

Contributing to a Quality Framework

ATCA Conference

Building Communities

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2008-2009 ATCA Standards Project

- Following the work undertaken by the ATCA in 2002 and 2005, the ATCA was successful in gaining support and financial commitment from the Australian Government to develop the ATCA Standard for Therapeutic Communities and Residential Services.
- The first edition of the ATCA Standards and Support Package, comprised a hard copy manual and access to web based materials comprising:
 - 8 Standards provided as Modules
 - 43 Indicators
 - Training materials to enable TCs to undertake Self-Review and prepare for Peer Review.

2008-2009 ATCA Standards Project

Objective in developing a set of service standards was to ensure the integrity of the “Therapeutic Community” principle would be maintained and continue to stand as a model of best practice in the treatment of substance misuse and co-occurring disorders.

The set of standards aimed to:

- Identify and describe good TC practice which can be incorporated into a national quality framework
- Enable Therapeutic Communities to engage in service evaluation and quality improvement, using methods and values that reflect the TC philosophy
- Develop a common language which will facilitate effective relationships with all jurisdictions (national, state and territory)
- Provide a strong network of supportive relationships
- Promote best practice through shared learning and developing external links.

2008-2009 ATCA Standards Project

- Consultation undertaken in two phases:
 - The first was with approximately 60% of the Australasian TC sector, including CEOs and managers, staff, resident members and board members.
 - This resulted in a draft set of service standards and an outline for the Support Package.
 - The second phase consultation involved, wherever possible, the rest of the Australasian TC sector, and was used to refine the TC Standards and Support Package.
- The significant participation by ATCA members (CEOs, managers, staff, consumers and board members) in the process is a demonstration of the solidarity and goodwill within the TC sector. The ATCA Standard, as such, has been developed by the sector for the sector.

First Conceptualisation of the ATCA Standard

- The first edition of the ATCA Standard focused on eight significant health care areas and corresponding modules:
 - Appropriate and timely service provision;
 - Leadership and management principles;
 - Consumer participation;
 - Strategic human resource management;
 - Information management and appropriate use/evaluation of data;
 - Occupational health and safety;
 - Health and safety risk management; and
 - Continuous improvement.
- Each Indicator was categorised as one of the following:
 - Essential: Indicators that demonstrate the service is a TC;
 - Expected: Indicators that are expected to be demonstrated by the TC sector;
 - Desirable: Indicators that demonstrate further best practice

Where are we up to now

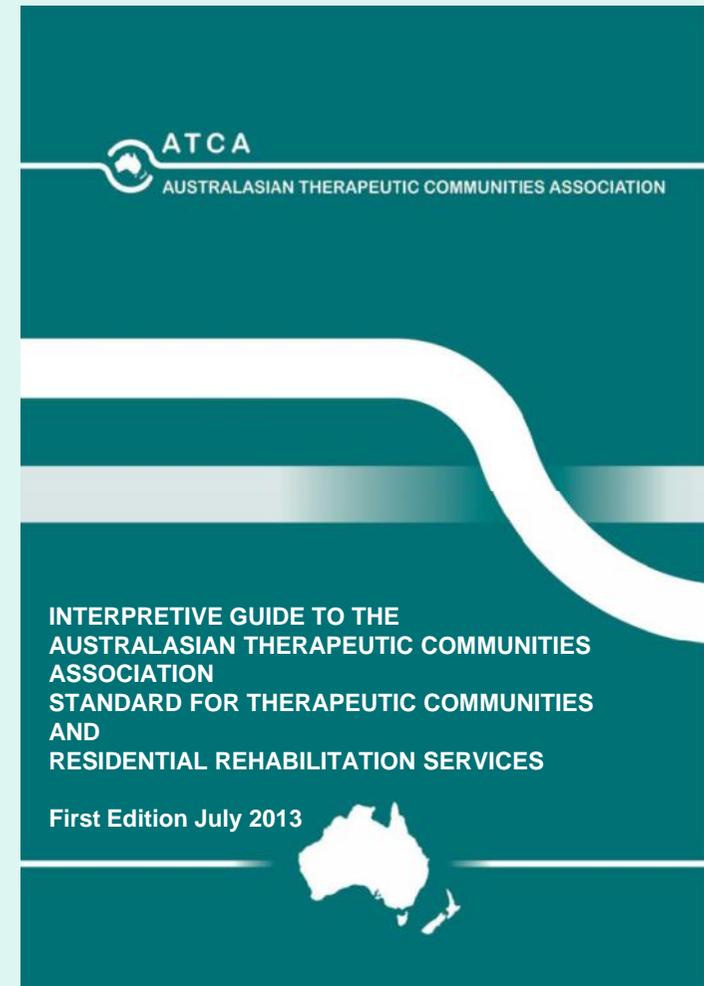
- To date, 15 reviews undertaken with 3 Provisional Members moving to full Organisational status.
- 3 reviews in prison TCs (2 in NZ and 1 in Australia) and 1 Aboriginal service
- Rural and metropolitan TC's have been reviewed
- JAS ANZ have agreed to the Standard
- Scheme is currently being finalised and (hopefully!) in a number of weeks the Standard will be available to certifying assessment bodies to apply.
- Peer review package complete
- Peer reviews available on a user pay system



