CARF Accreditation Report

for

Armed Forces Retirement Home - Gulfport

Five-Year Accreditation

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About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

Armed Forces Retirement Home - Gulfport
1800 Beach Drive
Gulfport, MS 39507-1508

Organizational Leadership

Sherry Beth Grady, Administrator
Stephen Rippe, CEO
Travis Cook, FACHE, CHFP, CDFM, CFO

Survey Number

213968

Survey Date(s)

September 16, 2026–September 18, 2026

Surveyor(s)

Maureen Parrish, Administrative
Donna Taylor, NHA, Program
Ann O'Malley, Virtual Finance

Program(s)/Service(s) Surveyed

Continuing Care Retirement Community

Previous Survey

October 18, 2021–October 20, 2021
Five-Year Accreditation

Accreditation Decision

Five-Year Accreditation

Expiration: October 31, 2031

Executive Summary

This report contains the findings of CARF's site survey of Armed Forces Retirement Home - Gulfport conducted September 16, 2026–September 18, 2026. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, Armed Forces Retirement Home - Gulfport demonstrated substantial conformance to the standards. Armed Forces Retirement Home - Gulfport (AFRH-G) showcases several significant strengths, including an integrated healthcare approach that supports continuity of care across the continuum and a dedicated, passionate frontline workforce that is committed to serving the residents. The historical campus and the organization's longstanding mission dedicated to veterans provide a strong core and a meaningful sense of purpose that is evident throughout the organization. These strengths represent the foundation that supports quality services and positive outcomes. Opportunities for improvement include, among others, implementing policies and written procedures regarding the use of artificial or augmented intelligence (AI), ensuring that the strategic plan is shared with stakeholders, ensuring that input from personnel and other stakeholders is obtained and analyzed, and ensuring that health and safety self-inspections are conducted on all shifts.

Armed Forces Retirement Home - Gulfport appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Armed Forces Retirement Home - Gulfport is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

Armed Forces Retirement Home - Gulfport has earned a Five-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of Armed Forces Retirement Home - Gulfport was conducted by the following CARF surveyor(s):

- Maureen Parrish, Administrative
- Donna Taylor, NHA, Program
- Ann O'Malley, Virtual Finance

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Armed Forces Retirement Home - Gulfport and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Continuing Care Retirement Community

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that Armed Forces Retirement Home - Gulfport demonstrated the following strengths:

- AFRH-G is situated on a beautiful coastal campus that offers persons served convenient access to a scenic beach and the natural beauty of its waterfront setting. The campus is enhanced by attractive landscaping, expansive outdoor grounds, and extensive walking paths that encourage outdoor activity; enjoyment of the surrounding environment; and opportunities for recreation, relaxation, and engagement with nature.
- The organization's main building features well-appointed public spaces and a thoughtfully designed town center, including the Boardwalk, which provides convenient access to a variety of on-campus amenities. These include an exchange, banking services, dining hall, residents-only coffee café, and bar. The intentional arrangement of these spaces supports accessibility, convenience, social engagement, and opportunities for persons served to connect with one another while enjoying the services and amenities available within the community.

- The organization fosters community integration and meaningful engagement beyond the campus through participation in and hosting events that connect persons served with the broader Gulfport area and Gulf Coast Region. Activities such as the Veterans Day Art Fare, the Cruisin' the Coast classic car parade, and Jeepin the Coast provide opportunities for persons served to express and celebrate their shared interests, support social participation, and encourage community inclusion.
- The organization's Hall of Honor serves as a poignant and meaningful tribute to the origins of AFRH-G and the distinguished service and contributions of its current and former persons served. This carefully curated display of the organization's history and the individuals who have shaped its legacy demonstrates the organization's pride in its persons served while carefully honoring their enduring contributions to the military community.
- The organization utilizes a keyless badge entry system for residential units and shared spaces, supporting enhanced campus security and controlled access. This technology also provides access tracking capabilities, contributing to the organization's ability to monitor entry activity, promote safety of persons served, and support a secure living environment for persons served.
- The organization is recognized for its risk management program, which incorporates quality measures and reports for all contracted services that are reviewed and evaluated on a consistent basis.
- Persons served and family members consistently described a strong sense of satisfaction regarding the care provided. Persons served reported that staff members know their names, preferences, and routines, contributing to a strong sense of belonging and community.
- The Wellness Center provides a comprehensive continuum of on-site services, including primary care, dental, optometry, pharmacy, medication pick-up, podiatry, phlebotomy, and rehabilitation services. Medical personnel coordinate care with external providers, and transportation services support access to specialty and veteran healthcare resources throughout the area.
- Persons served benefit from on-site access to physicians and nurse practitioners while maintaining the freedom to select primary care providers in the community. The chief medical officer facilitates coordination among internal and external healthcare providers to support continuity of care.
- AFRH-G offers an extensive array of recreational, educational, social, and wellness opportunities that support engagement and quality of life for persons served. Persons served have access to diverse amenities, including an outdoor pool, fitness center, creative artist studio, bowling alley, woodworking center, theater, library, computer lab, salon, walking trails, thrift shop, dry cleaner, and lounge.
- AFRH-G has established a resource guide to support persons served whose insurance coverage may not fully address all of their healthcare and other service needs. This guide identifies potential gaps in care and provides persons served with the information needed to obtain and navigate additional support options.

