



Just the Basics: An Introduction to Ambulatory Care Accreditation

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Agenda

► Basics of Accreditation

- Why Accreditation?
- Settings We Accredit /Additional Options
- Standards/Most Common Findings

► What does a survey look like?

- The On-Site Survey & Surveyors
- After the Survey
- Pricing

► Getting Started

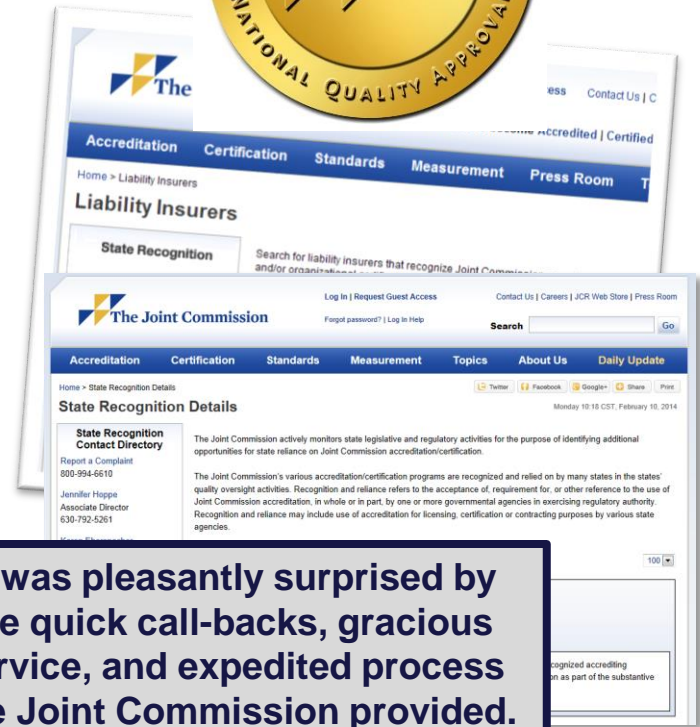
- Steps to Take
- Resources & Tools

► Your Questions!

Basics of Accreditation

Why Accreditation?

- Implement comprehensive framework of care
- Validate quality of care; engage staff & patients
- Reinforce risk management efforts
- Gateway to other ‘recognitions’ (deemed status, certifications such as advanced hip and knee replacement)
- Strengthen your presence in managed care networks
- Possible discounts on [liability insurance](#)
- Helps meet [certain states’](#) regulatory requirements



“I was pleasantly surprised by the quick call-backs, gracious service, and expedited process The Joint Commission provided.”

**Alex Rothschild, MS, CMPE
Administrator**

Settings We Accredit

Various ambulatory settings such as:

- [Medical Group Practices](#),
Community Health Centers
- [Diagnostic Imaging](#) Facilities
- [Urgent Care](#) Centers
- [Kidney Care](#) Providers
- [Surgery Centers](#) (including [office-based](#))
- [Sleep Centers](#)
- [Convenient Care/Occ Health/Work-site](#) Clinics



What best describes your setting?

Additional Options

Deemed Status for ASC's

- Incorporates CMS requirements
- Prompt scheduling of surveys/decision
- [Steps](#) to Deemed Status Flyer
- Visit [ASC page](#) on Web site

Total Hip and Total Knee Replacement Certification

- Built 'on top' of accreditation
- 2 Year Cycle; Focus on transitions of care
- **Ohio Specialty Surgical Suites, LLC** first certified ASC
- Visit [Web Site](#)



Additional Options

Primary Care Medical Home (PCMH)

- Built 'on top' of accreditation
- Opportunity for payor reimbursement
- HRSA award/reimbursement for FQHC's
- [Self-Assessment](#) Tool and other Resources
- Visit [PCMH page](#) on Web site

