

NADD Program Accreditation Survey Instrument

Program: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Setting: \_\_\_\_\_

Reviewer: \_\_\_\_\_ Date of Review: \_\_\_\_\_

Competency Module Areas Scores

	Module	Score
I	Medication Evaluation / Reconciliation	0 1 2 3 NA
II	Holistic and Individual Approach	0 1 2 3 NA
III	Database / Outcomes Measures	0 1 2 3 NA
IV	Protocols for Dual Diagnosis Assessments	0 1 2 3 NA
V	Treatment Planning	0 1 2 3 NA
VI	Basic / Routine Health Care	0 1 2 3 NA
VII	Treatment Team- Multi/Trans Disciplinary Members	0 1 2 3 NA
VIII	Training- Staff /Family person receiving services	0 1 2 3 NA
IX	Crisis Management / Emergency Room Services	0 1 2 3 NA
X	Cultural Competency /Family Values	0 1 2 3 NA
XI	Trauma	0 1 2 3 NA
XII	Quality Assurance / Incident Management	0 1 2 3 NA
XIII	Evidence Based Treatment Practices	0 1 2 3 NA
XIV	Ethics, Rights, Responsibilities	0 1 2 3 NA
XV	Interagency and Cross Systems Collaborations	0 1 2 3 NA
XVI	Long Term Living service coordination (Permanency)	0 1 2 3 NA
XVII	Advocacy / Person / Individual/ Family Rights of the person being served	0 1 2 3 NA
XVIII	Healthcare Informatics (technology)	0 1 2 3 NA

Total Score \_\_\_\_\_

## **Preamble**

This instrument is to be used by NADD surveyors who are evaluating programs to determine the extent to which the program has met the criteria established by NADD for Dual Diagnosis Accreditation. Based on NADD's years of experience we understand that programs seeking Dual Diagnosis Accreditation will vary widely and that not all survey standards will apply equally to all programs. For example, a community-based residence will have different needs and responsibilities concerning medication certification standards than an acute in-patient or out-patient mental health facility. It is the responsibility of the surveyor to keep in mind the appropriateness of a given standard and the relative weighting of the eighteen competency areas for the specific program seeking accreditation.

## **Scoring Rubric**

Directions: In each of the category competency areas, rate items that are relevant to each area. For each item listed in the identified competency area, circle / fill in the number that best describes the Program in meeting best practice standards and competency for providing services for people with Intellectual and Developmental Disabilities and Mental Illness (IDD /MI).

0 = No evidence of meeting minimal best practice standards

1 = some evidences (verbal, written, observation) in meeting minimal best practice standards

2 = Significant evidence/support (written, standards, protocols, observation) in meeting best practice standards

3 = Evidence/support (written, standards, protocols, observation)  
exceeds best practice standards

N/A - Non-Applicable - Area, item does not apply

## **Module I**

### **Medication Certification Standards**

The Program has a written policy that describes the use of medication and medication management of the person being served.

The information includes: Age, sex, height and weight, diagnoses, Allergies, sensitivities, prior and current medication, efficacy and response and past and current laboratory results.

#### **Efficacy and Reconciliation**

Assessment of each individual served includes information regarding

- Medical and Physical Health History (include Drug and Alcohol)
- Genetic Testing
- Psychiatric Diagnosis
- Immunization record
- Treatment History (current Treatment Plan)
- Side Effects Profile
- Assess Health, Safety and Benefit Risks
- Consent
- Indication (reason for the choice of the specific medication)
- Assure Accuracy

#### **Assessment Methods**

Preferred and evidence based practice

Interviews with person receiving services, family / caregivers / support staff

Direct observation of behavior

Functional Behavior Assessment / Analysis completed

Medical and Psychiatric Diagnostic assessment - NADD (DM/ID)

Standardized rating scales ?

0 1 2 3 NA

List Examples : PIMRA =(Matson), DASH (Reiss), (ABC) Aberrant Behavior

Checklist, Overt Aggression Scale (Youdofsky), Yale Brown OCD Scale for PDD

Hamilton, Beck (Anxiety / Depression)

Does the program utilize laboratory studies in the assessment? 0 1 2 3 N/A

Is there indication that the psychological/neuropsychological are completed?

0 1 2 3 N/A

**DSM IV-TR Diagnoses**

Does the medication treatment clearly follow and is it in line with the diagnosis?

0 1 2 3 NA

Is there indication that the Program attempts to identify stressors that may contribute to the presenting problems / chief complaints?

0 1 2 3 NA

Is there indication that the Program lists strategies for medication management?

0 1 2 3 NA

Is there indication that the Program has established treatment guidelines for use of medication?

0 1 2 3 NA

Is there indication that the Program has documented evidence that the medication is working? \_\_\_\_\_

0 1 2 3 NA

**Psychosocial and Environmental Interventions / Treatments:**

Is there indication that the Program considers treatment alternatives, such as the use of psychosocial and environmental interventions, before prescribing an medication?

0 1 2 3 NA

If so, list current psychosocial treatment implemented to address the behavioral areas of Concern: i.e., (Individual or Group Psychotherapy, Cognitive Behavior Therapy (CBT), Dialectical Behavior Therapy (DBT), Social Skills Training, etc.)

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**Pharmacological Interventions/Treatments**

History/Medical/Physical	Quality Indicators / Details
Genetics	
Drug / Alcohol	
Seizures	
Hypoglycemia	

Is there indication that the Program provides a history of medication and Alternative/ Complementary treatments? 0 1 2 3 NA

Is there indication that the Program obtained consent from the individual or surrogate decision maker when possible: 0 1 2 3 NA

Is there indication that the Program has established guidelines regarding use of medications: 0 1 2 3 NA

Is there indication that the Program has a Medication Policy: 0 1 2 3 NA

Is there indication that the Program prescribes medication according to Expert Consensus guideline? 0 1 2 3 NA

For individual on multiple and complex medication regimens, is there indication that the Program provides more frequent physician or physician assistant visits, nursing contact, or observations to allow for proper assessment of the medication regimen? 0 1 2 3 NA

See Medication listing and dosing below

How to use the completed boxes below

NADD Reviewer should assess for:

- The use of multiple medications often has an increased risks for medication-related adverse events and drug interactions. For example, with the listing of the drug class and dosing with the concurrent use of medications, is there an increased risk of an adverse event associated with the combination and/or dosing of the medications?
- The use of multiple medications creates a more complicated drug regimen for the individual, potentially making compliance to the treatment plan more difficult to adhere to
- Drug to Drug interactions - Multiple medications may confound the effects of one another. May not be able to distinguish between medications that are helping, and which one may be causing problems for the individual.
- Where medications are used to treat the side effects of other medications, this can potentially create the need for more medications.