The further development of the ATCA Standard

The Standard is now broken down into 13 areas:

- Performance expectations 1-6 applicable to Residential Rehabilitation and Therapeutic Communities
- Performance expectations 7-13 applicable to Therapeutic Communities only
- All TCs must achieve 'Community as Method'
- Any organisation must achieve 80% of the remainder of the indicators to achieve accreditation



Essential and Good Practice Elements

- For agencies that have participated in other quality accreditation programs, a further set of criterion, called 'good practice criteria' has been developed. These criterion are intended to reflect what are sometimes referred to as 'systems elements' and are primarily related to monitoring and evaluation of agency practices.
- Your agency will be awarded 'good practice' accreditation if, in addition to meeting all of the essential criteria, all of the 'good practice' criteria are met.

Performance Expectations: all services

- Performance Expectation 1: The Residential Community
- Performance Expectation 2: Resident Member
- Performance Expectation 3: Strategic Human Resource Management
- Performance Expectation 4: Information Management and Appropriate Use/Evaluation of Data
- Performance Expectation 5: Workplace Health and Safety
- Performance Expectation 6: Health and Safety Risk Management



Performance Expectations: TC services

- Performance Expectation 7: Community as Method
- Performance Expectation 8: Therapeutic Community Leadership and Management Principles
- Performance Expectation 9: Therapeutic Community Resident Member Participation
- Performance Expectation 10: Therapeutic Community Strategic Human Resource Management
- Performance Expectation 11: Use of Data from the Therapeutic Community
- Performance Expectation 12: Rules in the Therapeutic Community
- Performance Expectation 13: Continuous Improvement