Advanced Diagnostic Imaging

- For those seeking Medicare reimbursement
- Visit [Imaging page](#) on Web site

Systems Accreditation Model

- Single accreditation decision for multi-site, complex organizations



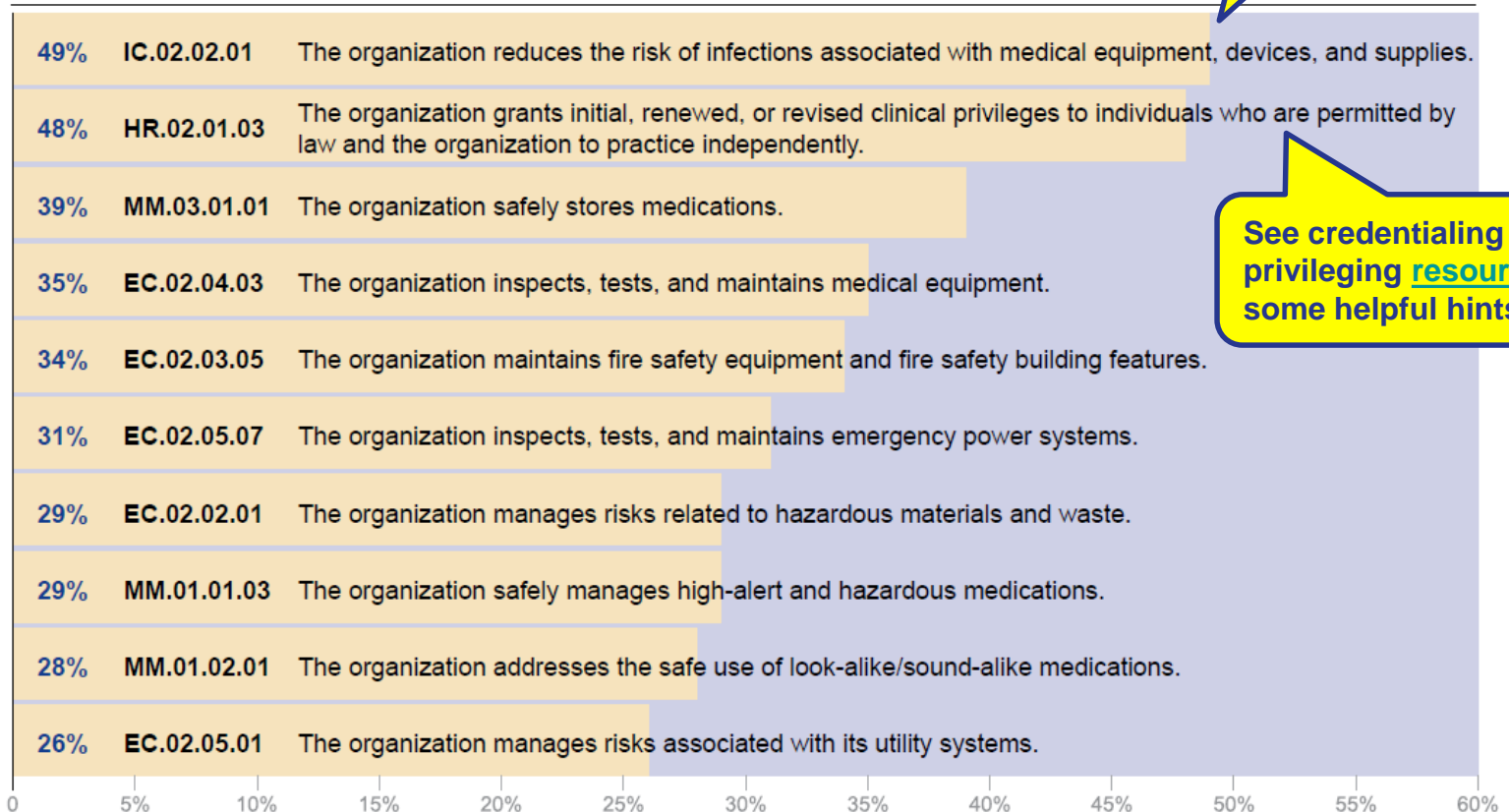
Standards

<u>Standards Chapters</u>	<u>Summary</u>
<u>Environment of Care</u>	How safe, functional and effective is the environment for patients, staff and other individuals in the organization?
<u>Emergency Management</u>	Does provider have a disaster plan in place?
<u>Human Resources</u>	Processes for staff and physician management.
<u>Infection Prevention and Control</u>	How provider identifies and reduces the risk of acquiring and transmitting infections.
<u>Information Management</u>	How well the ambulatory care provider obtains, manages and uses information to provide, coordinate and integrate services.
<u>Leadership</u>	Reviews structure and relationships of leadership, the maintenance of a culture of safety, quality and operational performance.
<u>Life Safety</u>	Only applicable to organizations designated as “ambulatory health care occupancy.” Covers requirements for ongoing maintenance of building safety requirements during and after construction.
<u>Medication Management</u>	Addresses the stages of medication use, including planning; selection; storage and safe management of medications; ordering; preparing and dispensing; administration; and monitoring of effect and evaluation of the processes.
<u>National Patient Safety Goals (NPSG)</u>	Specific actions ambulatory care organizations are expected to take in order to prevent medical errors, such as miscommunication and medication errors.
<u>Provision of Care</u>	Covers four basic areas: planning care, implementing care, special conditions, and discharge or transfer.
<u>Performance Improvement</u>	Focuses on using data to monitor performance, compiling and analyzing data to identify improvement opportunities, and taking action on improvement priorities.
<u>Record of Care</u>	Covers the planning function (components of clinical records, authentication, timeliness, and record retention) as well as documentation of items in the patient record.
