

Information for First Time Surveys

Steps to CARF Accreditation for Contracted Service Provider Organizations of the British Columbia Ministry of Children and Family Development

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Step 1: Consult with a designated CARF Resource Specialist.

The contracted service provider contacts CARF toll free at (888) 281-6531 to discuss which of the standards manuals it should use and for assistance in identifying the applicable CARF service categories. A CARF Resource Specialist is designated at this time. The provider maintains ongoing contact with the Resource Specialist for assistance with interpretation of standards and guidance as needed during the preparation process.

Step 2: Conduct a self-evaluation.

The service provider must implement and use the standards for at least six months prior to the site survey. The provider also conducts a self-study and evaluation of its conformance to the standards. It is strongly recommended that the organization have a mock survey, which can be arranged through the Ministry.

Step 3: Submit the Intent to Survey.

If the self-evaluation and mock survey indicate the provider is prepared for a CARF site survey, the provider contacts their CARF Resource Specialist at least four months prior to the targeted time frame for the survey to obtain access to the Intent to Survey document on Customer Connect, customerconnect.carf.org. The provider submits the Intent to Survey via Customer Connect. The Intent to Survey provides CARF with information about the service provider, the programs or services for which it is seeking accreditation, locations where these services are provided, and the two-month time frame the provider is requesting for a survey to be conducted. The Ministry of Children and Family Development will pay the nonrefundable processing fee. The provider should contact the Ministry of Children and Family Development to obtain an authorization for payment of the accreditation-related fees, and a printed copy of the authorization should be sent with the provider's Intent to Survey. The completed and signed Intent to Survey should be returned to the CARF Canada Office along with the required documents at least three months prior to the two-month time frame requested for the survey. If any information in the Intent document changes after submission, CARF should be notified immediately.

Step 4: CARF invoices for the survey fees.

After reviewing all information, CARF will send the service provider a letter confirming the time frame for survey and indicating the number of surveyors and number of days needed for the survey. CARF will invoice the Ministry for the survey fee. The fee is based on the number of surveyors and days needed to complete the survey. Scheduling of the survey begins immediately upon invoicing, therefore it is imperative that any changes in problem dates be communicated to CARF by this time.

Step 5: CARF selects the survey team.

CARF selects a survey team with the appropriate expertise, based on the service provider's services and

unique needs. CARF notifies the provider of the names of team members and the dates of the survey at least 30 days prior to the survey.

Step 6: The survey team conducts the survey.

The survey team determines the service provider's conformance to all applicable standards on site through observation of services, interviews with persons served and other stakeholders, and review of documentation. Surveyors also provide consultation to the provider's personnel. The provider is informed of the team's findings during an exit conference before the team leaves the site. The survey team submits its findings to CARF in a draft survey report. The survey team does not determine the accreditation outcome.

Step 7: CARF renders the accreditation outcome.

CARF reviews the survey report and renders an accreditation outcome from the following options.

- Three-Year Accreditation
- One-Year Accreditation
- Nonaccreditation

Approximately four to six weeks after the survey, the service provider is notified of the accreditation outcome and receives a written survey report. The organization is also awarded a Certificate of Accreditation that lists the programs and services included in the accreditation award.

Step 8: Submit a Quality Improvement Plan.

Within 90 days after notification of the accreditation outcome, the service provider fulfills an accreditation condition by submitting to CARF a Quality Improvement Plan outlining the actions that have been or will be taken in response to the recommendations made in the survey report.

Step 9: Submit an Annual Conformance to Quality Report.

A service provider that achieves a Three-Year Accreditation award submits a signed Annual Conformance to Quality Report (ACQR) to CARF on the accreditation anniversary date in each of the two years following the award. CARF sends the organization the form for this report approximately ten weeks before it is due. The ACQR fulfills an accreditation condition and reaffirms the organization's ongoing conformance to the CARF standards.

Step 10: CARF maintains contact with the service provider.

CARF maintains contact with the service provider during the tenure of accreditation. Providers are also encouraged to contact CARF often to help maintain conformance to the CARF standards. CARF offers many timely publications to help organizations provide quality programs and services. The CARF web site provides news and information, and CARF seminars and conferences are excellent ways to receive updates and other information about the accreditation process and the standards.