

Behavioral Health & Human Services Webinar

Peer Perspectives on Joint Commission Accreditation

Participants:

Amber Thomas, Crossroads Health

Nick Mercadante, PursueCare

Cheryl Rathbun, St. Francis Ministries

Brian Rogers, Embark



July 26, 2022

Participating in Today's Call: Attendee Control Panel

The image displays two screenshots of the GoToWebinar interface. The left screenshot shows the 'Audio' settings window with 'Computer audio' selected and a 'MUTED' indicator. The right screenshot shows the 'Audio' window with 'Phone call' selected, displaying dialing information such as 'Dial: +1 (562) 247-8421', 'Access Code: 649-028-596', and 'Audio PIN: 88'. A central 'or' text is placed between the two screenshots. A text box at the bottom of the left screenshot contains a question input field with a 'Send' button. Green boxes highlight these specific elements, with corresponding text annotations.

Listen in through computer audio. Headset recommended.

or

Select Phone Call to see the number to call, Access Code and PIN

Type your questions here.

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Today's Panelists



**Amber
Thomas,
LPCC-S**

Chief Clinical
Officer

Crossroads Health



**Nick
Mercadante**

Founder and CEO

PursueCare



**Cheryl
Rathbun,
LCSW**

Chief Clinical
Officer

St. Francis
Ministries



**Brian
Rogers**

Director of
Quality

Embark

Today's Moderator



Colette Bukowski, MA, LPCC-S
Associate Director, Business Development
Behavioral Healthcare and Human Services
Accreditation Program

Colette has over 25 years of experience in behavioral healthcare and human services. She has been a provider and served in senior leadership positions. She also served a surveyor for the Joint Commission Behavioral Healthcare and Human Services cadre before joining the Business Development team.

About Joint Commission Accreditation

The Joint Commission



Our Roots

- Founded in 1951
- Independent, not-for-profit organization
- Nation's oldest and most trusted standards-setting body

Full-Service

- Covers the full continuum of care
- Behavioral Health care and Human Services programs:
 - **Mental Health**
 - **Addictions**
 - **Human Services**
 - **ID/DD**
 - **OTP's**

Gold Seal Distinction

- The Gold Seal of Approval® is a reputation-building symbol of quality
- Reflects a commitment to meeting the highest national standards
- Increasingly used as a qualifying factor for network/payor partnerships

Market Leader

- Accrediting BHC/HS organizations for over 50 years
- Accredits more than 22,000 organizations overall
- Accredits more than 3,790 BHC/HS organizations

What is Accreditation?



Accreditation is a quality-focused market distinction achieved by demonstrating your organization's performance against a set of industry standards.

Developed with your industry peers and nationally recognized experts, our standards are considered the benchmark for quality and safety.



Application



Survey



Accreditation

Internal Value of Joint Commission Accreditation

ACCREDITATION



=

Increased Standardization



Reduced Variation



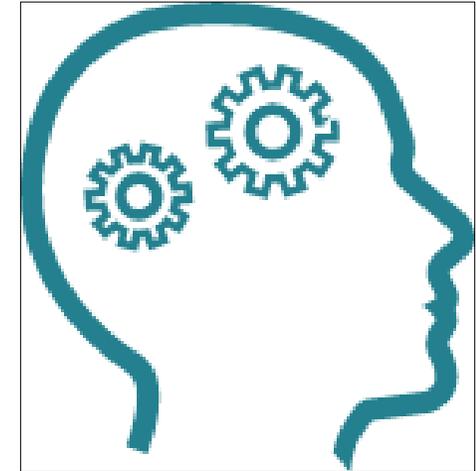
Lowered Risk



Improved Quality & Patient Safety

=

EXCELLENCE IN CARE



External Value of Joint Commission Accreditation



The Gold Seal of Approval® substantially enhances your brand and reputation, setting you apart from your competition.

Our comprehensive, solutions-focused approach elevates performance on key components of care that foster better outcomes, enhanced safety, and greater success with business relationships.



COMPREHENSIVE
APPROACH TO
PATIENT SAFETY

COLLABORATIVE
ACCREDITATION
EXPERIENCE

UNMATCHED
EXPERTISE AND
RESOURCES

RECOGNIZED
LEADER IN PATIENT
SAFETY

Panel Discussion:

How has Joint Commission accreditation made a positive impact on your organization?



Crossroads Health

Restoring hope • Healing lives • Preserving futures

Amber Thomas, LPCC-S

Chief Clinical Officer

Accreditation Benefits Highlights:

- Provides a lens of safety to view our services through as they evolve
- Flexibility to identify our own processes and procedures to ensure client and staff safety and care
- Opportunities of the Survey



Nick Mercadante

Founder and CEO

Accreditation Benefits Highlights:

- Trust from state and federal licensing, regulatory agencies and health plans
- Stronger relationships and common best practices between our organization other providers (health systems, PCP's etc.)
- Focus and alignment of our team with respect to our core values for treatment (patient-centric care, feedback-informed treatment)
- Thought leadership on best practices



Cheryl Rathbun, LCSW
Chief Clinical Officer

Accreditation Benefits Highlights:

- Use of metrics/data to evaluate provision of services and opportunities to improve
- Leadership focus
- Higher Standard



Brian Rogers
Director of Quality

Accreditation Benefits Highlights:

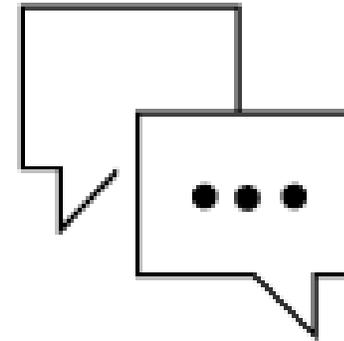
- Trust from funding sources
- Quick accreditation for locations that have newly been established.
- Alignment in expectations around quality and safety.
- Organization wide focus on accreditation.

Questions?



As We Conclude...

- Access this and other webinar replays on our on-demand [resource page](#)
- Contact Us!
Phone: 630-792-5771
Email: bhc@jointcommission.org
- [Website](http://www.jointcommission.org/BHC) www.jointcommission.org/BHC
- Follow us on social media!
 - Twitter: @BHCAccredit
 - Facebook: Joint Commission Behavioral Health Care Accreditation
 - LinkedIn: Behavioral Health Care Accreditation - The Joint Commission



Panelist Contact Information



**Amber
Thomas**

Crossroads
Health

[athomas@crossroads
health.org](mailto:athomas@crossroadshealth.org)



**Nick
Mercadante**

PursueCare

[Nick.Mercadante@Pursue
Care.com](mailto:Nick.Mercadante@PursueCare.com)



**Cheryl
Rathbun**

St. Francis
Ministries

[cheryl.rathbun@st-
francis.org](mailto:cheryl.rathbun@st-francis.org)



**Brian
Rogers**

Embark

brogers@embarkbh.com

Behavioral Health Care & Human Services Accreditation Team



Julia Finken, RN, BSN, MBA, CPHQ
Lean Six Sigma Master Black Belt
Executive Director
Jfinken@jointcommission.org
630-792-5790

Eastern Region

Colette Bukowski, MA, LPCC-S
Associate Director BHC
cbukowski@jointcommission.org
630-792-5812



Darrell Anderson, BA
Manager- BHC
danderson@jointcommission.org
630-792-5866



Western Region

Sonja Schierling, MSW
Associate Director BHC
sschierling@jointcommission.org
630-792-5789



Elizabeth Melchiorre, BA, MA
Associate Director BHC
emelchiorre@jointcommission.org
630-792-5865



Thank
you!