

What to expect during your accreditation survey: residential treatment - TRANSCRIPT

Narrator: Transparent. Educational. No surprises. That's The Joint Commission's survey process and exactly what you'll see in this short video.

Surveyor: "Hi, my name is Mark. I'm with The Joint Commission."

Receptionist: "Welcome."

Surveyor: "Thank you."

Receptionist: "Please sign in."

Narrator: ...a snapshot of what happens during a survey at an organization that provides residential treatment for individuals with addictions.

CEO: "Hi, Mark. I'm John."

Surveyor: "Hi, John, how are you?"

Narrator: We want you to know what to expect during your survey – the kinds of questions we ask and who at your organization may be involved. Here's a look at some key elements of the survey, including:

- Opening conference and orientation to the organization
- Individual tracer activity, including interviews with individuals served
- Life Safety Code building assessment
- Competence of staff assessment process, and
- Exit briefing

Surveyor: "We'll be looking at recruitment, hiring processes and then orientation – bringing people on board when they start work."

Surveyor: "The survey process this week will provide an external validation for, not only Joint Commission standards compliance, but also for the hard work you do."

Narrator: The day begins with an opening conference where you tell us about your organization and its philosophy.

CEO: "...finding out what we can do better, looking at our processes."

Narrator: The surveyor gathers information by listening, observing and talking with your staff, individuals served and their family members.

Surveyor: "I'm here doing the survey for Gateway this week. Do you ever get to have input into the food, or get the sort of foods you like?"

Narrator: This dynamic dialogue between your organization and our surveyors provides a framework for achieving high reliability which results in the consistent delivery of safe and high quality care.

Surveyor: “This is a nice room for two people...Let’s talk a little bit about the process that Gateway uses for their admissions.”

Narrator: We evaluate the care, treatment and services you provide by following an individual’s journey through your organization.

Surveyor: “How long from when you made that phone call and had a screening to when you were able to come in for an admission?”

Narrator: This is what we call the tracer methodology. As we follow the course of an individual, we use clinical case records as a roadmap for gathering information. Joint Commission accreditation allows for flexibility in how you run your business and deliver your services, but holds you accountable for the policies and processes you establish.

Surveyor: “Does Gateway use a physical health assessment as part of bringing someone on board residentially?”

Staff: “Yes, they do.”

Narrator: Because of The Joint Commission’s experience in the field of behavioral health, our surveyors are ready to share proven solutions and practices that we’ve seen at other quality residential treatment organizations. During the exit briefing, the surveyor will sum up his or her observations – covering your organization’s strengths as well as any findings

Surveyor: “As you can see, it was quite a good report. I hope also that the survey met your expectations this week.”

Narrator: No matter where you are on your quality and safety journey, The Joint Commission can help. We are committed to working with you to provide safe, high quality care, treatment and services to the individuals you serve. For more information about Joint Commission accreditation, contact us.

Telephone: 630-792-5771
Email: BHC@jointcommission.org
Website: www.jointcommission.org/BHC

Thanks to Gateway Foundation, Inc., for allowing us to videotape at their Aurora, Ill., facility.
www.recovergateway.org