**Medication Dosing**

Drug Class	Medication	Initial daily dose (mgs)	Usual Daily dose range (mg) child	Usual Daily dose range (mg) adult
Antipsychotics	Abilfy Zyprexa Geodon Risperdal			
Mood Stabilizers				
SSRI's				
Alpha-agonists				
Beta-blockers				
Stimulants				
Anticonvulsants				
Anti-Parkinsonian				
Other				

Module I – Medication Evaluation/ Reconciliation

Is there indication that the Program uses PRN medications for treating individuals with period of episodic behavioral dyscontrol? 0 1 2 3 NA

Is there indication that the Program prescribes medications that are symptom specific? 0 1 2 3 NA

Is there indication that the Program has an established protocol for PRN medication use? 0 1 2 3 NA

Is there indication that the Program obtains baseline measures on target symptoms and outcomes data on response of medications?

Baseline on identified target symptoms 0 1 2 3 NA

Outcomes data on medication efficacy? 0 1 2 3 NA

**General Safety Precautions for medication use**

Is there indication that the Program monitors for adverse drug reactions? 0 1 2 3 NA

If yes, instruments or monitoring tool used: \_\_\_\_\_

If the individuals have been on long term medication treatment:

Is there indication that the Program has periodic/routine side effects profiles completed? 0 1 2 3 NA

For individual being served who are stabilized on current medications is there indication that the Program has made attempts for a periodic / gradual reduction of medications? 0 1 2 3 NA

Is there indication that the Program has a process in place to objectively assess response of medications? 0 1 2 3 NA

If available, list methods / tools? \_\_\_\_\_

**Module I Reviewers Comments:**

\_\_\_\_\_  
\_\_\_\_\_

Module I Score

0	1	2	3	N/A
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**Module II**

**Bio-Psycho-Social and Individual Approach**

The Program uses a Bio-Psycho-Social Approach to habilitation and treatment that employs a systemic approach, looking at the biological (physical), psychological (mental) and social aspects or conditions of a person's life. This Holistic approach is based on the belief that the whole person must be considered to understand the complexities of the life of the person being served and his/her need for supports. This approach values the complexity of each individual with dual diagnosis and how this relates to their relationship with others and the community.

Is there indication that the Program show documentation that addresses and respects all aspects of the person's life with regards to the expression of basic rights to cultural, spiritual, gender, personal values, beliefs and preferences. These beliefs / preferences are demonstrated by incorporating them into an individualized service or treatment plan. 0 1 2 3 NA

**Medical/ and Basic Health conditions 0 1 2 3 N/A**

- Allergies
- Nutrition
- Exercise
- Sleep
- Substance use
- Pain - The Program completes an initial pain assessment
- Medications
- Lab work

Reviewer's Comment: How is this being demonstrated:

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**Developmental Issues**    Cognitive Profile 0 1 2 3 NA

**Mental Health conditions**  
 Other co-morbid/co-occurring conditions 0 1 2 3 N/A

**Family History** (Medical / Psychiatric / Genetics) 0 1 2 3 N/A

Module II – Bio-Psycho-Social and Individual Approach

<b><u>Psycho-social Stressors addressed?</u></b>	
Past	0 1 2 3 N/A
Current	0 1 2 3 N/A
<b><u>Sensory domains</u></b>	0 1 2 3 N/A
<b><u>Sexuality / Gender Issues / Concerns</u></b>	0 1 2 3 N/A
<b><u>Trauma / Abuse - Trauma Assessments</u></b>	
Sexual	0 1 2 3 N/A
Physical	0 1 2 3 N/A
Emotional / Neglect	0 1 2 3 N/A
Institutional	0 1 2 3 N/A
<b><u>Cultural (dietary/religion/celebrations)</u></b>	0 1 2 3 N/A
<b><u>Environmental / Life space</u></b>	0 1 2 3 NA
<b><u>Communication</u></b>	
Assessment/mode	0 1 2 3 NA
Type of facilitation	0 1 2 3 NA
Augmentative devices	0 1 2 3 NA
<b><u>Academics/Education/Vocation Learning style</u></b>	0 1 2 3 NA
<b><u>Resiliency</u></b>	0 1 2 3 NA
<b><u>Person Centerd / Self Determination / Self Advocacy</u></b>	0 1 2 3 NA

**Module II Reviewers Comments:**

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Module II Score

0	1	2	3	N/A
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### **Module III**

#### **Database / Outcomes measures (Data Collection and Management)**

The Program shows clear documentation that the health privacy of the person being served is protected. Information security, including data integrity, is maintained 0 1 2 3 NA

The Program has a written policy addressing the privacy of health information (HIPPA) including access, use, and disclosure of data and information 0 1 2 3 NA

#### **At the Administration level**

##### **Quality Assurance (QA)**

Is there indication that the Program has policies and procedures that describe the makeup and tasks of a Program-level committee that is charged to monitor compliance with QA policies. 0 1 2 3 NA

#### **At the program / service delivery level**

Each program develops goals related to the mission of the program, obtains data, summarizes the data quarterly, develops new and reviews existing Performance Improvement goals quarterly, and shares data with staff and stakeholders. 0 1 2 3 NA

Goals should include:

The application of new or essential clinical tools (e.g., A functional behavioral assessment will be performed for each person receiving services requiring a behavior management plan; Medication history will be reviewed prior to initiating any new medication) 0 1 2 3 NA

Primary clinical outcome measures (e.g., the person being served will participate in at least 80% of scheduled community activities) 0 1 2 3 NA

Safety monitoring (e.g., 100% of incidents involving person receiving services or staff injuries will be reviewed weekly, and corrective action taken when indicated) 0 1 2 3 NA

Monitoring of the use of restrictive scheduling or placement within the Program; restrictive behavior management techniques; long term use of medication that places the individual at risk for side effects 0 1 2 3 NA

**At the person receiving services level - Individualized by the Treatment**

**Team** Quantifiable clinical / educational / vocational targets are:

Individual targets are selected based on the team evaluations and input from the person receiving services. 0 1 2 3 NA

Interviews- talk to team members about specific cases 0 1 2 3 NA

Is there indication that the Program provides documentation that the person being served or the person's surrogate or representative was in some way involved in the interview process, i.e., does the person or representative feel that he/she is involved in their treatment? Is he/she satisfied with the treatment? 0 1 2 3 NA

Is there indication that the Program engages in records reviews - does the plan and documentation of the support plan reflect what you are told or what you see? 0 1 2 3 NA

Is there indication that the Program has policies and procedures that are written reflecting the guidelines of best practice as established by the NADD certification? 0 1 2 3 NA

**At the Family level**

**Family Satisfaction**

Is there indication that the Program provides measures of satisfaction with individual care (food, community activities, engagement); educational programming; vocational programming; behavioral programming, and other issues relevant to the particular Program? 0 1 2 3 NA

**At the Community Level**

Is there indication that the Program routinely takes measures of satisfaction of community stakeholders, including those who: 1) referred the individual for treatment; 2) worked with the individual during or following treatment.

