

Accreditation 101 Version 20.24

November 1st, 2023

Preparation for BeConnected's (BSS's) EIGHTH accreditation survey is well underway with our site survey scheduled to occur in May or June of 2024. BeConnected has much pride in our accomplishments of past accreditations, and anticipates "SURVEY Version 20.24" 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 activities such as strategic planning, human resources, health and safety, input from persons served, rights, accessibility, performance improvement, etc. It involves measuring our practices, procedures, programs and services against a set of standardized and international standards. If we measure up at BSS, we become successfully "accredited." The steps of the CARF accreditation process are:



1. Preparation: BSS uses the CARF standards, updated each year, to guide the organization's continuous quality improvement.
2. Awareness: We inform persons served, personnel, families and other stakeholders about the accreditation process.
3. Site Survey: For 3 days, 3 or 4 site surveyors will join us on location and interview persons served, personnel, families and other stakeholders, tour the programs, and review files, policies, procedures etc..
4. Accreditation: CARF will notify us of our accreditation survey results six weeks after the site survey.
5. Continuous Quality Improvement: after the site survey, we celebrate the achievement of an 8th successful CARF survey! We will also continuously improve, staying on top of the standards, and implementing new standards so that we are well prepared in 3 more years for CARF's next visit.

What's new since last time?

Since our last survey in 2021, there are three big changes which will affect our survey in 2024!

- #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 in 2021, travel was restricted and visitors in BeConnected programs were limited in order to protect the individuals we support and our personnel. Our 2021 survey was conducted by video!

With all relevant restrictions lifted in 2024, our survey will be back to in-person.

- #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 2021 CARF has revised and updated in their entirety two sections in the standards manuals, Section M. Performance Measurement and Management, and Section N. Performance Improvement. Among many other things, these standard sections focus on the results achieved for the persons we serve, such as are we supporting individuals to make and meet quality personal goals.
- #3 Our funders require that all program and service categories are accredited, and each survey [except the last one], we have added one new program at a time to our survey. This time we are adding our final unaccredited program to be accredited: Community Integration. This service category includes the Douglas Street Launchpad, community inclusion programs that are delivered out of our group homes, and contracted community inclusion.



Matching Game!

Complete the matching game on the next page and submit to your Coordinator or Head Office by November 30th for the chance to win a prize!

Fax: 250.721.2571

Email: kkay@beconnectedsupport.ca

BeConnected Support Services Survey Drive 2024 Matching Game for a Chance to Win Great Prizes #1

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. A category of service that provides opportunities for the community participation of persons served |
| _____ Community Integration | 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 |