Just the Basics:
An Introduction to Ambulatory Care Accreditation

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Agenda

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

#### Top Compliance Issues – First Half 2016

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
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<tr>
<td>IC.02.02.01</td>
<td>The organization reduces the risk of infections associated with medical equipment, devices, and supplies.</td>
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<tr>
<td>HR.02.01.03</td>
<td>The organization grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently.</td>
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<tr>
<td>MM.03.01.01</td>
<td>The organization safely stores medications.</td>
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<td>EC.02.04.03</td>
<td>The organization inspects, tests, and maintains medical equipment.</td>
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<td>EC.02.03.05</td>
<td>The organization maintains fire safety equipment and fire safety building features.</td>
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<tr>
<td>EC.02.05.07</td>
<td>The organization inspects, tests, and maintains emergency power systems.</td>
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<tr>
<td>EC.02.02.01</td>
<td>The organization manages risks related to hazardous materials and waste.</td>
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<tr>
<td>MM.01.01.03</td>
<td>The organization safely manages high-alert and hazardous medications.</td>
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<tr>
<td>MM.01.02.01</td>
<td>The organization addresses the safe use of look-alike/sound-alike medications.</td>
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<tr>
<td>EC.02.05.01</td>
<td>The organization manages risks associated with its utility systems.</td>
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**Note:** The data determined for the ambulatory care program were derived from an average of 303 applicable surveys.

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

Infection Prevention and HAI Portal provides helpful hints.

See credentialing and privileging resource for some helpful hints.
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](http://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/AHCPProgram

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

What Info Do You Seek On Web Site?
Your Questions!
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<tr>
<th>Event Title</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tr>
<td>The Business Case for Quality: Benefits of Pursuing Accreditation</td>
<td>February 23, 2017</td>
<td>Noon Central</td>
<td></td>
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<tr>
<td>Roadmap to Accreditation: Navigate Your Way to the Gold Seal</td>
<td>March 23, 2017</td>
<td>Noon Central</td>
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<td>5 Reasons The Joint Commission Should be Your Accr...</td>
<td>April 20, 2017</td>
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<td>Orientation to the Accreditation Requirements</td>
<td>May 23, 2017</td>
<td>Noon Central</td>
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<td>Ambulatory Care Standards: FAQs, Answered</td>
<td>June 20, 2017</td>
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<td>Just the Basics: Overview of Ambulatory Care Accreditation</td>
<td>July 20, 2017</td>
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<td>Tips for a Successful Survey</td>
<td>August 22, 2017</td>
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<td>Strategies to Address the 10 Most Commonly Cited Ambulatory Care Standards</td>
<td>September 26, 2017</td>
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<td>Patient Safety Resources to Help You Today, Tomorrow, Forever</td>
<td>October 25, 2017</td>
<td>Noon Central</td>
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<tr>
<td>Infection Prevention in Ambulatory Care</td>
<td>November 30, 2017</td>
<td>Noon Central</td>
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Register: [www.jointcommission.org/AHCWeb](http://www.jointcommission.org/AHCWeb)
Next Steps!

Contact Our Ambulatory Care Team

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