Armed Forces Retirement Home - Gulfport also demonstrated exemplary conformance to the standards as set forth below. Recognition of exemplary conformance indicates a practice that produces outstanding business or clinical results and/or is innovative or creative and beneficial to be shared with the field.

- The organization's values for net operating margin, total excess margin ratio, operating ratio, and days cash on hand ratio are above the 75th percentile when compared with other accredited CCRCs around the country. This is considered an exemplary rating. (1.F.10.a.(1), 1.F.10.a.(2), 1.F.10.a.(3), 1.F.10.b.)

Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of "aspiring to excellence." This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

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 and responsibilities
- Person-centered philosophy
- Organizational guidance
- Leadership accessibility
- Use of artificial or augmented intelligence
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

1.A.5.a.(1)
1.A.5.a.(2)(a)
1.A.5.a.(2)(b)
1.A.5.a.(3)
1.A.5.a.(4)
1.A.5.a.(5)
1.A.5.a.(6)(a)
1.A.5.a.(6)(b)
1.A.5.b.
1.A.5.c.
The organization intends to use AI tools in its business and service delivery, but it has not yet implemented policies and written procedures to address how the organization uses AI. If the organization uses AI, it is urged to implement policies and written procedures that include how the organization uses AI, disclosure to the persons served regarding the use of AI in service delivery and for health data analysis and processing, privacy of health information, protection of sensitive data, human oversight/accountability, and what constitutes an incident requiring a response within the organization and to the person(s) served; that are reviewed at least annually; and that are updated as needed. Including this guidance in the employee handbook could provide a centralized and easily accessible resource for both current employees and new staff members during orientation.

1.B. Governance

Description

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

- Ethical, active, and accountable governance
- Board selection, orientation, development, leadership, structure, and performance
- Linkage between governance and executive leadership
- Board meetings and committee work
- Executive leadership development, evaluation, and compensation

Recommendations

There are no recommendations in this area.

1.C. Strategic Planning

Description

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

■ Environmental considerations
■ Strategic plan development, implementation, and periodic review

Recommendations

1.C.3.a.
1.C.3.b.
1.C.3.c.
The strategic plan had not been shared with the organization's stakeholders in a timely manner. The strategic plan should be shared, as relevant to the needs of the specific group, with persons served, personnel, and other stakeholders. The organization could create a specific communication plan for how the strategic plan may be distributed and discussed with its stakeholders.

1.D. Input from Persons Served and Other Stakeholders

Description

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

■ Collection of input from persons served, personnel, and other stakeholders
■ Integration of input into business practices and planning

Recommendations

1.D.1.a.
1.D.1.b.(2)
1.D.1.b.(3)
The organization normally participates in the Federal Employee Viewpoint Survey (FEVS) annually as its primary method for gathering feedback from its personnel; however, the organization has not conducted an FEVS since 2023 and did not establish a replacement mechanism to solicit feedback from personnel in its absence. It is noted that informal feedback from personnel is occasionally gathered during staff meetings. In addition, input from other stakeholders was inconsistently obtained. It is recommended that the organization demonstrate that it consistently obtains input on an ongoing basis from personnel and other stakeholders. It might consider developing a formal process to solicit input from its personnel on a recurring basis.

1.D.2.a.
Input from personnel and other stakeholders has been inconsistently obtained, leading to inconsistent analysis. It is recommended that the leadership consistently analyze the input obtained.

1.E. Legal Requirements

Description

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

Key Areas Addressed

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

Recommendations

1.E.1.c.
Persons served volunteer at the front security desk, where meal tickets are sold to guests and staff members. Because emergency medical calls are also received at this location, volunteers and visitors may overhear conversations about protected health information. It is recommended that the organization consistently demonstrate a process to comply with its confidentiality obligations. The organization may wish to review processes for receiving emergency medical communications to strengthen privacy protections and confidentiality safeguards.

1.F. Financial Planning and Management

Description

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and 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

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Review/audit of financial statements

Recommendations

There are no recommendations in this area.

