

## Accreditation Outcome Specialists

Accreditation Outcome Specialists (AOS) provides a user friendly software system dedicated to supporting organizations seeking to obtain or maintain CARF accreditation through providing tools that fully address all aspects the CARF performance improvement (PI) accreditation standards.

AOS software is a system of data collection and analysis designed to support CARF PI requirements in both business function and service delivery areas of operation.

Our tools address data collection and analysis in the areas of:

- CARF required PI plans:
  - Cultural Competency
  - Accessibility
  - Technology
  - Risk Management
  - Strategic Planning
- Health and Safety
- Human Resources
- Service Delivery required measures:
  - Effectiveness of Services
  - Efficiency of Services
  - Access to Services
  - Satisfaction with Services

Data is collected through the following tools:

- Initial, ongoing, and discharge client input surveys
- Employee input surveys
- External Stakeholder input surveys

Surveys provide comprehensive data collection for all PI areas required by CARF, and are administered through utilizing a dashboard that tracks all clients, employees, and identified external stakeholders, assigns surveys to the identified persons, and tracks the timelines selected for distributing the electronic input surveys.

Input surveys are assigned for clients at admission, as services are provided, and at discharge, with intervals for survey administration that are self-determined by the organization and are based on the type of program and the average length of stay.

Multiple options are available for sorting the gathered data to be analyzed by the software. Examples of sorting data for analysis include:

- Sorting data over the length of the program; Intake, at determined intervals of ongoing services, and at discharge.

This provides programs with data comparative analysis to determine levels of improvement in all required PI areas over time. For example, comparing levels of improvement, or lack thereof, at intake compared to points in time during services, compared to at discharge.

- Sorting data for analysis through self-selected demographic data that is collected from clients and employees at the initiation of their entry into the system.

For example, if an organization wanted to compare the results of 18 to 29 year old Hispanic females to the results of all clients, a click of a 'sort' function would provide those results, both overall and by each individual item on the survey. Having multiple sort options via demographic data allows to 'drill down' in data analysis beyond what current proprietary systems in the market offer.

Analysis of data includes multiple comparison options, including analysis of:

- Overall results
- Targeted areas (accessibility, health and safety, etc.)
- Comparative analysis of results over time
- Comparative analysis over the length of the program
- Comparative analysis of selected client and employee demographics
- Comparative analysis through access to the aggregate data collected by similar programs.

CARF Performance Improvement Plans and Performance Analysis

A fully activated AOS PI system results in meeting all required CARF areas of performance measurement/planning, and all areas of performance outcome reporting.

AOS was developed and is managed by:

- An 18 year full-time CARF consultant who has been a CARF surveyor for 21 years
- A research-based outcome expert who has assisted human service organizations collect, analyze, and utilize outcome data for 10 years
- A software developer who has been in the forefront of the Silicon Valley dot.com start-up business for 10 years
- The CEO of a progressive behavioral health organization who has utilized outcome data to improve the financial bottom line of his organization.

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Pricing Includes

OutcomeTools data collection software

AOS Analysis Dashboard

CARF Support battery of instruments/surveys:

External Stakeholder

Supervisor  
Client Demographic  
Client Initial  
Client Ongoing

Initial training and technical support

Price:

\$3000 annually\*

\*High volume providers or those with custom requests may require an increase in pricing and will be determined prior to service initiation.

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