The Peer Review

Generally undertaken every 5 years

4 areas only: The TC Model

Resident Member Participation

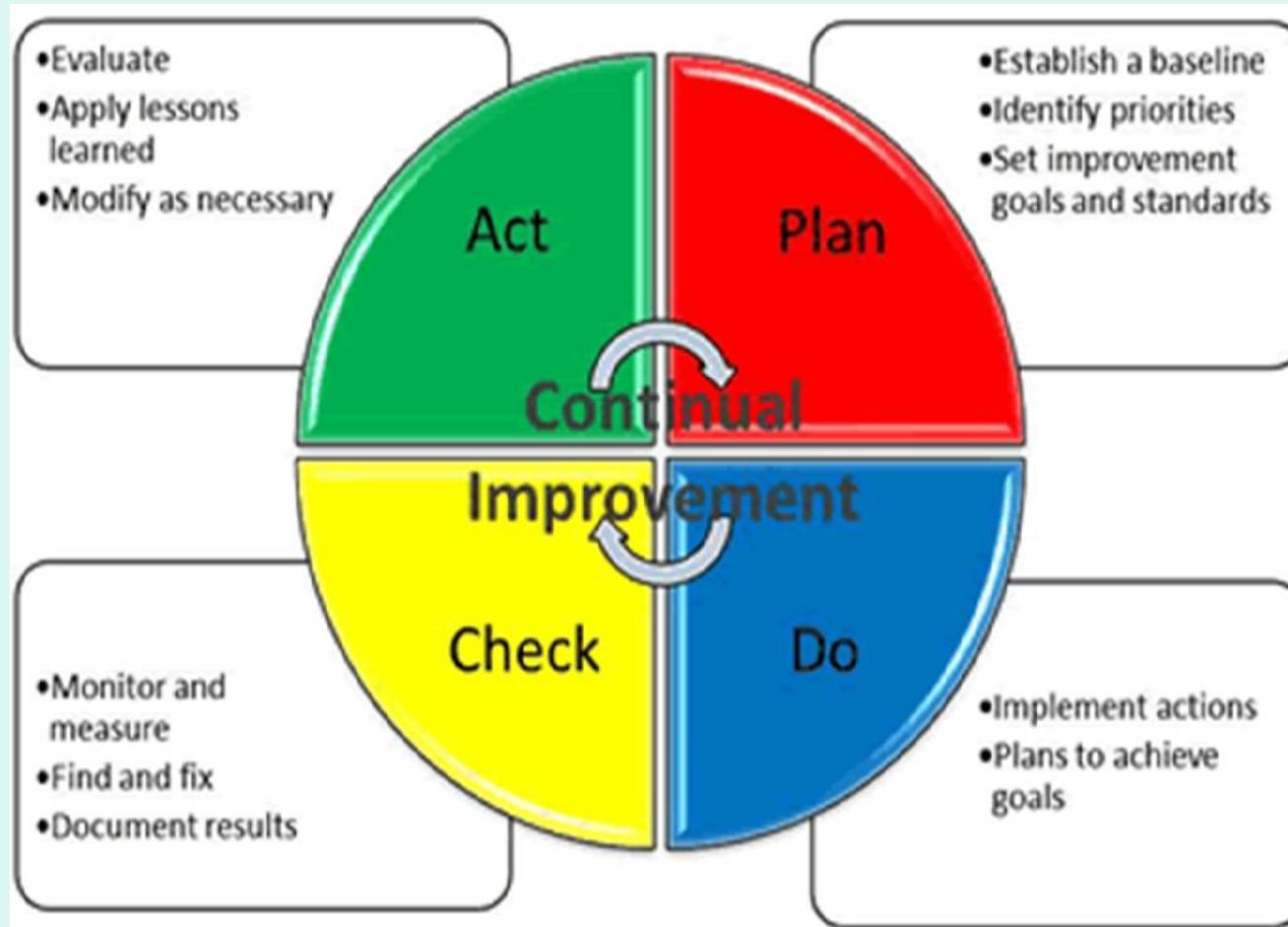
Staffing the TC

Managers and Leaders

Total of 17 Indicators

Complete focus is on TC Model

The Standard and CQI



Indicator 1.4: The organisation has processes in place that demonstrate how the community resident members are informed of the organisation's underlying values and principle rules at assessment and/or prior to admission.