1.G. Risk Management

Description

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

■ Risk management plan implementation and periodic review
■ Adequate insurance coverage
■ Media relations and social media procedures
■ Reviews of contract services

Recommendations

1.G.1.a.(2)
1.G.1.a.(5)
Although there is a risk management plan that includes analysis of loss exposures and monitoring of actions to reduce risk, the plan was inconsistently implemented in these areas. It is recommended that the organization consistently implement a risk management plan that includes analysis of loss exposures and monitoring of actions to reduce risk. The organization is encouraged to create a trend report that could determine if its mitigation strategies are impacting the identified exposures in a positive manner.

Consultation

- AFRH-G has documented reviews of its contracts, and there were many different forms used to evaluate its contracts. To further enhance the organization's risk management program, the organization is encouraged to develop a standardized contract evaluation form to be used as part of the annual evaluation process.

1.H. Health and Safety

Description

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

■ Healthy and safe environment
■ Competency-based training on health and safety procedures and practices
■ Emergency and evacuation procedures
■ Access to first aid and emergency information
■ Critical incidents
■ Infections and communicable diseases
■ Health and safety inspections

Recommendations

1.H.11.b.(2)
1.H.11.b.(6)
A written analysis of all critical incidents is conducted by the leadership; however, it does not consistently address trends or actions taken. A written analysis of all critical incidents should be provided to or conducted by the leadership that consistently addresses trends and whether the actions taken accomplished the intended results.

1.H.14.a.(2)
The organization conducts health and safety self-inspections; however, they were all conducted during the daytime business hours. It is recommended that comprehensive health and safety self-inspections be conducted on each shift.

Consultation

- Concerns were reported regarding access to emergency assistance while bathing. Existing medical alert pendants are not waterproof, and emergency pull cords cannot be reached from shower stalls. The organization may wish to evaluate additional strategies to ensure that the persons served are able to obtain timely assistance in bathroom and shower areas.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioral expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that center on enhancing the lives of persons served.

Key Areas Addressed

■ Composition of workforce
■ Ongoing workforce planning
■ Verification of backgrounds/credentials/fitness for duty
■ Workforce engagement and development
■ Performance appraisals
■ Succession planning

Recommendations

1.I.3.f.
The organization has well-developed workforce development and management practices; however, the strategic plan was not included. Workforce development and management practices should reflect the organization's strategic plan.

1.I.6.a.(8)
Although many workforce policies and procedures are addressed during orientation, the media relations and social media policies were not included. Onboarding and engagement activities should include orientation that addresses the organization's workforce policies and procedures. It is suggested that the organization include the media relations and social medial policies in the staff handbook to ensure that these are available for staff awareness and understanding.

1.I.7.a.
The organization promotes engagement through respect for all individuals in the workforce by having an open-door policy; however, it was expressed that personnel did not feel they were consistently encouraged to have open communication with leadership specifically about their concerns. The organization should promote engagement through respect for all individuals in the workforce, including open communication. It is suggested that the organization's leadership work on building trust through the levels of all personnel to establish consistent open communication.

1.J. Rights of Persons Served

Description

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

■ Policies that promote rights of persons served
■ Communication of rights to persons served
■ Formal complaints by persons served

Recommendations

There are no recommendations in this area.

Consultation

- The organization has a policy addressing the rights of persons served, including the right to be free from retaliation; however, this information was not included in the rights posters displayed throughout the facility. It is suggested that this right be explicitly included on the rights posters in order to increase accessibility and awareness of this important protection and reinforce the organization's commitment to ensuring that persons served may express concerns, file complaints, or exercise their rights without fear of adverse consequences. Consistent presentation of rights across organizational policies and publicly displayed materials could further support understanding and promote an environment in which persons served feel safe to exercise their rights and voice concerns.
- The organization is encouraged to consider opportunities to further expand the involvement of the on-site ombudsman in identifying, facilitating, and addressing concerns that occur repetitively within the community. While the presence of an on-site ombudsman and the leadership's open-door policy provide accessible avenues for persons served to communicate concerns and seek resolution, greater integration of the ombudsman into the review of recurring concerns may support the identification of underlying trends, promote proactive problem solving, and facilitate the development of sustainable and organizationwide solutions. Consideration may be given to establishing a more formalized process for collaboration among the ombudsman, leadership, and relevant departments to review patterns of concerns, identify opportunities for systemic improvement, and monitor the effectiveness of implemented resolutions.