**Module III Reviewers Comments:**

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**Module III Score**

0	1	2	3	N/A
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**Module IV**

**Assessments protocols**

Is there indication that the Program has provided assessments for persons with Dual Diagnosis (IDD/MI) using multi domain constructs that include developmental, cognitive, emotional, communication, social, sensory, adaptive, and medical domains

Specific areas of assessment

Developmental (if available list tools) 0 1 2 3 NA

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Bio - Medical (metabolic, lead screening, genetics/syndromes, nutrition) 0 1 2 3 NA

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Psychiatric-DSM-IV-TR, DM/ID, 0 1 2 3 NA

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Psychological/Cognitive/Social 0 1 2 3 NA

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Adaptive Behavior - Adaptive Behavior Assessment Scale, SIB-R, Vineland 0 1 2 3 NA

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Environmental (Trauma Toxins) 0 1 2 3 NA

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Educational 0 1 2 3 NA

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Module IV – Protocols for Dual Diagnosis Assessments

**Module IV Reviewers Comments:**

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Module IV Score

0	1	2	3	N/A
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## Module V

### Developing the Treatment Plan and Treatment Planning

The Program shows clear documentation in writing that the treatment / service plan was developed with the input of the person being served / Family or guardian and support staff. The plan is individualized, defines time frames for initial evaluation, has clearly stated goal based on the initial evaluation, methods that are considered evidence-based and best practice, and specific time frames for monitoring and completing the treatment goals. The treatment or service plan should also clearly identify involvement by the person being served and the clinical person responsible for providing the service or treatment as well as monitoring the plan

Is there indication that the Program's care, treatment, and service plans are appropriate to the individual's assessed needs. 0 1 2 3 N/A

Is there indication that the Program's plan is developed with active participation of the individual or family / caregiver advocate, legal guardian 0 1 2 3 N/A

Is there indication that the Program's plan is individualized to the person being served 0 1 2 3 N/A

Is there indication that the Program's plan addresses both the mental health and intellectual disabilities concerns of the person receiving services 0 1 2 3 N/A

Is there indication that the Program's behavior intervention or supports plan is based on a Functional Behavior Assessment (FBA) or understanding of the etiology of concerns 0 1 2 3 N/A

Is there indication that the Program's plan is based on the strengths, needs, desires of the person being served 0 1 2 3 N/A

Is there indication that the Program's plan is sensitive to the person's age, culture, values and developmental ability 0 1 2 3 N/A

Is there indication that the Program provides education to children and youth as needed 0 1 2 3 N/A

Module V – Treatment Planning

Is there indication that the Program's plan links to internal and external systems

0 1 2 3 N/A

Components of the Treatment Plan

Symptom/Behavior	Goals	Methods	Evaluation	Completed
		Therapy Medications	Data GAF	__yes __no

**Module V Reviewers Comments:**

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Module V Score

0	1	2	3	N/A
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## Module VI

### Basic Health Care

Is there indication that the Program provides or attempts to provide general healthcare

0 1 2 3 NA

Routine Physicals Examination

0 1 2 3 NA

Dental Examinations

0 1 2 3 NA

Vision Examinations

0 1 2 3 NA

Routine Blood work

0 1 2 3 NA

### Health Service Monitoring and Advocacy

Is there indication that the Program has a written policy that describes best practice standards for monitoring the health of the person being served? This policy should reflect what services are directly provided by the Program versus what standards of health care will be advocated for when the direct provider is external to the Program.

0 1 2 3 NA

Is there indication that the Program uses a practice standard of always ruling out a medical etiology for behavioral changes in a person who is dually diagnosed? A Bio-Psycho-Social approach to healthcare provision and treatment should be evident.

0 1 2 3 NA

Because of the high prevalence of co-morbid health conditions in individuals with I/DD, is there indication that the Program uses a pro-active health screening and preventative health measures?

0 1 2 3 NA

### Evidence-Based Practices

0 1 2 3 NA

Is there indication that the Program identifies the etiology of the individual's IDD in order to differentially diagnose associated health issues and specific health challenges that might require monitoring and / or intervention.

Is there indication that the Program closely monitors medications to identify adverse drug effects and drug-drug interactions.

0 1 2 3 NA

Is there indication that the Program that serves individuals with dual diagnoses who have complex medical and psychiatric concerns provides a specialized, interdisciplinary team that works from a Bio-Psycho-Social perspective?

0 1 2 3 NA

Module VI – Basic/Routine Health Care

Is there indication that the Program offers preventive, routine, and emergent health care in accord with generally accepted evidence-based healthcare recommendations? 0 1 2 3 NA

Is there indication that the Program assesses for the presence of undiagnosed medical concerns. Common diagnoses associated with a change in behavior include urinary tract infection, constipation, GERD, H pylori infection, dental disease, and disorders of hearing and vision. 0 1 2 3 NA

Areas for Review (through a combination of chart review, policy review, and interview):

Is there indication that the Program provides a comprehensive personal medical history including Immunization Records 0 1 2 3 NA

Is there indication that the Program completes a comprehensive medication history including, when known, indication for medication, start/stop dates, dosage, efficacy, reason for discontinuation? 0 1 2 3 NA  
Comments:

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Is there indication that the Program attempts to identify syndromes and associated health conditions? 0 1 2 3 NA

Is there indication that the Program obtains a family medical history? 0 1 2 3 NA

Is there indication that the Program provides a comprehensive physical examination? 0 1 2 3 NA

Is there indication that the Program provides documentation that primary care and specialty care providers are refer to as appropriate? 0 1 2 3 NA

Is there indication that the Program assesses/monitors/maintains conditions common at specific ranges of age? 0 1 2 3 NA

Module VI – Basic/Routine Health Care

Is there indication that the Program assesses/monitors/maintains conditions common to individuals with I/DD? 0 1 2 3 NA

Is there indication that the Program assesses/monitors/maintains conditions common to individuals with specific syndromes 0 1 2 3 NA

Is there indication that the Program provides a review of current medical diagnoses and associated treatments to determine current relevancy? 0 1 2 3 NA

Is there indication that the Program provides laboratory screening as indicated by age, medication use, specific health conditions, presenting symptoms? 0 1 2 3 NA

Is there indication that for persons with multiple co-morbid conditions and/or complex medication regimens the Program routinely completes a comprehensive metabolic screening at 3-6 month intervals? 0 1 2 3 NA

Is there indication that the Program obtains a comprehensive metabolic panel (tests of liver function and glucose, lipid panel (cholesterol screen indicated with use of psychotropic medication as well as per preventative health screening guidelines)? 0 1 2 3 N/A

