



ACCREDITED MEMBER

North Carolina Association
of Free & Charitable Clinics

Medical | Pharmacy | Dental | Social Services

Accreditation Program

Purpose

Offer members the opportunity to strengthen their operations and programs by demonstrating compliance with standards and indicators shared by similar organizations. All 501 (c)(3) members, full or affiliate are eligible to apply NCAFCC accreditation status.

Overall purpose is to support NCAFCC member's organizational development and quality of patient care.

Objectives

Voluntary process that can promote a member's position in their community by:

- **Demonstrating commitment to excellence**
- **Strengthening confidence in quality and safety of care**
- **Demonstrating accountability to stakeholders**

Benefits

- **Provides resources and support for improving operations**
- **Helps strengthen patient safety efforts**
- **Improves risk management and risk reduction**
- **Promote recognition of achievement to the community, stakeholders and peers**

Process

Three essential steps:

- **Self-evaluation**
- **Evaluator review**
- **NCAFCC Accreditation Committee award decision**

Self-evaluation

- **Applicants notify NCAFCC of interest in NCAFCC Accreditation**
- **Digital application submission**
- **Applicants use a self-evaluation matrix to conduct internal reviews and compile documents that support compliance to accreditation matrix standards and indicators**
- **Link to a shared folder is sent to applicants for uploading supporting documents**

Self-evaluation Matrix

NCAFCC Accreditation self-evaluation matrix consist of five sections:

- **I. Mission and Program**
- **II. Financial and Fund Development**
- **III. Collaboration and Constituency Development**
- **IV. Human Resources and Legal**
- **V. Risk Management**

Snapshot of Accreditation Matrix



I. Mission and Programs				Validating Compliance to Indicators			
Standards		Indicators		Upload includes the following documents:			
The organization's mission addresses a documented healthcare service need, is formally and specifically stated, and is approved by the Board.		A. Organizational strategic plan includes the following elements: Specifically links services to mission 1) statement. 2) Specifically articulates goals. 3) Timelines and responsibility designations are clearly identified. 4) Strategic plan(s) encourage collaboration, community building and long-term solutions.		A. Current Strategic Plan that includes compliance to indicators 1 - 4.			
The organization identifies goals that are consistent with its mission.		The organization has an established method for communicating to potential clients, the		B. Organizational brochure or like marketing material.			
Programs and client services address organization's goals.		B. availability of the services they provides.					

Snapshot of Accreditation Matrix

Standards		V. Risk Management	Validating Compliance to Indicators	
Standards		Indicators	Upload includes the following documents:	
The organization has policies and procedures in place that address risk management.		<p>A. The organization has policies and procedures in place for obtaining written informed consent before treatment and/or invasive procedures are performed.</p> <p>B. The organization has a board approved policy in place for terminating patient relationships.</p> <p>C. The organization has policies and procedures in place for credentialing of all health care professionals.</p> <p>D. The organization has policies/procedures in place for tracking referrals/diagnostics to outside providers that ensure results are received in a timely manner.</p> <p>E. The organization has policies/procedures in place that address patient flow, walk-in patients and telephone triage.</p> <p>F. The organization periodically reviews patients' medical records to determine quality and to ensure accuracy of documentation.</p> <p>G. The organization has board approved Quality Improvement policies/procedures in place.</p> <p>H. Organization utilizes evidence-based clinical practice guidelines.</p>	<p>A. Copy of policies/procedure and/or copy of Informed Consent Form. (Applies to Medical & Dental)</p> <p>B. Copy of policy/procedures with board approval documented. (Applies to all)</p> <p>C. Copy of polices/procedures. (Applies to All)</p> <p>D. Copy of polices/procedures. (Applies to Medical)</p> <p>E. Copy of polices/procedures. (Applies to Medical/Dental)</p> <p>F. Copy of policies/procedures. (Applies to Medical)</p> <p>G. Copy of policy/procedure with board approval documented. (Applies to All)</p> <p>H. Copy of policy/procedures. (Applies to Medical)</p>	

Matrix QR Code



Evaluator's Validation Review

- Applicants inform NCAFCC when all supporting/validating matrix documents have been uploaded to their shared folder
- Evaluator reviews all documents for compliance to matrix indicators
- Applicant is informed of any findings that are in question or out of compliance. Assistance is given and if needed plans for submitting subsequent supporting documents are put into place
- Virtual meeting takes place to review applicant's OSHA program and any pending findings to date.
- After all supporting documents have been reviewed for compliance, findings and recommendations are forwarded to the NCAFCC Accreditation Committee

Accreditation Committee

The NCAFCC Committee is made up of NCAFCC members that hold accreditation status. Current members serving are:

- **Scott Rogers, ED – ABCCM, Asheville**
- **Margaret Elliott, ED – Crisis Control Ministry Pharmacy, Winston Salem**
- **Chris Vaughn, ED – John P Murray Community Care Clinic, Albemarle**
- **Catherin King, ED – Community Care Clinic, Boone**
- **Kim Rider, ED – Free Clinic of Rockingham Co., Reidsville**

Accreditation Determination

- **The NCAFCC Accreditation Committee reviews evaluator’s findings, recommendations and supporting documentation for granting accreditation status.**
- **Makes final determinations for awarding, modifying or terminating accreditation status**

Accreditation Award

- Accreditation status is awarded for a three-year period
- Re-application is required to maintain accreditation status
- NCAFCC reminds accredited members of upcoming expiration dates
- Members receive the following:
 - Award letter from the NCAFCC CEO
 - Certificate for display
 - NCAFCC Accreditation logo

Accreditation Award



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of Free & Charitable Clinics

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Certificate of Accreditation

Signifies that

Community Care Clinic of Rowan Co.

**Has met the standards of the North Carolina
Association of Free & Charitable Clinics**

Accreditation Program, effective

July 16, 2024 – Aug. 1, 2027

A handwritten signature in cursive script that reads "April Cook".

April Cook, CEO

Promoting Accreditation Achievement

- Arrange for press release
- Inform stakeholders so they can share in your accomplishment
- Display accreditation certificate
- Place NCAFCC accreditation logo on your website, newsletters, annual reports, and/or brochures
- Make mention in grants and letters of inquiry
- Members receive recognition among their peers during the NCAFCC Annual Conference