1.K. Accessibility

Description

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

Key Areas Addressed

■ Assessment of accessibility needs and identification of barriers
■ Accessibility plan implementation and periodic review
■ Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

Consultation

- The organization could benefit from reinstituting a monthly newsletter for persons served as an additional means of communicating important organizational developments, upcoming activities, program updates, and other information relevant to persons served. Having a consistent, person-focused newsletter could provide an accessible and predictable communication method that may help ensure that persons served are informed about changes and opportunities within the organization. This resource could also complement existing communication methods by providing information in a format that persons may review at their convenience, supporting increased accessibility, engagement, and participation. The newsletter may also provide an opportunity to highlight accomplishments of persons served, recognize activities, and reinforce available resources and supports.

1.L. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

■ Leadership accountability and support.
■ Mission-driven measurement.
■ A focus on results achieved for the persons served.
■ Meaningful engagement of stakeholders.
■ An understanding of extenuating and influencing factors that may impact performance.
■ A workforce that is knowledgeable about and engaged in performance measurement and management.
■ An investment in resources to implement performance measurement and management.
■ Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

■ Leadership accountability for performance measurement and management
■ Identification of gaps and opportunities related to performance measurement and management
■ Input from stakeholders
■ Performance measurement and management plan
■ Identification of objectives and performance indicators for service delivery
■ Identification of objectives and performance indicators for priority business functions
■ Personnel training on performance measurement and management

Recommendations

1.L.3.a.(9)(c)
The organization implements a performance measurement and management plan that addresses how performance improvement plans are developed; however, the organization does not consistently apply that methodology across all performance indicators. The organization is urged to consistently implement a performance measurement and management plan that addresses how performance improvement plans are developed.

1.M. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

1.M.1.c.(3)
The organization has objectives and performance indicators for service delivery regarding the experience of services and other feedback from other stakeholders; however, the organization has not consistently conducted analyses of the information. It is recommended that the analysis of service delivery performance consistently address service delivery indicators for each program/service seeking accreditation, including experience of services and other feedback from other stakeholders.

Section 2. Care Process for the Persons Served

Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. Persons served are treated with dignity and respect, have access to needed services that achieve optimum outcomes, and are empowered to exercise informed choice.

2.A. Program/Service Structure

Description

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

- Scope of the program
- Entry, transition, exit criteria of the program
- Composition of the service delivery team
- Service delivery team communication

■ Person-centered planning
■ Provision of services to persons served
■ Partnering with families/support systems

Recommendations

There are no recommendations in this area.

Consultation

- The dining hall provides a diet line that promotes healthy eating choices, and a dietitian is available to consult with persons served requiring therapeutic diets. The organization may wish to review whether current menu options adequately address the dietary needs, preferences, and lifestyle choices of persons served, including those who request specialized meal options.

2.B. Residential Communities

Key Areas Addressed

■ Service delivery planning in a congregate residential program
■ Medication management/assistance
■ Contracting for outside services
■ Safety and security of the living environment
■ Procedures for medications and controlled substances

Recommendations

There are no recommendations in this area.

2.C. Care Process for Specific Diagnostic Categories

Key Areas Addressed

■ Adequately addressing the complex needs of individuals with dementia
■ Person-centered approach to service delivery
■ Positive, therapeutic approach to behavior
■ Primary areas of education and support needed for personnel, families and support systems, and all stakeholders to meet the needs of individuals with dementia

Recommendations

There are no recommendations in this area.

2.D. Skin Integrity and Wound Care Standards

Key Areas Addressed

■ Written procedures to address skin integrity and wound care
■ Written protocols for wound care needs that are within the scope of the program
■ Referrals to appropriate healthcare professionals to address wound care needs that are outside the scope of the program
■ Initial and ongoing assessments of persons served
■ Documented competency-based training for personnel related to skin integrity and wound management
■ Data collection and analysis

Recommendations

There are no recommendations in this area.

Section 3. Program Specific Standards

3.H. Continuing Care Retirement Community

Description

Continuing Care Retirement Communities (CCRCs) foster a culture of independence, safety, and community. These types of communities might also be known as Life Plan Communities. They include a tiered approach to services that are offered in multiple levels of care, including independent living and assisted living and/or skilled nursing care. Persons served reside in residential living settings that may include single family homes, cottages, apartments, and/or condominiums, usually on one campus.

Entry to the CCRC and the provision of services and amenities are addressed in accordance with a written agreement between the CCRC and the person served. In addition to housing, communal services may include dining, transportation, wellness activities, health services, and a range of other supportive services. The CCRC strives for seamless transitions between levels of care, balancing the preferences with the needs of the persons served. A spirit of community with a focus on wellness combine to enhance the quality of life for the persons served.

Key Areas Addressed

- Identifying how the CCRC's continuum is structured
- Access to levels of care
- Implementing seamless service delivery

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Armed Forces Retirement Home - Gulfport

1800 Beach Drive
Gulfport, MS 39507-1508

Continuing Care Retirement Community