



CARF Accreditation and Value

In business since 1966, CARF has established its international leadership in the quality improvement movement by accrediting programs in the health and human services sector. As a private not-for-profit accreditor, CARF currently accredits 18,397 program sites in the Employment and Community Services sector. CARF conducts more than 2000 site surveys annually in the United States, Canada, and Western Europe.

CARF's Aspire to Excellence™ model of quality improvement extends solid business practice standards and its unique focus on "persons served" to drive value, performance, and outcomes to multiple parties – consumers, regulators, payors, and providers of services. The extended value to these parties is as follows:

Stakeholders

General Public

- Maintains the importance of quality in the "human services" in world of competing interests
- Quality and excellence in systems lead to greater access for people
- Systems focused on people, perform well, create participation opportunities for persons with disabilities; these outcomes contribute to thriving communities/nations
- A well performing rehabilitation sector reduces stigma of disability, enhances participation for persons
- Congruence with laws (example: ADA, Olmstead decision, etc.)

Regulators General

- Allows experts and public to determine quality indicators in "specialty" areas; done by a third party accreditor
- Highest priority risks can be focused of quality oversight by regulator
- Accreditation template provides systems with quality benchmarks across a continuum of services
- Accreditation, with specificity built into programs, sets service standards expectation regardless of location, size, etc. All people deserve high-quality care regardless of location/site (standardize quality)
- Supports public's demand for enhanced quality

Payer

- Requirement that providers accredited demonstrates commitment to quality on behalf of accounts/lives covered
- Accreditation standards can be used for service protocols/management practices/cost models/etc.
- Accreditation used as external confirmation of declared specialty, assuring best care/outcome/service expectation for all stakeholders
- Accreditation requirement of all providers to establish information and outcome management system could be leveraged to establish system improvement efforts; contribute to report cards
- Standards used to create quality continuum of service to better serve accounts/lives concerned

Organization Accredited

Governance/Executive

- Another third-party review enhances accountability disclosure/quality assurance/risk management function
- Snapshot of human service/business competencies
- Maintains corporate vigilance to society/persons served
- Public demonstration of commitment to quality; can be used as promotional tool
- Bridges "the business with the care" to learn and improve
- May fulfill legal and regulatory requirements
- Balances long-term/short-term business and care priorities

Staff

- Maintains prominence of persons served as co-creator of outcomes, helps to focus on person-based outcomes

- Program standards act as process templates (face validity), expedites program/service development
- Standards represent embedded knowledge of profession and service of those who participate, at different levels, in the service system
- Standards can be used to appropriately minimize or extinguish undesirable variations in service; enhances learning
- Standards can be translated to technology platform to enhance practice

Person Served

- Reasonable assurance of quality, focus on person orientation
- Expectation of individualized approach, participation; that rights and dignity will be maintained
- In rehabilitation, designation of specialty status if program accredited (ex: autism spectrum disorder)

What CARF's customers tell us?

In the current economic environment with funding cuts and challenges confronting organizations and providers, value for dollars spent is a critical decision point for CARF customers and our common focus – persons served. Results of the value of the CARF survey are consistent year after year. The following results for 2008 customers illustrate the business response we have received from CARF customers.

Value Points in CARF

<u>CARF's:</u>	<u>Satisfaction Rating</u>
– Standards were relevant to direct quality	88%
– Expert surveyors provided valuable consultations	93%
– The onsite survey was beneficial	88%
– The survey report guides improvement	88%
– The overall survey experience	88%

The Business Value of CARF

- 98% of surveyed customers stated their business was improved due to CARF
- Top four areas cited:
 - o Risk Management – Policies/Procedures
– Health & Safety
 - o Outcome focused – Direction for improvement/outcome practices
 - o Infrastructure – Information Management
 - o Persons Served – Consumer Relations
- 2009 study found the following average business changes to CARF-accredited organizations:
 - o 26% increase in persons served annually
 - o 37% increase in conformance to quality standards
 - o 37% increase in annual budget dollars

Aside from the value points, CARF annually assesses its direct accreditation costs against other major accreditors – CARF's distinct price advantage has been maintained as a low-cost provider. Accreditation costs amortized over a typical three-year accreditation cycle, on average, represents an annual \$2,900.00 expense or \$3.00 a year per person served (based on CARF's customers' information provided).

Quality, and methods to develop and retain quality services have never been more important than today. CARF looks forward to partnering with you to sustain quality services to persons in need. We want to maintain a service environment that is transparent, accountable, and of value. Call us to work with you.

Paul Andrew
 Managing Director
 Employment and Community Services
 CARF
 520-325-1044 ext. 7112
 520-250-4943

Dear colleague:

We want to contribute to your organization's success. CARF can help your organization meet the many challenges it faces in achieving quality outcomes for persons served while maintaining a healthy bottom line and ensuring long-term organizational survival. I would like to share with you the many benefits of accreditation – some of which you may know about and others that set CARF apart.

