



Three-Year Accreditation

CARF
Survey Report
for
AssessMed, Inc.



Organization

AssessMed, Inc.
5945 Airport Road, Suite 174
Mississauga ON L4V 1R9
CANADA

Organizational Leadership

Tia Levan, Vice President of Operations
Colin Miller, Vice President of Operations for Ontario
Don Kunkel, Executive Vice President

Survey Dates

January 26-27, 2015

Survey Team

Jean E. Griffin, M.S., CDMS, Administrative Surveyor
Patricia L. Carey, B.A., CCI, PT, Program Surveyor
Susan Paul, RPT, Program Surveyor

Programs/Services Surveyed

Independent Evaluation Services (Adults)
Independent Evaluation Services (Children and Adolescents)

Survey Outcome

Three-Year Accreditation
Expiration: January 2018



Three-Year Accreditation

SURVEY SUMMARY

AssessMed, Inc., has strengths in many areas.

- The leadership and staff are passionate to provide quality services and timely reporting for the examinees and other stakeholders.
- The organization has experienced significant growth, and the leadership is supportive of providing continuity of service provision across all areas of service delivery.
- The cultural competency and diversity plan and accompanying training guide are comprehensive, are well drafted, and show an awareness of, and respect for, the examinees. The staff demonstrates a commitment to meeting the specific needs of the persons served.
- Leadership efforts such as development of an employee committee, organization of food bank volunteer teams, and holiday celebrations promote a positive culture for personnel.
- The leadership and staff sponsor various community events such as camps for children with cancer, golf tournaments for children who are ill, educational seminars, lunch-and-learn with the physicians, and ethnic celebrations.
- The leadership uses various communication tools to inform personnel and stakeholders such as the organization's website, blogs, monthly newsletter, and monthly state-of-the-union presentations.
- Input from the examinees is obtained through a post-assessment questionnaire and strategically placed suggestion boxes. The input indicates that the service experience was positive and the staff members were pleasant.
- The health and safety materials are well organized and routinely compiled and reviewed to promote a safe environment for the personnel and examinees.
- The organization has created a unique marketing and service provision tool to inform referral sources of real time availability of assessors in geographic areas throughout Ontario and across the provinces, and of Saturday availability for the greater Toronto area. This has resulted in increased referrals in other markets as well as service provision in remote areas that are lacking assessors.
- The organization uses information technology and software programs that integrate the referral process, service provision, report status, business functions, and outcomes data; thereby, decreasing duplication, increasing productivity, and providing timely feedback.
- The confirmation-of-calls packet that has been developed with bullet points for various information and scripting of dialog for scheduling calls is beneficial for consistency and quality customer service.
- The AssessMed staff members are dedicated and committed to the growth of services throughout Canada. They demonstrate a proactive approach in developing a diverse, comprehensive service portfolio of providers and will fly assessors to remote regions that are underserved.

- The medical director is actively involved in the recruitment, training, and mentoring of the evaluating physicians. He reviews assessments, offers assistance and insight into the verbiage to clarify ratings and render more defensible reports, and assists physicians with trial preparation.
- AssessMed is active in providing education to its staff members to increase skill levels as well as educating referral sources regarding the services that AssessMed can offer to its clients. This is done through lunch-and-learn sessions and in-services.
- AssessMed has demonstrated a willingness to provide accommodations for examinees to participate in the evaluation session. This has been demonstrated by equipment procurement, adjustment in hours of the assessment, and in evaluator preference.
- AssessMed has developed a comprehensive website that thoroughly explains the services offered, the expectations for the evaluation process, and the identification of the types of providers. The website is easy to navigate and provides contact information.
- AssessMed is proactive in assessing and obtaining transportation and interpreter services for examinees as identified during the intake process. The assessors have performed evaluations for examinees who speak more than 30 languages. Transportation is provided to and from the facilities as needed for the examinee to complete the assessment.
- AssessMed has dedicated staff members who are connected with the referral system 24 hours a day, 7 days a week, and who respond to requests for service as soon as the contact is received. This is in response to a competitive marketplace where the first response site is authorized to complete the assessment.
- AssessMed has utilized its quality improvement process to identify the need for a process change to reduce cancellations and no-shows by calling examinees to confirm upcoming visits. This has resulted in decreasing no-shows from 18 percent to 12 percent and reducing cancellations from 11 percent to 5.7 percent.
- AssessMed has embraced a cloud-based database and information system that has been adopted by several large insurers in Ontario. AssessMed is adept at pulling data, tracking communication, and utilizing the system for outcomes management through a portal information and reporting system. AssessMed also developed a bridge to integrate with other mandatory provincial billing systems.
- AssessMed is highly regarded by referral sources, including attorneys who represent examinees in both plaintiff and defence claims. AssessMed is known to evaluate highly controversial claims and produce reports that are valid and defensible.

AssessMed should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.

On balance, it is evident that AssessMed provides excellent independent evaluation services to the persons served and is dedicated to ongoing quality improvement. The leadership and staff are committed to providing great customer service and dedicate time and support through various charitable events in the communities they serve. Examinees and other stakeholders express satisfaction with the services provided. As a result, the organization has realized considerable growth. The organization has areas for improvement, including developing a means to have personnel emergency information readily available in emergency situations, including the previous year's goals and achievement of those goals in the current year's personnel performance review,

creating personnel performance objectives that have measurable goals, creating a written description of the performance measurement and management system, and consolidating and clarifying areas of the scope of services. AssessMed appears to have the ability and the willingness to make improvements in the areas identified in this report.

