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Accreditation Survey of Region 3 Behavioral Health Services

Accreditation Survey Conducted August 11 – 12, 2022

Report to the Behavioral Health Advisory Committee

October 27, 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 Three-Year Accreditation of which Region 3 achieved during our first accreditation process in 1998 and has maintained in all subsequent accreditation surveys. 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. Program staff also keep abreast of standards and the changes that occur throughout the three-year accreditation period.

CARF survey team members are peer reviewers from behavioral health organizations that provide similar services as Region 3. The review consists of organizational standards, program and service standards, and network standards.

During our August 2022 CARF survey, a total of 1,625 standards were reviewed by the three-person survey team assigned to Region 3 who completed the review, developed a report and forwarded it to CARF leadership to render a decision regarding accreditation. On September 12, 2022 Region 3 received a letter stating we received a Three-Year Accreditation for the Professional Partner Program (PPP), Emergency Community Support (ERCS), and Network. Of the 1,625 standards reviewed Region 3 met full compliance with 1,597 standards achieving a 98.28% compliance rate.

Region 3 is in the process of developing our Quality Improvement Plan (QIP) to proactively address the 28 standards where full compliance was not achieved. The QIP is due to CARF by December 1, 2022 and is an opportunity for quality improvement in the following areas:

- Test of Region 3's procedures for Region 3' business continuity/disaster recovery plan on an annual basis.
- Performance measurement and management documents and reports should identify individuals responsible for collecting and reporting the information.
- Programs and services to ensure all programs/services include and document competency-based training. Consistent documentation of ongoing supervision of direct service personnel. Supervision is completed on a regularly scheduled basis, however, Region 3 will ensure consistent documentation.
- Consistent application of the following areas within the Individualize Plans of Care.
- Orientation of individuals and families served regarding how to provide input and expectations of family involvement.
- When the assessment of an individual being served identifies potential risk to self and/or others, a safety plan that includes actions to be taken to restrict access to lethal means is developed and provided to the individual.
- Written discharge summary is prepared for all individuals served in both the PPP and ERCS.