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Resource Specialists

Resource Specialists are available for any questions or assistance about standards, the survey process, or other needs or concerns you may have regarding accreditation. A primary resource specialist is designated for each organization, generally based on the organizational region or location. Contact information and regional assignments for Medical Rehabilitation resource specialists are:

- Carol Imler cimler@carf.org 1-888-281-6531 Ext 102
 - Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee
- Cathy Rebella crebella@carf.org 1-888-281-6531 Ext 132
 - Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, Oregon, South Dakota, Texas, Utah, Washington, Wisconsin
 - Canada, Europe, South America
- Karen Kloter kkloter@carf.org 1-888-281-6531 Ext 190
 - Connecticut, District of Columbia, Illinois, Indiana, Maine, Maryland, Massachusetts, Michigan, New Jersey, New York, Pennsylvania, Ohio, Rhode Island, Vermont, Virginia, West Virginia

Your Resource Specialist is not available when you call? No problem! Just ask the receptionist to speak to any available medical resource specialist. Any member of our Medical Rehabilitation customer service unit will be happy to assist you.

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Customer Connect

Have you accessed Customer Connect, CARF International's website designed specifically for CARF accredited organizations? Customer Connect allows you to access CARF International information at any time and on your own schedule facilitates your ongoing relationship with CARF. It is the primary location for documents and communication about your organization's surveys.

With Customer Connect you can:

- Manage your own individual contact information.
- View up-to-date information about your organization's surveys.
- Access information about the accreditation process. (General "Survey and Preparation Process" information can be accessed at <http://customerconnect.carf.org/WebHelp> without signing in.)
- Complete and submit your organization's Intent to Survey online.
- View and downloads documents specific to your organization.
- Read the latest CARF International news and announcements.
- Access source information and resources including newsletters and free publications, education and training schedule, and the CARF ecatalog to order the latest standards manuals and publications.
- Access frequently requested resources including: Media Kit, ongoing communication form for notifying CARF of organization changes or significant events, and the poster an organization is required to display announcing a pending survey and survey dates.
- Access an email link to communicate directly with your CARF resource specialist.

How you can access your account:

CARF has granted persons access to Customer Connect who are designated as key contacts for their organizations. If you are the designated key contact for your organization, once you are logged on, you may grant Customer Connect access to others in your organization by opening the Administration link in the left navigation bar.

- Go to <http://customerconnect.carf.org>
- In the "please log on" dialog box, enter your user ID in the User ID field. Your user ID is usually your first initial and last name.
- Enter your password in the Password field and click Log On
- If you have forgotten your password, click the Forgot Password link to request a new one.

Contacting your resource specialist is easy when you are logged on to Customer Connect. From the home page, click on the My Company Profile tab and select the link to Your Resource Specialist.

Need help? Please visit the help center at <http://customerconnect.carf.org/WebHelp/index.htm> or click on the Contact Us link from any page in Customer Connect.

CARF understands your busy schedule and Customer Connect is one of the many ways we seek to meet your needs.

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Highlighted Standard:

Ongoing Education

New and revised standards effective July 1, 2008, included a number of standards with a focus on education of persons served, families and

support systems, personnel and other stakeholders. The following standard from the 2009 Medical Rehabilitation Standards is located in Section 1: ASPIRE to Excellence® . Section 1.1. Human Resources and focuses on personnel.

1.1.12. Leadership fosters a continuous learning environment for personnel that:

a. Recognizes and respects individual:

(1) Learning styles.

(2) Needs.

(3) Strengths.

b. Provides education opportunities that reflect the learning styles, needs, and strengths of personnel.

c. Measures the satisfaction of personnel with the learning opportunities.

d. Measures the effectiveness of the learning opportunities provided.

e. Addresses performance improvement of the learning environment as needed.

This standard emphasizes the need for leadership to support ongoing education and training needs for personnel, recognizing that not all staff learn in the same way. To foster a continuous learning environment, the organization first needs to identify the different learning styles, learning needs, and areas of strengths that currently exist among staff. Content of educational opportunities will be guided by identified learning needs and strengths. Format of opportunities will consider the identified learning styles.

The organization should identify educational opportunities that will best meet staff and program needs. Recognizing the learning styles of personnel can maximize time, money, and resources to ensure that educational opportunities offered will be successful in advancing the staff and program. For example, a staff member might identify their preferred learning style is by a reading/writing mode and another staff member identify their preferred learning style is by hearing the information. The education program could effectively reach both staff members by a presentation available on audio tape that also includes written materials. An individual who learns best by a kinesthetic approach would benefit from practical hands-on sessions.

The second component to a successful learning environment is that once education has been selected, offered, and completed, an evaluation of effectiveness and satisfaction with the opportunity occurs. Did staff feel that the education provided met its intended needs? Were staff satisfied in terms of content and presentation? Did the education provided increase the knowledge, skills and competencies of staff?

High satisfaction could indicate program success. If satisfaction did not meet expectations, the program should identify an action plan aimed at performance improvement for future educational opportunities. What was the basis for the dissatisfaction? What could be done in future educational presentations to increase the satisfaction of what was offered?

Successful educational opportunities effectively increase or enhance

staff's ability to carry out their duties and responsibilities. Measures of effectiveness might include pre- and post-tests, demonstration of skills, or observation. Did the staff understand, internalize and use the content? What can be learned from the effectiveness measure to improve future education?

In fostering a continuous learning environment, be creative in meeting the diverse and unique needs of your personnel and organizations. Educational opportunities may be provided in a variety of formats. Examples of innovative conformance to personnel education standards identified in CARF surveys include:

- Comprehensive web-based training systems or videos made available on demand through the computer or other formats. These include a variety of educational and competency-based learning modules used for orientation and ongoing training of personnel based on the unique characteristics of persons served. Modules included updates on using equipment and specific treatment protocols for disciplines with a competency testing component for each module.
- Inviting local physicians to the organization's clinics to provide onsite educational presentations.
- Development of organization-specific programs such as a three-session education program titled "Management of Problematic Behaviors in Patients with an Acquired Brain Injury in an Inpatient Rehab Setting.". At the conclusion of the program, staff members' rated their knowledge and skill in addressing ten problematic behaviors.
- A well-written handbook on culturally competent care to guide personnel during the treatment process.
- Furthering the practice of rehabilitation through the provision of information on cutting-edge research, education, practice councils, development of a learning resource center, and fellowship opportunities.
- Providing the team with financial support for educational opportunities or studies in specialized areas.
- Providing financial support for subscriptions to a direct online continuing education venue for staff members and programs to assist with student loan repayment.
- The development of strong training programs for rehabilitation technicians, allowing them the opportunity for professional growth and enhancement.
- The provision of wallet-sized plastic cards with pertinent information provided during an educational session to facilitate carry-over to daily practice. An example is a card with information on the symptoms and management of autonomic dysreflexia.

In identifying, designing, implementing, and assessing the learning environment and opportunities - be creative! Find what works best for your personnel, organization, and ultimately supports a positive experience and outcomes for the persons you serve and your organizational needs.

Contact your CARF resource specialist at 1-888-281-6531 for further

information about this or other standards and for assistance in the accreditation process.

Did you Know CARF is dedicated to ongoing professional development and provides your organization's staff and the persons you serve with state-of-the-art online learning opportunities through EditU consortium which includes SkillsSoft, a leading provider of e-learning resources? For more information regarding this opportunity please check out the link below:

<http://www.carf.org/Accreditation/ValueofAccreditation/eLearning/>

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