Annual vision screening 0 1 2 3 NA

Annual dental screening 0 1 2 3 NA

Annual hearing assessment 0 1 2 3 NA

Preventative healthcare 0 1 2 3 NA

Is there indication that the Program provides for the promotion of healthy behaviors such as: smoking cessation, caffeine intake, healthy nutritional intake encouraged, and physical exercise program encouraged? 0 1 2 3 N/A

Is there indication that the Program provides assessments of adaptive functioning to identify issues that may present concerns relative to the person's physical and mental health? 0 1 2 3 NA

Module VI – Basic/Routine Health Care

Is there indication that the Program provides regular screening for abuse and neglect with appropriate supports offered as needed 0 1 2 3 N/A  
Healthy lifestyle education provided 0 1 2 3 N/A  
Sexuality education offered 0 1 2 3 N/A  
Psychological counseling provided as needed 0 1 2 3 NA

**Module VI Reviewers Comments:**

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Module VI Score

0	1	2	3	N/A
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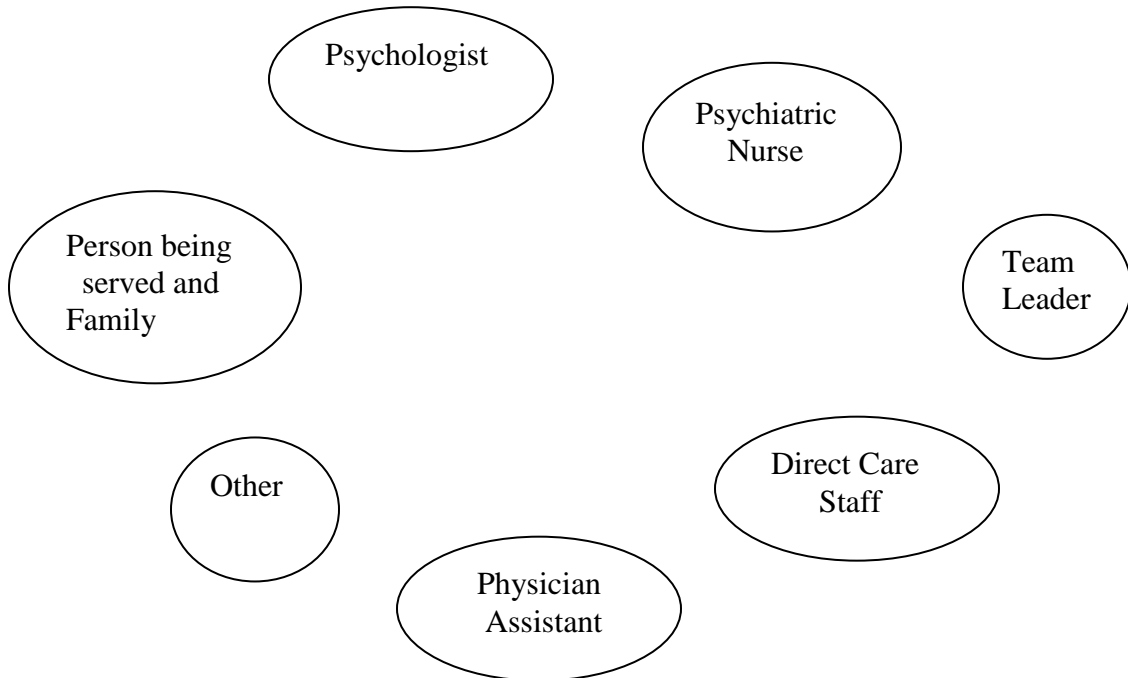
## Module VII

### Treatment Team

Is there evidence that the Program indicates involvement from clinical staff to address the identified area(s) of concern for the medical, behavioral, or psychiatric symptom or condition? 0 1 2 3 N/A

Is there indication that the Program provides the level of expertise of the team members that meets the identified area(s) of concern, i.e., trauma, medical, syndromes? 0 1 2 3 NA

Treatment Team members



Is there indication that the Program provides care, treatment, and services that are appropriate to the individual's assessed needs? 0 1 2 3 N/A

Is there indication that the Program provides a treatment plan that is individualized and based on the individual and family needs and developed from a multidisciplinary team? 0 1 2 3 N/A

Is there indication that the Program shows documentation that the individual being served participated in the development of the plan according to his / her ability? 0 1 2 3 N/A

Module VII – Treatment Team

Is there indication that the Program's treatment plan addresses advocacy, generalization, and natural supports? 0 1 2 3 N/A

Is there indication that the Program shows through the goals and methods of the treatment plan that services are delivered between and across systems that include services both internal and external to the Program? 0 1 2 3 N/A

Is there indication that the Program includes the individualized safety plan for individual who present as a danger to themselves or others? 0 1 2 3 N/A

Is there indication that the Program's treatment plan clearly lists areas of concerns, chief complaints, methods by which treatment / interventions will occur, therapist, clinician, support staff, persons delivering the supports services, and date when treatment plan goals have been achieved and / or changed and reasons for the change? 0 1 2 3 N/A

Is there indication that the Program makes accommodations for the individual's needs to be outdoors when the person is in a locked facility or experiences long lengths of stay? 0 1 2 3 N/A

**Behavior Supports and Interventions**

Is there indication that the Program operates under the Positive Approaches philosophy? 0 1 2 3 N/A

Is there indication that all psychosocial interventions are based on an initial assessment, i.e, interview, observation, Functional Behavior Assessment (FBA)? 0 1 2 3 N/A

Is there indication that the Program utilizes a least restrictive treatment model when using behavioral interventions and support plans? 0 1 2 3 N/A

Is there indication that the Program periodically convenes a Human Right's or Restrictive Procedures committee for the individual's that require restrictive procedures? 0 1 2 3 N/A

Module VII Score

0	1	2	3	N/A
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**Module VII Reviewers Comments:**

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## Module VIII

### Training - Staff / Family / Person Being Served

Is there indication and documentation that the Program provides training for staff, family, and caregivers . 0 1 2 3 N/A

Is there indication that the Program understands and respects family, staff and concerns of the person being served. 0 1 2 3 N/A

Is there indication that the Program attempts to expand the family and staff knowledge base of the person's disability, areas of deficits, and social / behavioral areas of concern? 0 1 2 3 N/A

Is there indication that the Program training attempts to increase the staff and family consistency in following and implementing the prescribed treatment plan? 0 1 2 3 N/A

Is there indication that the Program requires training hours for the people that they serve? 0 1 2 3 NA

How many of the training hours are specific to Dual Diagnosis (IDD/MI) \_\_\_\_

Is there indication that the Program encourages families / caregivers, and support staff to participate in training sessions? 0 1 2 3 N/A

If yes, how are they notified? \_\_ letter \_\_phone call \_\_posting  
Other: \_\_\_\_\_

Family / caregivier and staff training occurs in what format?

