Standards Compliance 301: What to Expect on Survey

Presented by:
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and
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GoToWebinar Housekeeping

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Note: Today’s presentation is being recorded and will be posted on the Joint Commission website.
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Objectives

• