CARF...Commission on Accreditation of Rehabilitation Facilities  
Challenges Assessment Review 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  
- Universals 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 2nd full week in October. Mock audits are occurring for each office. This is a chance to learn and make improvements prior to their visit.