\_\_formal \_\_informal  
\_\_workshops \_\_direct observation, \_\_\_\_ modeling / demonstration,  
\_\_individual \_\_group \_\_telemedicine (Video) \_\_didactic

Is there indication that the Program training offers ways to generalized the treatment / interventions across settings and environments (within the Program, to the community) 0 1 2 3 N/A

Module VIII – Training

Is there indication that the Program provides an evaluation of the training sessions? 0 1 2 3 N/A

Is there indication that the Program utilizes evaluations / feedback from the staff and family training? 0 1 2 3 N/A

Is there indication that the Program incorporates the evaluation results and feedback into the Program's QA goals? 0 1 2 3 N/A

**Module VIII Reviewers Comments:**

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Module VIII Score

0	1	2	3	N/A
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## **Module IX**

### **Crisis Intervention and Personal Safety for Individuals with Dual Diagnosis.**

In most crisis situations involving people with a Dual Diagnosis the individual in crisis typically presents with increased internal level of arousal, is highly distractible, has difficulty expressing/ communicating their needs, demonstrates poor problem solving and are unable to de-escalate.

The NADD reviewer should review the programs policy in treating people that are in crisis and then specifically assess how the crisis policy and interventions address the needs of people with Intellectual and Developmental Disabilities.

The Program adaptations / modifications for IDD/MI might include environmental (assessment in lower stimulating areas of the program vs. high activity and volume areas, communication adaptations) also use of sign, augmentative or pictorial communication systems.

Is there any indication that the Program made efforts to make accommodations (staffing, visual, auditory, and tactile) to assist the person / family / caregiver in understanding the evaluation process? 0 1 2 3 N/A

Is there and indication that the Program prioritizes the individual's medical and mental health needs based on the severity of the presenting problem, the person's medical condition, and whether the person needs immediate medical attention (wounds, infections, concussions, inserting or ingesting objects that may be life threatening). 0 1 2 3 N/A

Is there indication that the Program receives input from the family/ caregivers or supports staff regarding the presenting behavioral or medical concerns? 0 1 2 3 N/A

Is there indication that the Program provides a psychiatric evaluation that include: demographics, history of referral concern, chief complaints, characteristics / events surrounding the current episode, and a mental status examination? 0 1 2 3 N/A

Is there indication that the Program utilizes *Global Assessment of Functioning (GAF)* measures of the degree and impact of any identified psychiatric symptoms or challenging behavior on the health, welfare and safety of the person being served? 0 1 2 3 N/A

Is there indication that the Program utilizes standardized assessments and/or rating scales (depression, anxiety, trauma, etc.) in the diagnostic evaluation? 0 1 2 3 N/A

Is there indication that the Program's Crisis Evaluation routinely completes a drug screen? 0 1 2 3 N/A

Is there indication that the Program offers mental health emergency evaluation that is completed by a licensed practitioner? 0 1 2 3 N/A

Is there indication that the Program's Crisis Team provides a face-to-face clinical interview with the person in crisis? 0 1 2 3 N/A

Is there indication that the Program's Crisis Team obtains collateral contact (getting information from other involved parties such as family / caregiver, residential staff, police, ambulance) regarding the incident? 0 1 2 3 N/A

Is there indication that consultation with other professionals both internal and external to the program who may be involved with the person is obtained? 0 1 2 3 N/A

Is there indication that the Program provides counseling and feedback to the person and family / caregiver regarding the results of the evaluation and recommendations for next level of care? 0 1 2 3 N/A

Is there indication that the Program completes a disposition plan and recommendations for discharge planning (i.e., admit for inpatient, refer to outpatient or discharge to home)? 0 1 2 3 N/A

Is there indication that the Program completes a comprehensive exam, diagnostic tests and recommends treatment options for the person in crisis? 0 1 2 3 N/A

Is there indication for individuals that experienced trauma or have a trauma history that the program Crisis Clinician completes a trauma assessment?  
0 1 2 3 N/A

Is there indication that if seclusion, restraint or PRN medications are utilized that the Program provides clear documentation that it follows a least restrictive treatment option?  
0 1 2 3 N/A

Is there indication that the Program completes a risk assessment and inquires about mental health advanced directives?  
0 1 2 3 N/A

Is there indication that the Program provides a risk assessment for the use of restrictive interventions (seclusion and/or restraint) and recommends alternative interventions?  
0 1 2 3 N/A

Is there indication that the Program has a policy on the use of corporal punishment in any form; i.e., coercion, threats, physical restraint, or takes away personal property i.e., money, clothing jewelry as a way to stop the crisis and/or gain control over the person being served.  
0 1 2 3 N/A

Is there indication that the Program has a policy on the use of sedative medications as a Chemical Restraint to eliminate the crisis?  
0 1 2 3 N/A

Is there indication that the Program involves the person being served and the family / caregiver and agency in the decision process regarding disposition planning (admit, transfer or discharge)  
0 1 2 3 N/A

**Module IX Reviewers Comments:**

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Module IX Score

0	1	2	3	N/A
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## Module X

### Cultural Competency and Family Values \_\_\_\_\_ 1 2 3 NA

Cultural Competency is the process by which individuals, agencies, and systems integrate and transform awareness of assumptions, values, biases, and knowledge about themselves and others to respond respectfully and effectively across diverse cultures, language, socioeconomic status, race, ethnic background, religion, gender, sexual orientation, and ability. Cultural competence recognizes, affirms, fosters, and values the strengths of the person being served, families, and communities and protects and preserves the worth and dignity of each. " [www.scaoda.state.wi.us](http://www.scaoda.state.wi.us) and National Center for Cultural Competency: Georgetown University Center for Child and Human Development.

Is there clear documentation (handbook/policy) that the Program includes in the staff initial orientation and ongoing training regarding awareness of the cultural/customs, ethnic, gender, and religious values of the person being served and family as an integral part of the treatment and service delivery?

Is there indication that cultural values are assessed and incorporated into the treatment / support plan and lifestyle of the person and family being served?  
0 1 2 3 N/A

Is there indication that the Program shows documentation that accommodations have been made to the environment, dietary / meals, television viewing, treatment plan, staff training and interventions and supports for the person and family being served?  
0 1 2 3 N/A

Is there indication that the Program routinely screens books, movies, and other media resources for negative cultural, ethnic, or racial stereotypes before sharing them with persons being served, staff and families?  
0 1 2 3 N/A

Is there indication that the Program displays pictures, posters and other materials that reflect the faith, cultures and ethnic backgrounds of people being served in the program?  
0 1 2 3 N/A

Module X – Cultural Competency

Is there indication that the Program uses bilingual or multilingual staff or trained/certified interpreters for assessment, treatment and other interventions for persons being served and families who have limited English Proficiency? 0 1 2 3 N/A

Is there indication that the Program uses bilingual staff or multilingual trained/certified interpreters during assessments, treatment sessions, meetings, and for family feedback? 0 1 2 3 N/A

**Module X Reviewers Comments:**

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Module X Score

0	1	2	3	N/A
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## **Module XI**

### **Trauma**

The NADD Accreditation under this Module means that the Program has demonstrated a sustained commitment to understand and provide evidence-based treatments, services and supports for individuals with intellectual and developmental disabilities who have experienced trauma.

