



Peer Perspectives on Joint Commission Accreditation in Behavioral Health and Human Service

July 25, 2023

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The Joint Commission Accreditation as a Tool for Practice Improvement:

A Provider Perspective

Presenter:

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Seneca Family of Agencies

WHO WE ARE: UNCONDITIONAL CARE®

Seneca Family of Agencies was founded in 1985 as a small residential and day treatment program with a simple but powerful mission: to help children and families through the most difficult times of their lives.

Today, we serve over 18,000 youth and families annually, across California and the state of Washington.

Our growth has been guided by a commitment to our Unconditional Care® model – **doing whatever it takes to help children and families thrive, even when faced with tremendous challenges.**

Who We Are: Service Continuum

EDUCATION

- Non-Public Schools
- Counseling-Enriched Classrooms
- Mental Health and Special Education Services
- School Partnership Programs

COMMUNITY-BASED

- Wraparound, Full-Service Partnerships, Expedited Transition Services
- Community Mental Health and Probation Interventions (TBS, Case Management, etc.)
- Mobile Response & FURS
- Clinic-Based Outpatient Services
- Guided Animal Intervention Therapy

PLACEMENT & PERMANENCY

- Foster Care and Adoption Services
- Intensive Services Foster Care (ISFC) and Enhanced ISFC
- Therapeutic Foster Care
- Family Ties/Kin Support
- Family Finding
- Visitation Services
- Welcoming Center (Shelter Alternative)

CRISIS

- Partial Hospitalization Programs
- Crisis Stabilization Unit
- Crisis Residential (CCRP)
- Enhanced Short-Term Residential Therapeutic Program (STRTP)

The Joint Commission Accreditation

- In 2010, Seneca became the **first behavioral health organization in Northern California to receive accreditation** and only the second in the entire state
- Choosing The Joint Commission
 - Highest standards of care for youth and families
 - Validated our commitment to providing the highest quality care
- Seneca has always been a data-driven organization:
 - The accreditation process showed us how other organizations use data to inform practice
 - As a large organization, data helps us standardize services and documentation



Data-Driven Practice

- Allows us to evaluate practices procedures, review agency impact and the systems that support it, and modify and implement policy and practice changes to achieve desired outcomes
- Quality performance improvement plan includes setting goals, tracking and monitoring progress, making modifications in our behaviors and practices, and reporting outcomes/outputs to stakeholders.
- Examples of Continuous Quality Improvement Initiatives:
 - Suicide Risk
 - Physical Holds
 - Family-Focused Treatment Planning

Evolving Forward

Child Welfare Pilot Participation

- Understanding impact of Child Welfare needs in the Behavioral Health context
- Seneca's participation:
 - Collaborate on draft child welfare standards
 - Conducted pilot tracer
 - Provided insight into alignment between internal systems and county functions
- Collaborative process: deep learnings about differences between systems and structures across the country that resulted in a refined of set standards



Key Takeaways

- TJC has always been a great partner in helping us think through agency policies and practices; and where we have the leverage for change internally, and advocacy externally. E.g. the reduction of documentation burden, better reflecting client and family voice, all while maintaining high-quality services
- Accreditation has allowed us to remain true to ourselves while evolving what works best with the families and youth we serve. E.g. referring to our service recipients as "clients" vs. "patients"
- Surveys have reinforced our gold standard approach to environment of care: amplifying that facilities are therapeutic interventions in and of themselves



Q&A

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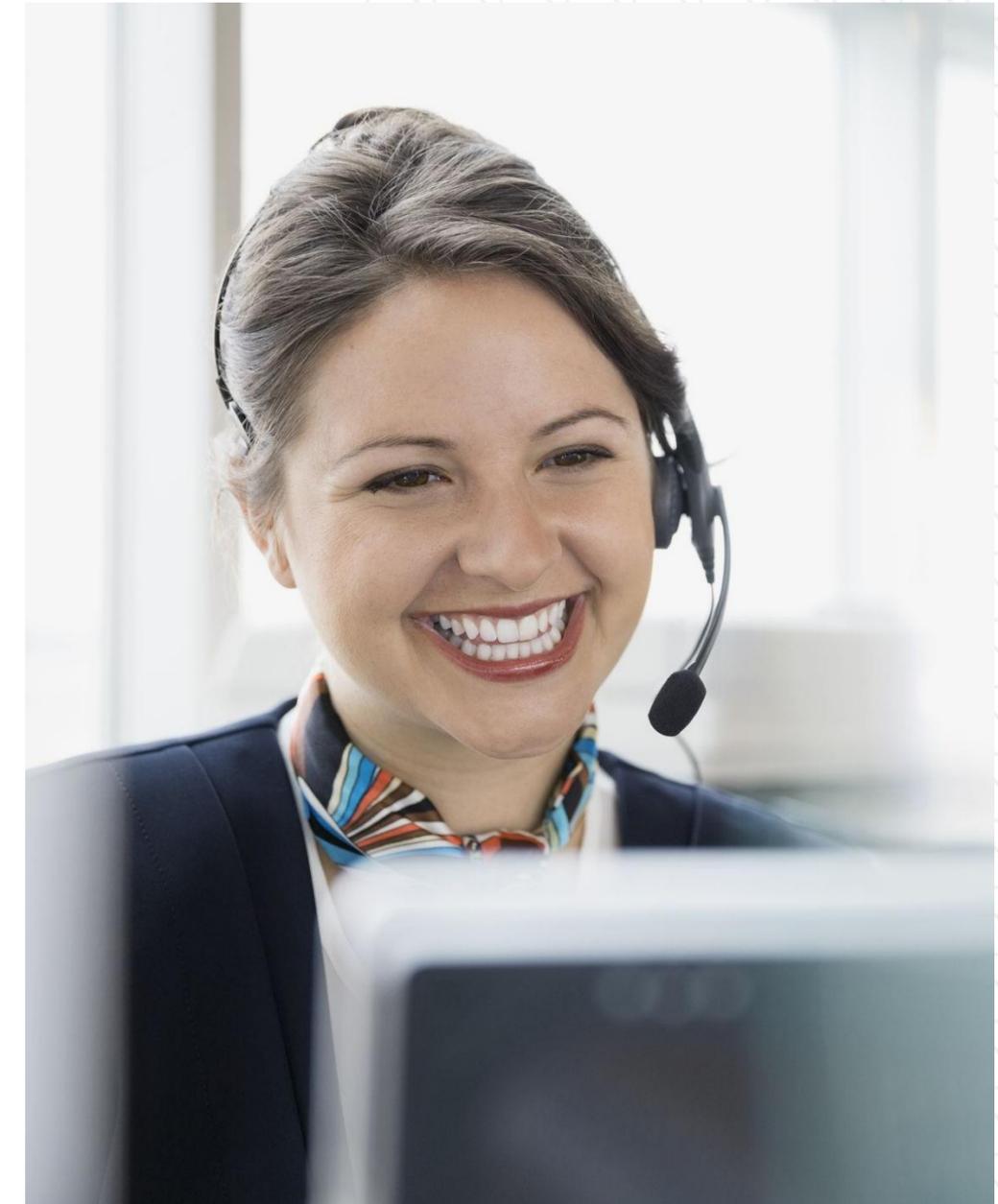


Resources

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Thank you!



When you become part of The Joint Commission and earn our *Gold Seal of Approval*[®], you have reached for and achieved the highest level of performance recognition available in the behavioral health and human services field.