Well-known CARF accreditation benefits

- **Business improvement** – 90 percent of CARF's customers report accreditation helps improve their business.
- **Risk management** – Conformance to CARF standards helps organizations manage risk.
- **Funding access** – Accreditation can help secure reimbursement from regulators, funders, and payors and greater access to capital from lenders.
- **Positive visibility** – Accreditation is a public seal of trust and commitment to quality.
- **Accountability** – Accreditation helps demonstrate transparency and accountability to stakeholders.
- **Peer network** – CARF provides a link to a network of other leaders and service providers in your industry who face the same challenges. Many of these individuals present at CARF educational venues and contribute articles to the *CARF Connection*, a free bimonthly newsletter (www.carf.org/subscribe), addressing many of the challenges and offering possible solutions.

Additional offerings that distinguish CARF from all other accreditors and demonstrate the extended value of CARF and accreditation

- **Potential insurance premium savings** – Insurers consider CARF-accredited organizations a lower risk. To my knowledge, CARF is the only accreditor publicly recognized by insurers across all areas of accreditation. Because of this recognition, CARF-accredited organizations may receive a significant insurance premium discount.
- **E-learning for persons with disabilities and human service professionals** – Through an arrangement with EditU and SkillSoft, CARF-accredited organizations can access Education for People With Disabilities in Information Technologies University, online state-of-the-art materials and curricula that help people with disabilities and professionals who serve them bridge the digital divide and enhance their computer skills.
- **Consumer reporting system** – CARF developed uSPEQ™ to anonymously and confidentially gather consumer feedback on organizations' services and help improve organizational quality. This turnkey, cost-effective solution frees organizations from the burden of development, maintenance, and support and provides "independent" reporting from a credible third-party vendor.

For more information about these benefits of CARF accreditation, please call us toll free (888.281.6531) or visit our website (www.carf.org).

Thank you for your commitment to quality services.

Regards,



Brian J. Boon, Ph.D.
President/CEO

CARF Presentation:

Brad Vincent presented information regarding CARF and what it means for providers and ultimately individuals seeking employment. CARF is a Not for Profit Organization. They review all aspects of an agency. Brad also provided the following pieces of information regarding CARF accreditation:

- Providers must be CARF accredited;
- Provides another funding source (RSC);
- Sets you apart from other providers;
- Sets a road map;
- Qualifies you for deemed status;
- Enhances the lives of the individuals that we serve;
- Build relationships and work with local CB to develop a referral process with the CB;
- Attend webinars and trainings offered at RSC (starting in September – OPRA will link to them on our website);

Questions from the group about CARF, RSC, etc:

1. Can we get a portal for employment (on OPRA website?)
2. How do you begin the RSC process?
3. What is Ticket to Work?
4. How do we get County Boards to “let go”?
5. How do we get parents to think differently?
6. Can we put together a model business plan so that we all know what to say/ask for when we go to RSC?
7. How do we turn our existing operations toward this view?
8. What kinds of credential are required to run these kinds of programs?
9. How can we pool resources?
10. A Benefits Consultation (How do we get, who can do it, how do we help families get the help they need to be willing to get into vs. fear of losing a waiver that they worked to get for years to lose get a 7 dollar and hour job)?
11. Can we get more information on who in local counties can help with benefits?
12. Can we create work incentives to take to employers?

Koinonia Homes discussed concept of job carving and job creation:

- Showing employers how we can create efficiencies focusing on the person’s ability (i.e., the person who makes beds well...can make all the beds and then go do another part of the process i.e., folding towels);
- Changing system culture...shift in how we are presenting people = we are selling the person, not selling the disability;
- Discovery? What is the discovery process? Looking the person as a whole. What does the person want, what does that person do well;

Other discussion items and brainstorming ideas:

1. Accessing SCORE to set up a business plan.
2. Interviewing Business and finding out what they needs. Works best to form a relationship with them and making it really easy for them to say yes! LISTEN A LOT.
3. Need training on the industry, we need to think like businesses...what do they want they want to save money...they don't want a bunch of people coming in.
4. Create Business Advisory Committees...talked with people about what they did, who they do business with, and what do they want and what do they need. They network together.

Where do we go from here?

- Build Capacity;
- Build Interest;
- Invite Monte and Ben to come in and talk to this group'
- OPRA is going to work to ensure that respective administrations know that we are engaged...that if they want the solution they can see that OPRA and its members want to be one of the primary solutions to making this happen!

Will setup a training next...

CARF Webinar on August 29th

Training resource Wilson ODD and CMS offer free supported employment training. Very practical training Leslie Wilson out of Florida. Supported Employment 101!

Next Meeting: October 5th, 10 at OPRA Monthly Meetings