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New CARF Board Chair

It's clear that Kayda Johnson, chief operating officer of Senior Resource Group (SRG) in Solana Beach, California, shares CARF's mission for quality, value, and optimal outcomes of services as she succeeded Cathy Ellis, PT, as chair of the CARF board earlier this year.

"CARF's mission to enhance the lives of persons served will continue as our guiding force as we enter 2012," Johnson said. "We will build on CARF's strong foundation in health and human services laid down by previous boards, CARF management, staff, and surveyors."

Johnson was seated on the CARF Board of Directors in 2000 and was elected to serve as chair for one year beginning January 1, 2012, during the board's November 2011 meeting.

"Serving on CARF's board has been a privilege and an honor and one I take very seriously," Johnson shared. "To be able to help shape the course of such a fine organization that is focused on enhancing the lives of persons served is of great importance."

Johnson is active nationally in the senior housing industry; she served on the Assisted Living Federation of America (ALFA) Board of Directors for more than a dozen years and is now engaged in the federation's executive chief operating officers group. She has participated in committees of the National Investment Center (NIC) for senior housing and care industries, and she is active in the American Seniors Housing Association (ASHA).

Johnson is the current secretary of the Arizona ALFA Board of Directors and is a member of the Continuing Care/Residential Communities Committee of Aging Services of California. She is a frequent speaker at conferences and contributing author to industry journals and publications.

Driven to provide residents with exceptional service delivery, SRG places tremendous value in CARF's accreditation seal of approval.

"We feel CARF accreditation demonstrates adherence to the highest quality standards for our industry," said Johnson. "To invite a group of surveyors into our communities for several days to evaluate adherence to many standards is a scrutiny we are proud to put ourselves through. The outcome certainly demonstrates that quality resident care and services are paramount at Senior Resource Group."

SRG develops, owns, and operates high quality senior housing communities that are home to more than 4,000 residents on seventeen campuses throughout Arizona, California, Florida, and Oregon. Of these seventeen communities, fourteen are CARF accredited and one is currently under construction and will also ultimately go through CARF accreditation after its opening in May. Johnson shared that SRG is extremely proud to have all of its eligible communities CARF accredited.

"We sing CARF's praises constantly," Johnson said. "Clearly having CARF accreditation has great marketing value. Residents and their families are familiar with accreditation of hospitals, health organizations, colleges, and the like; thus, they understand that accreditation means adherence to the very highest quality standards. As a consumer, choosing a community that has been CARF accredited is important in validating his/her choice of a quality provider."

Johnson says that everything about CARF is quality driven and she is constantly in awe of the wonderful work being done by CARF every day.

"CARF has never wavered from its quest to fulfill its mission...and the wonderful people that are part of CARF give it its heart and soul," said Johnson.

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State Acceptances Update

When regulators or payers for services accept CARF accreditation in lieu of various requirements, efficiencies gained by using CARF accreditation for quality oversight bring value to regulators, consumers and providers, and many other stakeholders. In the aging services field, there is a variety of acceptances currently in place for CARF accreditation. The information below highlights some of the acceptances currently in place for adult day services, assisted living, long-term care homes, and continuing care retirement communities (CCRCs). For additional information regarding how acceptances of accreditation may be applicable to your organization, please contact CARF's Aging Services staff at (866) 888-1122, ext. 5001.

Alberta Health Services has announced accreditation expectations for senior health providers, including long-term care, supportive living (assisted living), and home care. Alberta Health Services has indicated that organizations should have identified their accreditor of choice and begun the accreditation process in 2012.

If an Arizona assisted living licensee submits a healthcare institution's (assisted living facility's) current accreditation report from a nationally recognized accrediting organization,

the state shall not conduct an on-site inspection of the healthcare institution as part of the substantive review for a renewal license (Arizona Administrative Code R9-10-107).

In the District of Columbia, to obtain a permanent license, a CCRC must submit, prior to opening, all reports required by an approved accrediting organization necessary to maintain accreditation (26 DCMR 8200.1).