<u>Rights of the Individual</u>	Informed consent, receiving information, participating in decision making, and services provided to respect patient rights.
<u>Transplant Safety</u>	Applies only to ambulatory organizations using tissues as part of the provision of care.
<u>Waived Testing</u>	For CLIA-approved laboratory testing, covers: policies, identifying staff responsible for performing and supervising waived testing, competency requirements, quality control, and record keeping.
	*Not all chapters/standards may be applicable to your individual setting.

Most Common Findings

Top Compliance Issues – First Half 2016

TOP STANDARDS COMPLIANCE DATA FOR FIRST HALF OF 2016 AMBULATORY CARE



Note: The data determined for the ambulatory care program were derived from an average of 303 applicable surveys.

Infection Prevention and HAI [Portal](#) provides helpful hints.

See credentialing and privileging [resource](#) for some helpful hints.

Yellow shading represents percentage of organizations that received Requirements for Improvement (RFIs) for that particular requirement.

What Does a Survey Look Like?

The On-site Event:

▶ Patient and Customer-Centric Focused

- Patient observations and discussions *with patient permission*
- Minimal interruption

▶ Educational and Informative

- Shared observations
- Tracer method involves all levels of staff and patients *with patient permission*

▶ Surveyors

- Clinical & administrative professionals experienced in ambulatory arena
- Collaborative and courteous



What Does a Survey Look Like?

After the Survey:

- ▶ Preliminary findings provided on-site
- ▶ Post-survey steps, with prompt decision
- ▶ Resurvey 3 years
- ▶ Interim support for continuous compliance



Pricing

▶ The Cost

- Based on patient volume and number of sites
- Approximate cost for average ambulatory care customer = \$12,000
- Fees spread over 3 year accreditation cycle
- Access setting-specific worksheets online



How Familiar Are You With The Joint Commission?

Steps to Accreditation



Contacts Us!