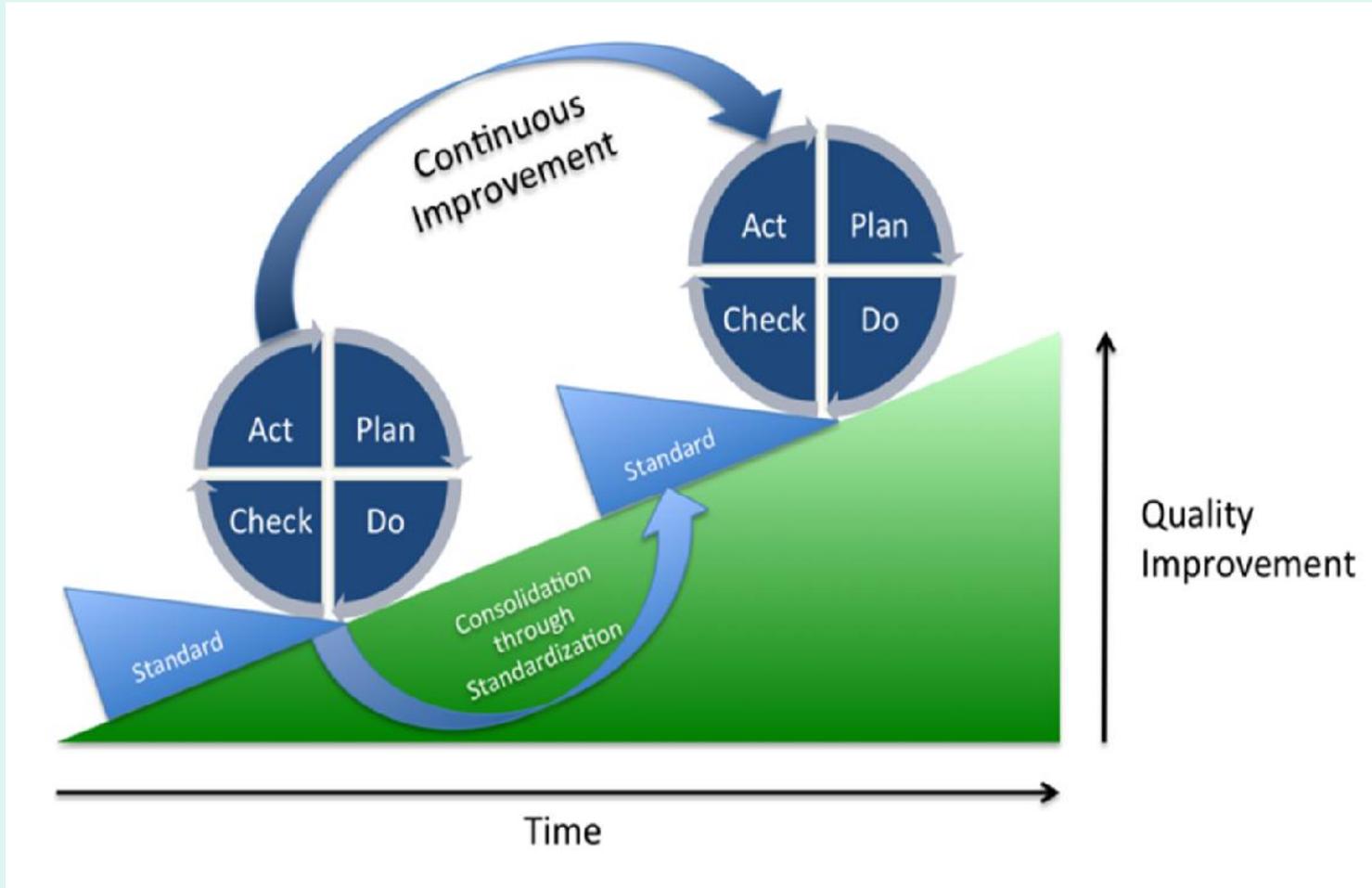
Having undertaken the readings and reviewed your TCs readiness to meet this Indicator, answer the following Evidence Questions

| | What written or observational evidence might you use to substantiate your claims? |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1. What are the key activities or processes the TC applies to meet this Indicator? [Type your response here] | |
| 2. How does the TC plan, implement, monitor and/or evaluates this Indicator? [Type your response here] | |
| 3. How do your key activities or processes relate to the TC Model? [Type your response here] | |

What opportunities for improvement (ie what isn't yet in place or you could do better) has the TC identified for this Indicator?

Rate your TC regarding its achievement of this Indicator (mark the box)

Achieved
 Partially Achieved
 Not Yet Achieved
 Not Applicable



The future of the Standards project

- Annual review of the Standard
- Remains copyright to the ATCA
- Can only be updated by the ATCA
- Peer reviews will continue to be aligned with the indicators relating to the model
- The ATCA will continue to offer the ATCA Standard auditor training

Want to know more?

Email Lynne Magor-Blatch, Executive Officer
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Or....

Visit the ATCA website (about to go “live” with new upgrade) – www.atca.com.au

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