

**CARF...Commission on Accreditation of Rehabilitation Facilities**  
**Challenges Assessment Revision Focus**

Newsletter #3

**CARF Quote of the Month:** "It is amazing how much people can get done if they do not worry about who gets the credit." --**Sandra Swinney**



As we are preparing for the CARF Accreditation, we will be asking to really look at our services we provide. We will be asked to critically take a look at things we do and determine if there is a better way to do what it is we do. Each standard that is reviewed will list specific criteria and ways to measure if the standard is met. An example of a standard and criteria is posted below for everyone to understand what types of things are expected with CARF Accreditation.

**Criterion A. Input from Stakeholders**

1. The organization demonstrates that it obtains input:
  - a. On an ongoing basis.
  - b. From:
    - (1) Persons served
    - (2) Personnel
    - (3) Other stakeholders

**Intent statements**

Input is requested and collected to help determine the expectations and preferences of the organization's stakeholders and to better understand how the organization is performing from the perspective of its stakeholders. The input obtained relates to the organization's services, persons served, and business practices. The organization identifies the relevant stakeholders, besides the persons served, from whom it solicits input.

**Examples**

There are a variety of mechanisms to solicit and collect information. They range from informal to the formal. Some examples include written surveys, advisory groups, face-to-face meetings, conferences, focus groups, telephone conversations, listservs/chat rooms, consumer boards/councils, presentations to stakeholders, suggestion boxes, complaints, and communication logs. It is important to not only use a variety of mechanisms, but also collect information throughout the year. For example, simply having an annual public forum would not meet this standard.



Next Newsletter we will begin to break down each standard as it applies to Universal.