

# CARF...Commission on Accreditation of Rehabilitation Facilities

Challenges Assessment Revision Focus

Newsletter #8

by Angela Williams

## **CARF Quote of the Month:**

Ninety-nine percent of failures come from people who have the habit of making excuses.

**George W. Carver**



### **1-I – Human Resources** -CARF surveyors will review:

- ✓ HR policies and procedures
- ✓ Performance evaluations/Job descriptions
- ✓ Personnel records/turnover rates
- ✓ Competency based training records/Records of initial and ongoing training
- ✓ Affirmative Action Plan
- ✓ Verification of checking credentials and necessary background checks

### **1-J– Technology** - CARF surveyors will review:

- ✓ IT plan and policy
- ✓ Confidentiality/records keeping
- ✓ Disaster recovery preparedness
- ✓ How we communicate with consumers
- ✓ How we improve efficiency and productivity of staff using technology
- ✓ Universal Hardware/Software and security
- ✓ How IT ties in with Performance Improvement

### **1-K-Rights of Persons Served** - CARF surveyors will review:

- ✓ Policies regarding release of confidential information
- ✓ Cultural Diversity Plan
- ✓ Consumer Handbook
- ✓ Client Rights policies and statements
- ✓ All Rights and Grievance policies/Grievance or appeals records
- ✓ Individual records to ensure no rights issues unaddressed

You have probably gotten the idea that CARF is looking at Universal as a whole. Do we do what we are supposed to do? Do we have policies and procedures in place and are we following them? Are we doing the absolute **BEST** we can do? More standards next time!!



CARF review dates are set for the 2<sup>nd</sup> full week in October. Mock audits are occurring for each office. This is a chance to learn and make improvements prior to their visit.