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## CARF's New Standards for 2014



Based on significant interest from the field and increasing development of senior living settings throughout the world, CARF has developed new standards for independent senior living. The standards will be made available in the 2014 editions of both the aging services and CCAC standards manuals. Organizations that fit the following program description can earn this accreditation:

Independent senior living communities are congregate community housing settings that may be stand-alone or part of

continuum of services. Persons served may reside in apartments, cottages, or other settings in the independent senior living environment. Independent senior living offers a culture of customer service and hospitality as well as an environment of safety and security for persons served. A philosophy of independence, engagement, and wellness guides the communications between personnel and persons served in independent senior living.

As part of the residency and service agreement, various hospitality services may be

accessed by persons served, including but not limited to transportation, dining, housekeeping, laundry, and social and recreational activities. Depending on the information in the written agreement between the person served and the program, persons served may pay additional fees for various services. Information on resources in the local community may also be offered to persons served. Persons served manage or make their own arrangements for management of personal care, medications, healthcare, and activities of daily living.

To learn more about whether these standards are a good fit for your organization, please contact CARF's Aging Services customer service unit at [AS@carf.org](mailto:AS@carf.org) or by calling 888-281-6531, ext. 5002.

In the 2014 standards manuals, you will also find revisions to standards for assisted living, person-centered long-term care communities, and continuing care retirement communities. Remember to review the "Changes" section located in the front of each standards manual for details regarding any updates in the manuals.

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## Explore One of the Most Rewarding Professional Development Opportunities Available in Our Field

The CEO of an aging services organization recently shared with our team that enabling emerging leaders in the organization to serve as accreditation peer surveyors is an amazing learning experience for the individuals as they expand their knowledge of the field by seeing other leading organizations during an accreditation visit. Having a surveyor on staff not only helps with survey readiness, but also offers the organization an emerging leader who has been exposed to other strategies and approaches for quality within our field.

The combined effect for your organization and for your emerging leader is significant experiential knowledge that cannot be surpassed by any conference, webinar, or other professional networking event in our field.

Now is your chance to offer this opportunity to someone in your organization or to pursue it for yourself! Due to significant business growth throughout North America, CARF is seeking additional surveyors in the following program areas who can travel three times per year:

- Home and Community Services
- Independent Senior Living
- Adult Day Services
- Aging Services Network
- Case Management
- Long-Term Care
- Assisted Living
- Continuing Care Retirement Communities

Surveyor applicants should have a valid passport, and they should be comfortable traveling to locations throughout the U.S. and Canada. Fluency in languages such as French, Spanish, or Punjabi are desirable as we survey various organizations with persons served and/or staff who speak these languages, but fluency in other languages is not required.

To see why others find the surveyor role valuable, view the surveyor eligibility requirements, and/or download an application, please visit [www.carf.org/About/BecomeaSurveyor](http://www.carf.org/About/BecomeaSurveyor).

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## Accreditation Decisions: What Can Organizations Achieve?

For aging services organizations, there are various accreditation decisions or outcomes that an organization can achieve based on its conformance to standards as well as meeting CARF's policies and procedures for accreditation. In rendering an accreditation decision, CARF uses an on-balance approach by considering conformance to all areas of our standards.

It is important to remember that accreditation decisions can change over time for an organization based on either accreditation resurvey findings or from other information received by CARF through allegations or various ongoing reporting processes that inform CARF of things like leadership changes, mergers and acquisitions, financial changes, or licensure changes, as well as other types of changes. A description of the various accreditation options available through CARF and CARF-CCAC are described on our website at [www.carf.org/Accreditation\\_Decisions](http://www.carf.org/Accreditation_Decisions).

The following accreditation decisions are possible through CARF:

- Three-Year Accreditation
- One-Year Accreditation
- Provisional Accreditation
- Nonaccreditation
- Preliminary Accreditation
- Accreditation with stipulations

The following accreditation decisions are possible through CARF-CCAC for continuing care retirement communities:

- Five-Year Term of Accreditation
- Nonaccreditation
- Accreditation with stipulations

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# Completing Your Intent to Survey Application for CARF accreditation? Watch this 10-Minute Webinar to Save Time Later!

<http://carf.adobeconnect.com/p20cqwo9iy/>

Developed by the CARF aging services team based on frequently asked questions from the field, this webinar shows you how to easily complete your Intent to Survey application on CARF's Customer Connect portal. It offers useful tips to save you time, including information on other software applications that might impact Customer Connect functionality.

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## Coaching Corner: How to Prepare for a Survey

Just as a team approach is necessary to meet the varied needs of the persons served, an organization can benefit from using a team approach when seeking CARF–CCAC accreditation. Preparing for accreditation is not a process that is easily accomplished by delegating one person solely at the operations level. It is helpful to have everyone in the organization, including the board if there is one, to be involved and informed.