Call 630-792-5286

Email ahcquality@jointcommission.org



Review Standards via E-dition

Trial version offers 90-day, free access

Ability to print, email pertinent information



Complete the Application

Online access, save-as-you-go

Submit ready date and black-out dates



Submit \$1,700 Deposit

Goes towards cost of accreditation

Starts scheduling process

Can pay online

Resources: Dedicated Staff

Business Development

For initial questions and access to standards and application for accreditation

Account Executive

Your dedicated point-of-contact, from application onward

Standards Interpretation Group

www.jointcommission.org/standards

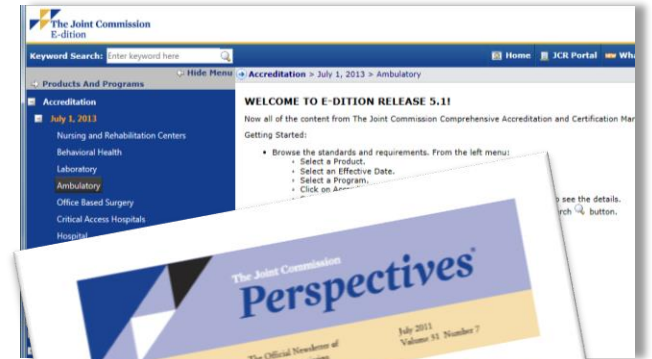
- FAQ's, online form to submit ?'s
- Call 630-792-5900, Option 3
- Reference HCO#, if applicable



Resources: Accreditation Portal

Joint Commission Connect™ (Extranet)

- **Application**
Customizes survey experience
- **E-dition**
Access to electronic version of accreditation standards
- **Perspectives**
Joint Commission's official monthly e-periodical
- **Survey Activity Guide**
Contains detailed agenda of survey activities and 'must-haves' for on-site survey
- **Intracycle Monitoring Resources**
Tools to maintain peak performance throughout accreditation cycle



Resources: Beyond Accreditation

For Purchase Standards/Education/Tools

www.jcrinc.com

- Standards/E-books
- Webinars: *Ambulatory Breakfast Briefings*
- Seminars:
Ambulatory Accreditation Essentials
May 9-10, 2017
- *Ambulatory Environment of Care and Life Safety* May 11-12, 2017
- Conference: Annual Ambulatory Care Conference October 17-19, 2017

Especially for Customers

- Leading Practice Library – Real-life solutions from accredited organizations
- Targeted Solutions Tool™ – Customized solutions to prevalent issues



Resources: Big Book of Checklists

▶ [The Joint Commission Big Book of Checklists](#)

- Checklists address key issues, including: survey readiness, performance improvement, staffing, infection prevention and medication management
- Relevant to Ambulatory Care Settings: Each checklist is labeled with applicable setting
- Dozens of downloadable, customizable checklists for immediate use
- See Preview [Here](#)



Resources: Web Site

Web site: www.jointcommission.org/AHCProgram

1. Accreditation overview and pricing, eligibility
2. Request standards/application
3. Twitter Feeds, LinkedIn, Blogs
4. More: [Quality Check](#), Other Resources

Seeking Ambulatory Health Care Accreditation

Thursday 8:59 CST, January 19, 2017

Ambulatory Health Care Program

Ambulatory Home

Ambulatory Health Care

Surgery Centers

Office-Based Surgery

Imaging Centers

Sleep Centers

Bureau of Primary Health Care

Urgent Care Centers

Primary Care Medical Home

Kidney Care

Getting started? Learn more about accreditation here

Why Joint Commission

- Value of Accreditation
- Liability Incentives that Recognize Accreditation
- Four Decades of Improving Patient Safety in Ambulatory Care

Process and Pricing

- Ambulatory Care Accreditation Overview
- Ambulatory Care Eligibility Requirements
- Medical/Dental Practices Pricing
- Telehealth Pricing
- Telehealth - Surgical Only Pricing
- Diagnostic/Therapeutic Centers Pricing

Standards

- Register for Trial Version of Standards
- Standards Applicability Grid for Convenient Care Settings