Is there indication that the Program's treatment environment employs policies, procedures, and practices that are grounded in and directed by a thorough understanding of the neurological, biological, psychological, and social effects of trauma and violence? 0 1 2 3 N/A

#### Trauma Definition (NASMHPD, 2006)

The experience of violence and victimization including sexual abuse, physical abuse, severe neglect, loss, domestic violence and/or the witnessing of violence, terrorism or disasters. DSM IV-TR (APA, 2000) - Person's response involves intense fear, horror and helplessness - Extreme stress that overwhelms the person's capacity to cope

Is there indication that the Program has policies regarding trauma? 0 1 2 3 N/A

#### Trauma Assessment and Treatment

Is there indication that the Program provides a variety of expertise and appropriate treatment services for individuals who have experienced a trauma event or have a Trauma history? 0 1 2 3 N/A

Is there indication that the Program has created an environment of care that is non -institutional based in Positive Approached Philosophy and utilized a trauma informed model of care for individual that has experienced trauma.

0 1 2 3 N/A

Is there indication that the Program follows guidelines on trauma informed care model and is there evidence regarding utilization of a shared language for talking about injury and healing, that is accessible to staff, the individual, and families? 0 1 2 3 N/A

Module XI – Trauma

Is there indication that the Program uses a documented systematic approach related to trauma that provides consistency across all areas of the Program?  
0 1 2 3 N/A

Is there indication that the Program shows that it completes a risk factor assessment related to trauma and develops a treatment that includes alternatives to restrictive procedures including the use of seclusion and restraints?  
0 1 2 3 N/A

Is there indication that the Program shows documented evidence of trauma assessment, trauma informed care treatment plan for people with trauma histories?  
0 1 2 3 N/A

Is there indication that the Program provides trauma focused therapy approaches for individual with positive trauma history?  
0 1 2 3 N/A

Is there indication that the Program clearly identifies trauma specific quality assurance goals.  
0 1 2 3 N/A

Is there indication that the Program utilizes a treatment plan that monitors symptoms/ behaviors related to trauma?  
0 1 2 3 N/A

Is there indication that the Program has a training program for family related to trauma including an understanding of the characteristics and principles of trauma informed care?  
0 1 2 3 N/A

Is there indication that the Programs policies and training goals reflect the principles of recovery-oriented systems of care such as person-centered care, positive approached, choice and options, respect, dignity, partnerships, therapeutic relationships, self assessment and self-management, and full inclusion?  
0 1 2 3 N/A

**Module XI Reviewers Comments:**

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Module XI Score

0	1	2	3	N/A
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## Module XII

### Quality Assurance / Improvement Goals / Incident Management

Your quality assurance plan is a comprehensive description of how you intend to assure a quality product from your program. It generalizes the usual notion of a test plan to describe strategies for using reviews, static analysis, and possibly other techniques in addition to testing.

The Programs QA goals are well stated, clearly defined, measurable, and quantitative where possible? 0 1 2 3 N/A

The Program's QA goals are ranked in accordance with most impact / risk? 0 1 2 3 N/A

The Program has an identified project manager/administrator designated to oversee the quality assurance program and goals? 0 1 2 3 N/A

The Program clearly demonstrates that there is joint responsibility (QA administrators and employees) within the network group to work together and ensure success? 0 1 2 3 N/A

The QA goals are aligned with the Program's mission / objectives 0 1 2 3 N/A

The Program clearly defines a course of actions if the QA goal is not successful or is ineffective. 0 1 2 3 N/A

The Program utilizes standardize industry tools and techniques to insure the quality in each of the defined areas 0 1 2 3 N/A

What types and amount of resources are allocated to monitor / track the Program in meeting the stated QA goals?

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The Program describes the process to ensure that deficits found in meeting the QA goals are reviewed, analyzed properly, prioritized, and addressed

0 1 2 3 N/A

Module XII – Quality Assurance

**Module XII Reviewers Comments:**

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Module XII Score

0	1	2	3	N/A
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**Module XIII**  
**Evidence-Based Treatment Practices**  
**for Dual Diagnosis (IDD/MI)**

The Program should have a description (handbook) of a current service model that describes psycho social treatments, interventions and support services that are evidence-based and outcomes-driven. The assessment, treatment and support services should be clearly rooted in Positive Approaches Philosophy and Positive Behavior Supports. Interventions and supports services should be based on a Functional Behavioral Assessments and interventions should be clearly individualized and specific to people with dual diagnosis. The Program should also demonstrate a systematic and individualized data collection approach that monitors progress and response to interventions.

Is there indication that the Program treatments, interventions, and/or support services are based on knowledge of the person being served, information from family, and/or functional behavioral assessments 0 1 2 3 N/A

Is there indication that the Programs interventions are listed in the treatment plan and based in clinical literature and considered best practice for dual diagnosis? 0 1 2 3 N/A

Is there indication that the Programs interventions and supports of the person being served follow a least restrictive treatment model? 0 1 2 3 N/A

Are any of the interventions observed or reviewed considered restrictive?

\_\_\_Yes \_\_\_No/

If yes, describe:

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If yes, is there indication that there is documentation describing the rationale for implementing restrictive measures. 0 1 2 3 N/A

Is there indication that the Program has a restrictive procedures policy? 0 1 2 3 N/A

Module XIII – Evidence Based Treatment Practices

If restrictive interventions are implemented, were the interventions approved by a restrictive procedure committee? 0 1 2 3 N/A

If yes, list participants and areas of expertise:

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**Module XIII Reviewers Comments:**

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Module XIII Score

0	1	2	3	N/A
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## Module XIV

### Ethics, Rights Responsibilities

How does the Program attempt to measure the integration of desired values, ethical principles, and clinical and support practices in the Program? Does the Program demonstrate how effective it has been in terms of meeting its standards regarding social responsibility to the person being served, families, stakeholders, and the community at large?