There are undoubtedly many ways to conduct the preparation process. Each organization should choose an approach that will complement its own culture; elicit internal leadership capacity; and strengthen communication internally and with partners, the persons served, and the community.



How do we demonstrate that we are in conformance to the standards?

It is the responsibility of the organization to provide evidence to the survey team to demonstrate conformance to the standards. This applies to information requested by CARF prior to, during, and after the site survey. CARF and the surveyors need to have access to all information deemed necessary to assess conformance to the standards.

Conformance to the standards can be demonstrated through interviews with stakeholders, including persons served and personnel. Conformance might be demonstrated through documentation, including but not limited to records of persons served (active and closed), human resource files, strategic plans, as well as other plans and reports, financial statements, policies and procedures, etc. Surveyors will also use direct observation of programs and services and observation of the day-to-day operations during the on-site survey to determine conformance to various standards. It is important to remember that not all standards require evidence in the form of documentation but they all require implementation.

How do we know what has to be in writing?

The key words for identifying when documentation is required to conform to a standard are *policy*, *plan*, *written or in writing*, and *documented/documentation*. When you see those terms in a standard, you know that part of the evidence of conformance must be in writing. Refer to Appendix A for a comprehensive list of those standards that require written documentation.

What is the difference between a policy, plan, and procedure?

A policy is a written course of action and guidelines adopted by the leadership. A procedure is a “how-to” description of actions to be taken. Procedures do not need to be written unless specified in the standard itself. When the standard calls for a written procedure, then the procedure must be described in writing. A plan is a written future direction that is action oriented and related to a specific project or defined goal. A plan may include the steps to be taken to achieve stated goals, a time line, and priorities; the resources needed and/or available for achieving the plan; and the positions or persons responsible for implementing the identified steps.

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## 2014 CARF–CCAC and Aging Services Educational Opportunities

### Transforming Outcomes

July 17-19, Taj Boston, Boston, MA

The Transforming Outcomes Data into Management Information Institute takes you through the steps required to plan and conduct a program of outcomes management and quality improvement. The three-day, hands-on institute includes:

- Outcomes system design and data collection.
- Data analysis, interpretation, and management reporting.
- Identification of areas for quality improvement activities based on findings.

The institute is recommended for individuals who design, manage, analyze, or interpret outcomes data in the health and human service fields, including aging services, behavioral health, child and youth services, employment and community services, medical rehabilitation, and opioid treatment programs. The institute is appropriate for administrators, data managers, directors of quality improvement, program managers, information management

specialists, executive directors, and direct service providers. It is also open to university faculty interested in creating course content for training students to use outcomes data.

Sample outcomes data and off-the-shelf software are used to teach skills needed to develop an outcomes program consistent with the CARF standards. The institute includes different computer lab groups to meet the learning needs of participants with a broad range of computer and data analysis expertise.

## 101s

May 13 & 14, Hyatt Regency Cleveland at the Arcade, Cleveland, OH  
AS/CCAC 101: Preparing for a Successful Accreditation in Aging Services/CCAC

September 9 & 10, Hilton Suites Phoenix, Phoenix, AZ  
AS/CCAC 101: Preparing for a Successful Accreditation in Aging Services/CCAC

This engaging two-day session provides a solid foundation for organizations seeking CARF accreditation. Participants will gain valuable insight into the accreditation process as well as helpful information in preparing for the survey and how to avoid the pitfalls some organizations may experience on their survey.

## Webinars

May 1: Aging Services and Continuing Care Accreditation Commission  
Webinar:  
Quality Concepts in Seniors Living

July 10: Aging Services and Continuing Care Accreditation Commission  
Webinar:  
Changes to CARF's Aging Services and CARF-CCAC Standards

September 17: Aging Services and Continuing Care Accreditation  
Commission Webinar:  
Financial Ratios & Trend Analysis

November 4: Aging Services and Continuing Care Accreditation  
Commission Webinar:  
Accreditation and U.S. Health Care Reform

For further information, please contact the CARF Education and Training Unit at (520) 325-1044 or toll free (888) 281-6531. Online registration is available at [www.carf.org/events](http://www.carf.org/events), two to three months prior to an event.

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If you have suggestions for content to be included in a future issue of Continuing Communication, please email the editor, Tonya Tobe, at [ttobe@carf.org](mailto:ttobe@carf.org).

Please include the [carf.org](http://carf.org) domain on your safe-senders list to ensure Continuing Communication and other important emails from CARF-CCAC are not blocked by spam

filters.



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