Features

- Balanced model
- Competitive cost structure
- Practical, specialized, well explained; no one way to meet standards
- Standards updated annually - bring a broad international perspective on best practice in community support services and behavioural health
- Specific program standards
  - comprehensive/ability to tailor standards to the organization's unique services

# Differentiating Features (cont'd)

- “Do-able” – size, location not an issue
- Training and education
  - webinars, international conferences, written material, regional 101s and outcomes training
  - 101 introducing the home and community standards at the Delta Meadowvale Sept 10-11
- Promising Practices
  - innovative programs described, as value added to the field
- Opportunity to network internationally
- Opportunity to become a surveyor
  - bring good practices back to your organization – enrich the field
- uSPEQ – the voice of the consumer

# CARF Canada Contacts

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