#### 1) Ethics Policy and Programs

Is there evidence that the Program has guidelines or policy regarding ethical behavior? 0 1 2 3 N/A

#### Issues of Confidentiality

Is there indication that the Program provides guidelines for sharing vital / personal information between staff and supervisors? 0 1 2 3 N/A

Is there indication that the Program provides guidelines for sharing of information with families/guardians? 0 1 2 3 N/A

Is there indication that the Program describes the limits on confidentiality? 0 1 2 3 N/A

#### Issues of Consent

Is there indication that the Program has a policy or practice for obtaining consent for *treatments / interventions*? 0 1 2 3 N/A

Is there indication that the Program addresses issues related to the complexity of consent forms? 0 1 2 3 N/A

Is there indication that the Program specifies how persons being served, staff, and families / guardians may direct concerns of an ethical nature? 0 1 2 3 N/A

Is there indication that the Program has a policy regarding whistle blowing? 0 1 2 3 N/A

**Addressing Ethical Issues / Conflicts**

Is there indication that the Program provides clear documentation of reporting of ethical issues that required attention, the process followed in the resolution of these issues, and the outcomes? 0 1 2 3 N/A

Is there evidence that the Program provides follow-up that responds effectively to ethical concerns, issues raised by a complaining person, agency or party? 0 1 2 3 N/A

Is there indication that the Program has a system for tracking suspected and confirmed unethical behavior, the interventions (e.g. coaching of identified staff, disciplinary actions) and outcomes? 0 1 2 3 N/A

**Ethics Resources**

Is there indication that the Program has an ethics committee, human rights committee, or similar committee? 0 1 2 3 N/A

If yes, does this committee meet? regularly \_\_\_\_\_ ad hoc \_\_\_\_\_

Is there indication that the Program provides information to individuals with IDD / MH, staff and families / guardians on how to access the Program's ethics resources for queries, consultations, or reporting of difficulties? 0 1 2 3 N/A

**Staff Awareness of Ethical / Legal Issues**

Is there indication that new staff receive an orientation to the Program's ethics policy? 0 1 2 3 N/A

Module XIV – Ethics, Rights, Responsibilities

Is there indication that the Program provides ethics education? 0 1 2 3 N/A

Examples of topics:

How to identify ethical dilemmas?

How to assess and enhance quality of consent?

Score

0	1	2	3	N/A
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**Module XIV Reviewers Comments:**

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Module XIV Score

0 1 2 3 N/A

## **Module XV**

### **Interagency Collaboration**

Few mechanisms exist to support successful collaboration between the Intellectual Disabilities and Mental Health agencies. One unfortunate consequence is that individuals being served by either system often end up receiving fragmented and inadequate services from both systems. The Program providing services to people with a dual diagnosis should attempt to coordinate the care between the IDD and MH systems and reduce the barriers that interfere with successful practices identified by the treatment team, family, and person being served. The Program needs to make attempts to avoid the fragmentation of responsibilities and services through a more 'holistic' approach to service provision, which means that the total needs of the person being served and family should be an important consideration in the planning and provision of services across systems of care.

The prevalence of psychological distress among individuals with intellectual and developmental disabilities and co-occurring psychiatric diagnoses is significant. Co-morbidity indicates increased rates and various types of psychological distress, including depression, anxiety/OCD, mood disorders, suicidal ideation, and a generalized vulnerability to decrease these stressors. Moreover, physicians, clinicians, practitioners, social workers, and professionals who serve persons with a dual diagnosis have difficulty in identifying these underlying psychological stressors. Persons with a dual diagnosis (IDD/MI) have complex needs and impose heavy demands on all levels and systems of care. There is an ever increasing need to identify risk factors and barriers that prevent and/or inhibit people with a dual diagnosis from maintaining and generalizing treatment gains across programs and settings.

This accreditation reviews and assesses that Program's ability to develop strategies for the integration of supports and services, coordinate and integrate levels of care both internal and external to the Program in meeting the needs of individuals and their families in accessing integrated and collaborative behavioral health supports and services, and significantly contribute to the goals of employment, mental health stability, and social well being.

Programs that provide services for persons with intellectual and developmental disability and mental health concerns must be willing to cross regularly

traditional professional boundaries to allow supports to occur. Moreover, programs must realize that individuals with a dual diagnoses come with multiple challenges that require assistance from numerous service systems (e.g., medical, legal, case management, emotional support, housing, food, income, employment) before a comprehensive service delivery plan can be developed and implemented.

Is there indication that the Program has a policy on interagency collaboration?  
0 1 2 3 N/A

Is there indication that the Program identifies the potential barriers for each person and family and recommends a coordinated behavioral health service plan?  
0 1 2 3 N/A

Is there indication that in the discharge planning process the Program identifies support services and the integral role of the provider necessary to maintain and enhance quality of life of the person being served?  
0 1 2 3 N/A

Is there indication that the person being served, family/caregiver are encouraged to participate in interagency meetings?  
0 1 2 3 N/A

Is there indication that the Program attempts to build collaborative structures of support to deliver comprehensive services to the person being served?  
0 1 2 3 N/A

Is there indication that the Program attempts to access a broad array of resources (e.g., medical, psychiatric, housing, money, people, information) facilitating community support between the two systems?  
0 1 2 3 N/A

Is there indication that the Program collects data and evaluates treatment goals within and across systems?  
0 1 2 3 N/A

Is there indication that the Program invites or provides advocacy in interagency meetings for the person and family being served.  
0 1 2 3 N/A

Is there indication that the Program involves a liaison to participate and assist with transitions within the larger system of care?  
0 1 2 3 N/A

Module XV – Interagency and Cross Systems Collaborations

Is there indication that the Program utilizes practice guidelines/formal protocols for interagency involvement and to define the scope and boundaries of confidentiality? 0 1 2 3 N/A

Is there indication that the Program provides clarity of roles between interagency participants? 0 1 2 3 N/A

Is there indication that the Program identifies a key person who is primarily responsible for interagency liaison? 0 1 2 3 N/A

Is there indication that the Program assures the person being served that he or she will receive the support of the services that meets their individual needs? 0 1 2 3 N/A

**Module XV Reviewers Comments:**

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## Module XVI Long Term Living Situation

Is there indication that the Program addresses long term living care for its residents 0 1 2 3 N/A

If Yes, check residential / living options

\_\_\_ assisted living, \_\_\_ nursing homes, \_\_\_ residential care homes

Is there indication that the Program accepts and has policies on health advance directives? 0 1 2 3 N/A

Is there indication that the Program has policies on mental health advanced directives 0 1 2 3 N/A

Is there indication that the Program provides quality of life assessment for persons being served who have dual diagnosis (IDD/MI)? 0 1 2 3 N/A

For people with long term conditions, is there indication that the Program provides information and personalized care planning including outlining the potential benefits of care planning including risks and benefits of their choices and barriers to its implementation? 0 1 2 3 N/A

Is there indication that the Program assists the person being served and family in making decisions about levels of care and future planning relating to his/her long-term living situation? 0 1 2 3 N/A

Is there indication that persons or families being served with long term health / mental health and social care needs have opportunities to assess their own support needs? 0 1 2 3 N/A

Is there indication that the Program has available social services / case management who specialize in long term living? 0 1 2 3 N/A

Module XVI – Long Term Living Situation

Is there indication that the Program enables the individuals and families to self assess regarding their need for types and amount of support service, adaptive equipment, home care, and housing options? 0 1 2 3 N/A

Is there indication that the Program completes a risk assessment and presents both short term and long term conditions and recommended treatment and supports? 0 1 2 3 N/A

Is there indication that the Program provides documented training on abuse and neglect of elderly individuals and persons with disabilities? 0 1 2 3 N/A

Is there indication that the Program offers appropriate supports to the individuals in end-of-life situations? 0 1 2 3 N/A

**Module XVI Reviewers Comments:**

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Module XVI Score

0	1	2	3	N/A
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## Module XVII

### Advocacy and Patient Rights / Rights of the Person Being Served

Advocacy and individual rights refers to providing information and referral and complaint resolution services to persons and families being served who have a dual diagnosis (IDD/MI). The Program provides the individual and family specific information and explanation of legal rights if there is a concern regarding the environment, treatment, communication and/or interference with human rights. The Program should clearly demonstrate the process of Complaint resolution from registering the initial complaint, violation, or allegation through to resolving the complaint.

