Continuing Care Retirement Communities and Accreditation

The 1818 Society World Bank Group Alumni Retirement and Active Lifestyles Chapter
March 9, 2010
Commission on Accreditation of Rehabilitation Facilities

- International accreditation and standards setting organization
- Founded in 1966
- Private, non-profit, independent
- Customer Service Units
  - Aging Services
  - Behavioral Health, includes Business and Service Management Networks
  - Child and Youth Services
  - Durable Medical Equipment Prosthetic Orthotics & Supplies (DMEPOS)
  - Employment and Community Services
  - Medical Rehabilitation
- Accredits more than 42,000 programs in 19,000 sites in U.S., Canada, Europe, South America, South Pacific
- Over 8.3 million people served annually
- Moral owners – persons served
Continuing Care Accreditation Commission (CCAC)

- Merged with CARF through an acquisition on February 1, 2003
- Located in Washington, DC
- In existence 25 years
- CARF-CCAC is only accreditation system designed specifically for CCRCs
Aging Services accredits:

- Adult Day Services
- Aging Service Networks
- Assisted Living
- Person-Centered Long Term Care Communities
- Home and Community Service (New in 2010)
- Continuing Care Retirement Communities (CARF-CCAC Accreditation Process)
- Dementia Care programs
- Stroke Specialty programs
The mission of CARF:

- Promote quality
- Value
- Optimal outcomes of services
- Through a consultative accreditation process that centers on enhancing the lives of persons served.

Accountable to the CARF Board of Directors
What is a Continuing Care Retirement Community (CCRC)?

- Provides coordinated care and services
- Contractual and/or rental agreements
- Residential living, assisted living, and health services
- Ongoing financial and strategic planning
- Ensures continuum of services over life of contract

Delivery of care and services:
- Screenings
- Monitoring of health needs
- Transition planning
- Seamless transition between levels of care
- Care that is centered on:
  - The person
  - Quality of life
  - Wellness
  - Individual choice
The Variety of Service Options Out There for Consumers

- Continuing Care Retirement Community
- Assisted Living
- Adult Day Services
- Nursing Home
- Retirement Community, Active Adult Community, Retirement Residence
- Senior Housing
- Home Care
- Home Health Care
- Village

*It can be very confusing! Ask questions…Contact CARF-CCAC for guidance….*
Why Consider a CCRC?

- Campus
  - Downsize into accessible home with privacy

- Continuum
  - Access to multiple levels of care

- Culture and Community

- Activities

- Safety and Security
Potential Concerns about CCRCs

- Leadership and management changes
- Development/expansion/renovation projects
- Staff responsiveness
- Level of input into governance decisions from residents
- Resident culture
- Link to external community
What Should You Always Ask...

Is this CCRC CARF-CCAC Accredited?
Free Consumer Guide

- http://www.carf.org/consumer
- Entrance Fee Structure
- Monthly Fees
- Contract Types
- Financial Culture of the CCRC
- Financial Performance Indicators
- CARF-CCAC Financial Standards
- Financial Aspects to Consider
- Questions to Ask
Some Questions.....

- Ownership – stand-alone or corporate structure?
- Current fees and history of increases?
- What do fees include?
- Refunds?
- What if I have financial difficulty?
- What financial information can I see?
- Insurance and investments?
- Plans for major projects?
- Information sharing with residents?

There are many more questions about many aspects beyond finance that you should ask
Why is accreditation important?

- Communication system
- Management tool for better decision-making
- Quality strategy
- Supports development and use of outcome measures
- Housecleaner
- Establishes baseline of quality
- Refocuses business on residents
- Re-establishes relationships with all stakeholders
- Risk management tool
- Financial benchmarking with other accredited CCRCs
Meaning of Accreditation

- Accreditation is not a guarantee or a sign of perfection
- Accreditation is the following…..
  - A public way to show that CCRC has chosen, usually voluntarily, to implement a rigorous set of standards above regulations
  - CCRC has had independent, third-party accreditor verify conformance to standards through on-site review and annual reporting
  - Standards include all parts of CCRC and focus on enhancing lives of residents
How CARF-CCAC Standards are Developed

- Market research
- International Standards Advisory Committee
- Field review
- Staff review
- Board approval
ASPIRE to Excellence™

- System for organizing standards into logical, action-oriented framework
- Emphasizes continuous improvement
- Integrates all organizational functions
- Reaffirms importance of input of stakeholders
- Helps ensure that organization’s purpose, planning, and activity result in positive outcomes
ASPIRE to Excellence®

ASSESS THE ENVIRONMENT
- Leadership
- Governance

SET STRATEGY
- Strategic Integrated Planning

PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT
- Input from Person Served and Other Stakeholders

IMPLEMENT THE PLAN
- Legal Requirements
- Financial Planning and Management
- Risk Management
- Health and Safety
- Human Resources
- Technology
- Rights of Persons Served
- Accessibility

REVIEW RESULTS
- Information Measurement and Management

EFFECT CHANGE
- Performance Improvement
The Process

- Use standards for at least 6 months - self assessment
- 3 day on-site survey
- Surveyors - Administrative, Program, Finance
- Orientation conference
- Tour
- Interviews - staff, residents, board, others
- Observation of processes
- Review of policies, plans, other documents
- Exit Conference
Consumer Interaction...

- **Toll free number** (866-510-CARF) and online interactive feedback form for consumers to voice their comments

- **Poster** at least 30 days before survey announcing survey and giving people opportunity to contact CARF-CCAC
Annual & Ongoing Reporting

- Ongoing throughout each year
  - Healthcare inspections

- Annually
  - Financial report
  - Annual conformance to quality report
  - Quality improvement plan
Certificate of Accreditation

Best Community, Inc.  
Washington, D.C.  
has earned accreditation as a  
Continuing Care Retirement Community  
This accreditation is valid through  
March 2013  
The accreditation seals in place below signify that the organization has met annual conformance requirements for quality standards that enhance the lives of persons served.  
This accreditation certificate is granted by authority of

1730 Rhode Island Avenue, NW, Suite 209  ■  Washington, DC 20036  ■  Tel 866 888 1122  ■  www.carf.org/aging
The Meaning of Accreditation...

- CCRC has allowed independent, third-party organization to apply a set of internationally recognized standards and verify conformance to standards through on-site survey.
- CCRC has voluntarily gone above regulations to be publicly accountable for quality.
- CCRC is committed to continuous improvement.
- CCRC has a focus on person served.
- CCRC strives for good business strategies.
Contact Information for CARF Aging Services

Aging Services Offices
Washington, DC
866-888-1122
www.carf.org/aging

- You may obtain a free consumer information packet including a national list of accredited CCRCs

- You may search our web site for accredited CCRCs