

Accreditation 202 Version 20.18

May 6th, 2018



What does being accredited even mean!?

Accreditation is a process of using a set of best practice standards to help guide continuous quality improvement in areas such as strategic planning, human resources, health and safety, input from persons served and services in general. It involves measuring our practices and procedures against a set of standardized, international, community living standards. If

we measure up at BSS, we become successfully “accredited.” The steps of the CARF accreditation process are:

- 1. Preparation** – BSS is using the CARF standards to guide continuous quality improvement in our services.
- 2. Awareness** – We are informing personnel and persons served about accreditation.
- 3. Site Survey** – For three days in June, three site surveyors will interview personnel, persons served, families and other stakeholders, tour our programs and review files and policies, etc..
- 4. Accreditation** – CARF will notify us of our accreditation success six weeks after the site survey.
- 5. Continuous Quality Improvement** – after the site survey, we celebrate! We will also continuously improve, staying on top of standards so that we are well prepared in 3 more years for CARF’s next visit.

‘CARF’ stands for:

- Capable Aardvarks Repairing Fences
- Caring and Responsible Friendships
- Commission on Accreditation of Rehabilitation Facilities
- Canadian Accreditation of Residential Facilities

What’s new since last time?

The biggest change for BeConnected this time around, is that we are now required by MCFD to survey our Children and Youth Programs using CARF’s Child and Youth Services Standards Manual. It is what CARF calls a “blended” survey and enables us to seek accreditation using a single site survey for more than one standards manual. Blending takes standards relevant to specific programs or services from one manual and incorporates them into a survey being conducted using another manual in which the programs are not included. For us, it means our services found in the Children and Youth Services Standards Manual will be blended into a survey being conducted that primarily uses the Employment and Community Services Standards Manual. It’s also why we have three surveyors visiting this time instead of two!

Matching Game! Draw a line and match the process to its description:

Outcomes and performance indicators are established annually and relevant data is analyzed in these areas		PRN medication training provided by an external partner, most often HCC RN
Bomb Threat Report		The body that monitors the Residential Care Regulations
VIHA		Tell, Ask, Listen, Keepsafe
8 Rights of Medication Administration		Strengths Needs Abilities Preferences
Accessibility Plan		Specific, Measurable, Achievable, Realistic, Time-Limited
Intervening using least intrusive means possible		Preparation, Awareness, Site Survey, Accreditation, CQI
SMART stands for		A serious incident reportable to CLBC/MCFD and/or Licensing
PASS stands for		A desired response to a person who has become aggressive
If a person is having thoughts of suicide, you should		The RIGHT person, medication, dosage, route, time, reason, documentation, attitude
SNAP stands for		Pull Aim Squeeze Sweep
Delegation of task		A planning doc that outlines steps to removes barriers at BSS such as attitudinal and employment
Abuse		Examples of BSS committees
SPC, PESC, Social, Opus		Effectiveness, efficiency, satisfaction, service access
Steps of the CARF accreditation process		Reviewed at least annually with all persons served
Rights		Must be completed when a bomb threat is received

Preparation for BeConnected’s SIXTH accreditation survey is well underway with our site survey scheduled to occur June 4th, 5th and 6th, 2018. BeConnected has much pride in our accomplishments of past accreditations, and anticipates “SURVEY Version 20.18” will be equally successful!

If you have any questions about the Accreditation process, or our upcoming re-survey, please contact me at 250-727-3891 or via email at kkay@beconsupport.ca.

~Kristen Kay, Director of Programs and Quality Assurance