AssessMed, Inc., has earned a Three-Year Accreditation. The organization is commended for its efforts to provide quality services. It is encouraged to use its resources to address the improvements noted in this report and use the CARF standards as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Principle Statement

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

Key Areas Addressed

- Leadership structure
 - Leadership guidance
 - Commitment to diversity
 - Corporate responsibility
 - Corporate compliance
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Recommendations

There are no recommendations in this area.

C. Strategic Planning

Principle Statement

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

- Strategic planning considers stakeholder expectations and environmental impacts
 - Written strategic plan sets goals
 - Plan is implemented, shared, and kept relevant
-

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

- Ongoing collection of information from a variety of sources
 - Analysis and integration into business practices
 - Leadership response to information collected
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Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization enhance the current communication and input from assessors by implementing a survey on a routine basis, thereby providing a formal means of expressing suggestions or concerns.
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E. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
 - Financial results reported/compared to budgeted performance
 - Organization review
 - Fiscal policies and procedures
 - Review of service billing records and fee structure
 - Financial review/audit
 - Safeguarding funds of persons served
-

Recommendations

There are no recommendations in this area.

G. Risk Management

Principle Statement

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Identification of loss exposures
 - Development of risk management plan
 - Adequate insurance coverage
-

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

- Inspections
 - Emergency procedures
 - Access to emergency first aid
 - Competency of personnel in safety procedures
 - Reporting/reviewing critical incidents
 - Infection control
-

Recommendations

H.8.c.(2)

The organization is urged to ensure that relevant emergency information on personnel can be immediately accessed should an emergency situation occur. It could be helpful if the information is maintained and kept current.

Consultation

- It is suggested that the organization consider developing a safety committee with representatives from each division to assist the nurse manager with efforts such as quarterly maintenance checks, safety drills, and safety incident review.

- The organization does provide necessary education and training to personnel following the tests of the emergency procedures. However, it might be helpful to include an area on the emergency drill form to record the education or training needed for each emergency procedure as a prompt to facilitate the education process. It might also be helpful to record the personnel present for the drill or education/training by their signature on the form.
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I. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

- Adequate staffing
 - Verification of background/credentials
 - Recruitment/retention efforts
 - Personnel skills/characteristics
 - Annual review of job descriptions/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

I.6.b.(4)(a)

I.6.b.(4)(b)

It is recommended that the organization consistently include performance objectives in the performance evaluations for all personnel directly employed by the organization. The evaluation should include those objectives established in the last evaluation period and establish measurable performance objectives for the next year.

Consultation

- It is suggested that the organization include the physical demands required of the job in the job descriptions.
-

J. Technology

Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Communication of rights
 - Policies that promote rights
 - Complaint, grievance, and appeals policy
 - Annual review of complaints
-

Recommendations

There are no recommendations in this area.

Consultation

- The examinee rights are currently interspersed with various parts of the overall information provided. Because of the anxiety level of many examinees scheduled to undergo evaluation services, it is suggested that AssessMed place patient rights in a consolidated format that might be more easily shared and understood by the examinees.
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L. Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

- Written accessibility plan(s)
 - Requests for reasonable accommodations
-

Recommendations

There are no recommendations in this area.

M. Performance Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and analyzed, and information is used to manage and improve service delivery.

Key Areas Addressed

- Information collection, use, and management
 - Setting and measuring performance indicators
-

Recommendations

M.1.a. through M.1.d.

The organization is urged to have a written description of its performance measurement and management system that includes, at a minimum, its mission, the programs seeking accreditation, the objectives of the programs seeking accreditation, and personnel responsibilities related to performance measurement and management.

M.2.a. through M.2.d.

It is recommended that the organization demonstrate how its data collection system addresses reliability, validity, completeness, and accuracy.

N. Performance Improvement

Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

- Proactive performance improvement
 - Performance information shared with all stakeholders
-

Recommendations

There are no recommendations in this area.

SECTION 3. PROGRAM STANDARDS

N. Independent Evaluation Services

Independent Evaluation Services (Adults)

Independent Evaluation Services (Children and Adolescents)

Key Areas Addressed

- Scope of independent evaluation services
- Resources
- Risk screenings
- Communication with persons served prior to evaluation
- Coordination of the evaluation process
- Composition of the evaluation team
- Responsibilities of evaluators
- Evaluation reports

- Semi-annual review of services
 - Annual review of no-shows and cancellations
 - Provision of services to any children/adolescents
-

Recommendations

N.1.b.(1) through N.1.b.(6)

N.1.b.(8)

N.1.b.(9)

It is recommended that AssessMed include in its documented scope of services the parameters regarding the ages of the children served, activity limitations, behavioural status, cultural needs, impairments, medical acuity, participation restrictions, and psychological status.

N.32.a.

The information shared with the public, prospective persons served, and their families/support systems should specify the age range of the children/adolescents served.

Consultation

- Currently, AssessMed has multiple documents that constitute its written scope of services. The organization might consider consolidating this information into fewer documents or a single scope of services document.
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PROGRAMS/SERVICES BY LOCATION

AssessMed, Inc.

5945 Airport Road, Suite 174
Mississauga ON L4V 1R9
CANADA

Independent Evaluation Services (Adults)
Independent Evaluation Services (Children and Adolescents)

AssessMed, Inc.

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CANADA

Independent Evaluation Services (Adults)
Independent Evaluation Services (Children and Adolescents)

AssessMed, Inc.

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CANADA

Independent Evaluation Services (Adults)
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AssessMed, Inc.

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