For CCRCs in Florida, the state may waive any statutory requirements for an accredited provider if not inconsistent with applicable security protections (Florida Statutes 651.028). The state may also waive the quarterly reporting requirements and the triannual examination if the facility is accredited by CARF-CCAC (Florida Administrative Code 4-193.055).

A Florida nursing home satisfies the financial soundness and stability criteria for recognition as a Gold Seal Program facility if it is part of the same corporate entity as a licensed continuing care facility, meets certain minimum liquid reserve requirements, and is accredited by a recognized accrediting organization, as long as the accreditation is not provisional (Florida Statutes 400.235, Florida Administrative Code 59A-4.203).

For adult day services programs in Illinois, the Department on Aging, in verifying experience for the Community Care Program, may adjust experience requirements for providers that submit proof of CARF adult day services accreditation (Illinois Administrative Code 89-240.1505(a)(6)(B)(i)).

In Iowa, if an adult day services program is accredited by CARF, it may be accepted as the basis for state certification (Iowa Code 231D.3). For Iowa assisted living programs, the state shall accept CARF accreditation in lieu of state certification (Iowa Code 231C.3).

In Nebraska, the state may deem adult day services in compliance with state standards based on accreditation by CARF (Nebraska Administrative Code 175-5-004.09). The state may deem an assisted living licensee in compliance with state rules if accredited as an assisted living facility by a recognized accreditation body (Nebraska Administrative code 175-4-004.10).

Long-term care homes in Ontario receive a per-bed/per-day premium from the Ministry of Health and Long-Term Care if they are accredited.

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2012 Standards Manuals Now Available

CARF-CCAC and Aging Services staff is pleased to inform you of the availability of the 2012 CARF-CCAC and Aging Services standards manuals and survey preparation workbooks. These publications are available for purchase at bookstore.carf.org.

Updates to the standards manuals

As always, the CARF-CCAC and Aging Services team strives to incorporate field comments and streamline standards whenever possible. For details regarding standards changes between 2011 and 2012, please review the "Changes in the 2012 Manual" section located on

page 27 of the manuals.

We strongly encourage you to review the section of the manual titled, "Accreditation Policies and Procedures," as this information is subject to annual updates and accredited organizations are required to adhere to CARF-CCAC and Aging Services policies and procedures.

When do these manuals go into effect?

- These manuals are used for all on-site surveys (originals and resurveys) scheduled between July 1, 2012, and June 30, 2013.
- If your organization is accredited and you will not have a survey conducted between July 1, 2012, and June 30, 2013, CARF-CCAC and Aging Services indicate that your organization should maintain conformance to current standards, policies, and procedures. Please thoroughly review the appropriate manual so that your organization can remain current on the standards' implementation.

Additional CARF-CCAC and Aging Services information

To participate in 2012 education on the standards and accreditation process, please visit www.carf.org/Events/. If you have any questions, please contact CARF-CCAC toll free at (866) 888-1122, and we will gladly assist you.

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Case Management Standards Offered to Aging Services Field in 2012

As the aging services field continues to expand, particularly in the home- and community-based services arena, case management services are becoming more prevalent and necessary to support the needs of persons served as they access a variety of supportive services.

Case management can be defined in various ways, so CARF's program description offers providers information regarding whether the standards are a good fit for the services they offer. The program description for case management states:

Case management proactively coordinates, facilitates, and advocates for seamless service delivery for persons with impairments, activity limitations, and participation restrictions based on the following:

- Initial and ongoing assessments
- Knowledge and awareness of care options and linkages
- Effective and efficient use of resources
- Individualized plans based on the needs of the persons served
- Predicted outcomes
- Regulatory, legislative, and financial implications

The delivery of case management may occur in a variety of settings that includes, but is not limited to, a healthcare environment, a private practice, in the workplace, or in the

community.

Aging services organizations have an option of pursuing accreditation for their case management programs. Organizations that manage the care of the persons served in assisted living residences, long-term care settings, or CCRCs are not required to add these standards to their existing accreditation.

For more information about CARF's case management standards for aging services organizations, please contact us at (866) 888-1122.