Application

- Request an Application

Webinar

Menu Ctrl

2017 FREE WEBINAR SERIES

Make an informed choice about ambulatory care accreditation

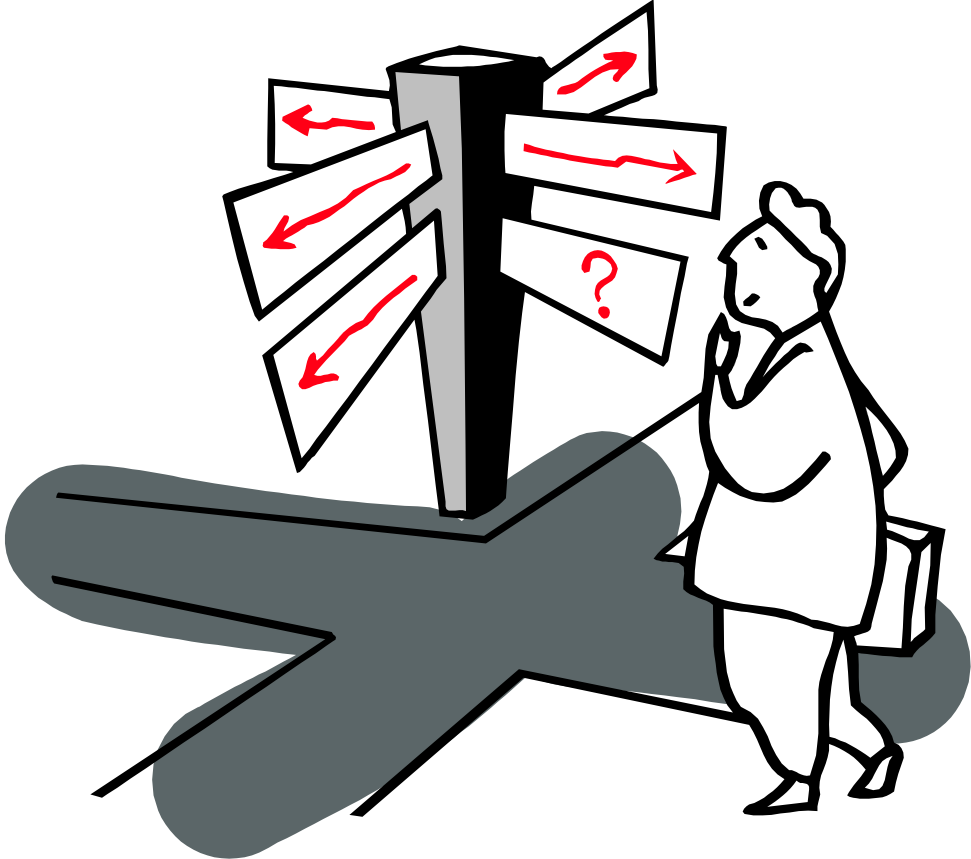
The Joint Commission Accreditation Ambulatory Care

Tweets by @Mukoz



What Info Do You Seek On Web Site?

Your Questions!



Don't Miss Future Webinars!

The Business Case for Quality: Benefits of Pursuing Accreditation
February 23, 2017 - Noon Central

Roadmap to Accreditation: Navigate Your Way to the Gold Seal
March 23, 2017, Noon Central

5 Reasons The Joint Commission Should be Your Accreditor
April 20, 2017 - Noon Central

Orientation to the Accreditation Requirements
May 23, 2017 - Noon Central

Ambulatory Care Standards: FAQs, Answered
June 20, 2017 - Noon Central

Just the Basics: Overview of Ambulatory Care Accreditation
July 20, 2017 - Noon Central

Tips for a Successful Survey
August 22, 2017 - Noon Central

Strategies to Address the 10 Most Commonly Cited Ambulatory Care Standards
September 26, 2017 - Noon Central

Patient Safety Resources to Help You Today, Tomorrow, Forever
October 25, 2017 – Noon Central

Infection Prevention in Ambulatory Care
November 30, 2017 - Noon Central

▶ **Register:** www.jointcommission.org/AHCWeb

Next Steps!

Contact Our Ambulatory Care Team

- ▶ **Phone:** 630.792.5286
- ▶ **Email:** ahcquality@jointcommission.org
- ▶ **Website:** www.jointcommission.org/AHCProgram