

BeConnected Accreditation Bulletin #34

Accreditation 202 Version 20.21

November 23rd, 2020

Preparation for BeConnected’s (BSS’s) SEVENTH accreditation survey is well underway with our site survey scheduled to occur in May or June of 2021. BeConnected has much pride in our accomplishments of past accreditations, and anticipates “SURVEY Version 20.21” will be equally successful!

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, 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:

- (a) Caring and Responsible Friendships
- (b) Commission on Accreditation of Rehabilitation Facilities
- (c) Canadian Accreditation of Residential Facilities

What is a blended survey?

BeConnected historically has used CARF’s Employment and Community Services Standards Manual, however, as of BSS’s last survey MCFD now requires our children and youth programs to be surveyed using CARF’s Child and Youth Services Manual. This is accomplished by having what CARF calls a “blended” survey which 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. This will be the second blended survey for BeConnected.

What's new since last time?

Since our last survey in 2018, there are two big changes which will affect our survey in 2021!

- #1 When an organization's accreditation requires renewal, CARF sends a team of surveyors from the USA and Canada to conduct the survey in person. However, due to the COVID-19 pandemic travel is restricted and visitors in BeConnected programs are limited in order to protect the individuals we support and our personnel.

In June 2020 CARF developed a new survey program called the Digitally Enabled Site Survey Program (DESS). This program allows surveyors to conduct the survey remotely using Microsoft Teams. CARF will continue to use DESS until such a time that environmental conditions allow in person visits. We anticipate that our May/June 2021 survey will be conducted using this program.

- #2 Each year, CARF collects feedback from the field and updates their standards manual to reflect continuous quality improvement. Occasionally, entire sections in the standards manual are overhauled to reflect current best practice. **Since our last survey in 2018 CARF has revised and updated in their entirety six sections in the standards manuals**, an unprecedented number. These sections include: Workforce Development and Management (formally referred to as Human Resources), Technology, Performance Measurement and Management, Performance Improvement, Medication Use (CYS), and Promoting Non Violent Practices (CYS).



Matching Game!

Complete the matching game on the next page and submit to your Coordinator or Head Office by December 31st to be entered for the chance to win a prize!

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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@beconnectedsupport.ca.

~Kristen Kay, Director of Programs and Quality Assurance

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BSS Accreditation Matching Game!

Name: _____

Match the process to its description:

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