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FAP Member Highlight: Jeffrey Boland, CPA

As a partner and department head for Reinsel Kuntz Leshner's (RKL's) Senior Living Services Consulting Group with more than twenty years of healthcare experience, Jeffrey Boland, CPA, knows that quality in aging services can be measured in many ways. In addition to a culture of continuous quality improvement and financial transparency, Boland tells his clients that "what gets measured is what gets improved."

"Providers should have various financial and operational benchmarks in place that will assist them in monitoring their performance," said Boland. "In addition, dashboards or key performance indicator reports can be useful in reporting this information both internally and externally."

As a member of CARF's Financial Advisory Panel (FAP), Boland helps assist in developing consumer guides and benchmarking data, as well as promoting the benefits of accreditation to aging services providers. The FAP comprises leading finance experts, including chief financial officers (CFOs) and consumers from accredited organizations, investment banking, accounting, and other related firms.

Boland's industry experience has lent itself well to the FAP's role at CARF since 2005. One of the FAP's many functions includes providing input on development of financial standards and strategic educational resources. Boland shared that the valuable feedback and insight it provides into CARF's financial standards ensure that they reflect current industry best practices for aging services.

Boland added that he enjoys serving on the FAP because of the ability to network with other leaders in the field from across the country.

"Our spirited discussions about current events and assessing the current regulatory and reimbursement environments helps broaden everyone's perspective about the state of aging services," Boland said.

Prior to joining RKL, Boland was a partner at a regional accounting firm and a director with KPMG. His background also includes setting up computer systems for long-term care facilities for financial accounting and third-party billing applications and serving as a controller for a large CCRC.

In addition, he has participated as an instructor/speaker at various national and state

healthcare association seminars and conventions. He holds a Bachelor of Science in Accounting from Lebanon Valley College and is licensed in Pennsylvania as a certified public accountant (CPA).

In his spare time, Boland volunteers and leads numerous charity auctions, including 35 auctions for four charitable organizations during the last twelve years. His greatest fundraising feat was participating in the American Diabetes Association's Team Diabetes Marathon Event in Kona, Hawaii, in which he was the national fundraising leader.

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Upcoming events

- [AS/CCAC 101: Preparing for Successful Accreditation in Aging Services and Continuing Care Accreditation Commission](#), March 26 and 27, 2012, Phoenix, AZ. This two-day workshop is designed for organizations that are seeking CARF accreditation for the first time or preparing for reaccreditation.
- [Long Term Care & Retirement Communities Convention & Trade Show, Exhibit, April 1-3, 2012](#), at the Metro Toronto Convention Centre, Ontario, **hosted by the** Ontario Long Term Care Association and the Ontario Retirement Communities Association
- [The Ontario Association of Non-Profit Homes and Services for Seniors \(OANHSS\) 2012 Annual Meeting and Convention](#), Exhibit, May 7-9, 2012, at the Westin Harbour Castle, Toronto, Ontario
- [Introduction to Financials](#) webinar, May 8, 2012, 1-2:30 p.m. EDT. This webinar will be co-presented by members of the FAP and CARF staff. Aging services providers that are looking for a basic understanding of financial statements and how to use financial information for effective management are encouraged to participate.
- ["Community 2012" the annual Assisted Living Federation of America conference and expo](#), Exhibit, May 16-18, 2012, Dallas, Texas
- [LeadingAge PA Annual Conference & Exposition](#), Exhibit, June 27-29, 2012, Hershey, Pennsylvania
- [Frequently Cited Standards/Conformance Issues and Trends](#) webinar, July 12, 2012, 1-2:30 p.m. EDT. This webinar will be co-presented by Nora Adelman, Director for Policy, Planning and Administration at The Kendal Corporation and CARF staff to provide multiple perspectives on recurring standards conformance issues and trends that accredited CARF-CCAC and Aging Services organizations have experienced.

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If you have suggestions for content to be included in a future issue of Continuing Communication, please email the editor, Rebecca Best, at rbest@carf.org.

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