



## **Accreditation Survey of Region 3 Behavioral Health Services**

August 11 – 12, 2022

**Region 3 Behavioral Health Services** has been nationally accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF) International since 1998. Our Professional Partner Program, Emergency Community Support Program, and Network are accredited. An accreditation survey is completed based on the accreditation status of an organization. The highest level of accreditation is a 3-year accreditation of which Region 3 achieved during our first accreditation process in 1998 and has maintained this status ever since. Our latest accreditation survey was conducted as a Digitally Enabled Site Survey (DESS) on August 11 and 12, 2022.

Region 3 has an active CARF/Safety Team consisting of staff members from the various programs and departments who work year-round to maintain, test, and ensure that Region 3 is complying with national standards appropriate for the scope of work we do.

During our recent CARF survey, a total of 1,625 standards were reviewed by the three-person survey team assigned to Region 3 who completes the review, develops a report and then forwards it to CARF leadership to render a decision regarding accreditation. We anticipate that we will hear from CARF by October 15, 2022 as to the outcome of our accreditation survey. CARF survey team members are peers reviewers from behavioral health organizations that provide similar services as Region 3. Our team of peer reviewers were:

- Diane Roseberry, Park Center, Nashville, TN
- Leslie Ulloa, La Frontera Center, Inc., Tucson, AZ
- David Kamnitzer, Institute for Community Living, Inc., New York, NY

### **CARF International**

Through accreditation, CARF assists organizations in improving the quality of their services, demonstrating value, and meeting internationally recognized organizational, program, and network standards.

The accreditation process applied sets of standards to our services, network management and business practices during the virtual survey.

Accreditation is an ongoing process signaling to the public that Region 3 is committed to continuously improving services, encouraging feedback, and serving communities throughout the region.

Accreditation demonstrates our commitment to enhance our performance, manage our risk, and distinguish our service delivery.

The CARF International group of companies currently accredits more than 50,000 programs and services at 23,000 locations. More than 8 million persons of all ages are served annually by 6,800 CARF-accredited organizations.

CARF accreditation extends to countries in North and South America, Europe, Asia, and Africa.

### **What is the CARF accreditation process?**

The CARF accreditation process starts with an organization's commitment to continuous improvement and culminates with external review and recognition that the provider's business and service practices meet international standards of quality -- with all the steps in between focused on optimal outcomes for the persons the provider serves and sustained organizational success. Achieving greater satisfaction for stakeholders, improved organizational efficiency and effectiveness, as well as an enhanced community image, are among the benefits of the CARF accreditation process.

The survey team industries industry peers who follow a consultative (rather than an inspective) approach in conducting the virtual survey. In addition to interviews of staff, persons served and their families, referral agencies, funders and a member of the Governing Board, the also surveyors reviewed organizational practices, reviewed appropriate documentation, answered questions, and suggested ways to improve our operations and service delivery.

Following completion of the survey, CARF renders an accreditation decision and will send a report that identifies Region 3's strengths and areas for improvement and its level of demonstrated conformance to the standards.

To demonstrate its ongoing conformance to the CARF International standards, Region 3 will complete a Quality Improvement Plan after receiving the survey report and will an Annual Conformance to Quality Report each year throughout the accreditation term.

### **Why CARF International?**

Region 3 chose CARF International accreditation because it provides a visible symbol that assures the public of our commitment to continually enhance the quality of our services and programs with a focus on the satisfaction and inclusion of those we serve.

CARF surveyors used a consultative approach during the survey process to assist us in improving the quality and value of our organization, our services and our management of our provider network. Each survey team was selected based upon a match of their areas of expertise and Region 3's unique needs.

CARF stands for continuous quality improvement with a focus on the satisfaction of persons served. We believe that CARF accreditation makes a difference!