Is there indication that the Program has a specific policy addressing person/individual rights? 0 1 2 3 N/A

Is there indication that the Program has an identified administrator who is listed as the individual's rights/advocate? 0 1 2 3 N/A

Is there indication that the Program has specific time lines in the review and resolution process? 0 1 2 3 N/A

Is there indication that the Program addresses individual / family complaints (both registering and resolution) regarding human rights issues (check all that apply)? 0 1 2 3 N/A

Registering

\_\_\_\_\_ Verbal \_\_\_\_\_ Written \_\_\_\_\_ Other: \_\_\_\_\_

Resolution

\_\_\_\_\_ phone interview \_\_\_\_\_ interviews \_\_\_\_\_ family interview  
\_\_\_\_\_ staff interviews \_\_\_\_\_ record reviews \_\_\_\_\_ findings  
\_\_\_\_\_ written correspondence \_\_\_\_\_ recommendations.

Is there indication that the Program offers levels of appeals both internally and externally for individual and families who are not satisfied with a complaint resolution? 0 1 2 3 N/A

Module XVII – Advocacy and Patient Rights

Is there indication that the Program makes accommodations (interpreter, visuals, auditory, etc) according to the ability of the person being served and family in registering a complaint? 0 1 2 3 N/A

Is there indication that the Program shows documentation (training syllabus) that the Program provides staff training on advocacy / self advocacy and individual rights? 0 1 2 3 N/A

Is there indication that the Program has specifically identified quality assurance goals regarding individual rights advocacy and self advocacy? 0 1 2 3 N/A

**NADD Reviewer observation**

Is there indication that the Program is up to date; i.e., individual's rights are current, posted, in predominant language, and prominently placed 0 1 2 3 N/A

Individuals' rights handbooks are available 0 1 2 3 N/A

Individual has access to private telephones 0 1 2 3 N/A

Visiting hours are posted and observed 0 1 2 3 N/A

Individuals have choice and options to wear their own clothing 0 1 2 3 N/A

Individuals have their own spending money and personal possessions 0 1 2 3 N/A

Individuals have access to outdoors 0 1 2 3 N/A

Individuals have privacy 0 1 2 3 N/A

Individuals are treated with dignity and respect 0 1 2 3 N/A

Individuals are provided information about their medication, rights, and commitment process 0 1 2 3 N/A

Individuals have choice and option to participate in meaningful activities 0 1 2 3 N/A

Module XVII – Advocacy and Patient Rights

Individuals are receiving appropriate and desired medical treatment

0 1 2 3 N/A

**Module XVII Reviewers Comments:**

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Module XVII Score

0	1	2	3	N/A
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## Module XVIII

### Health Care Informatics (technology)

Health care informatics is a discipline at the intersection of [information science](#), [computer science](#), and [health care](#). It combines resources, devices, and methods for accessing, storing, retrieval, and sharing healthcare information of persons with dual diagnosis (IDD/MI). [Health care informatics tools](#) include [clinical and practice guidelines](#), medical, diagnostic and medication terminologies, clinical and staff training, and communication across systems of care.

Is there indication that the Program has a policy that ensures that access to information is restricted and that confidentiality of the individual information is respected? 0 1 2 3 N/A

Is there indication that the Program offers training on the use of health care informatics in reducing redundancy and improving the quality of care? 0 1 2 3 N/A

Is there indication that the Program uses computer-based technologies to store an electronic patient record that includes information from the medical history, physical examinations, laboratory reports, diagnoses, and treatments? 0 1 2 3 N/A

Is there indication that the Program utilizes web-base training and CEU's for clinical and direct care staff? 0 1 2 3 N/A

Is there indication that the Program utilizes a computerized health maintenance reporting system for persons being served who have a dual diagnosis? 0 1 2 3 N/A

Is there indication that the Program provides computer reminders to the clinical staff regarding test results, follow up recommendations, release forms, or signatures prior to clinic and program visits or in- home or community services? 0 1 2 3 N/A

Module XVIII – Healthcare Informatics (Technology)

Is there indication that following the delivery of services the Program generates a computer report that includes recommendations and identifies scheduled follow up and specific preventive care, such as; blood levels, EEG, Abnormal Involuntary Movement Scale (AIMS), medication for high blood pressure, titrating medications, etc.?

0 1 2 3 N/A

Is there indication that the Program informatics technology includes an active surveillance component that incorporates data from across all departments and across the network of care i.e., if an individual were seen in the Program's emergency department within the network, the computer system matched the data and a printed report can be accessed that contains a medical history, clinic visits, and laboratory results?

0 1 2 3 N/A

Is there indication that the Program utilizes a computer-assisted decision support system that allows physicians, and clinicians, case managers to access evidence based informatics regarding treatment (medications and side effects), co-occurring conditions, interventions, and supports services that result in improved services and reduction in amounts and costs of services

0 1 2 3 N/A

Is there indication that the Program has specific quality assurance goals regarding health care informatics

0 1 2 3 N/A

Is there indication that the Program offers a system designed to be used on a personal computer in the individual's home / group home or residential program, ie., answers to commonly asked questions, how to find a provider, and tips, tools to assess the individual's lifestyle, and risk factors that interfere with following the prescribed treatment plan, and advice on how to reduce risk.

0 1 2 3 N/A

Is there indication that the Program uses telemedicine of hand held technology and personal assistance devices (PALM, iphone, ipad) as part of treatment or the plan of care.

0 1 2 3 N/A

**Module XVIII Reviewers Comments:**

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Score

0	1	2	3	N/A
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Program Summary, Feedback, Recommendation and Follow-up

Summary of Review

Program Name:  
Accreditation Score: \_\_\_\_\_

Date of Survey:

Program Strengths:

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Program Weaknesses:

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General Comments:

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Goals for follow-up or next review period:

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## Module Area Score

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18		

3 year - Full Accreditation

Provisional 1 Year

3
2
1
0

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1	2	3	4	5	6	7	8	9	1	1	1	1	1	1	1	1	1	
									0	1	2	3	4	5	6	7	8	

Modules

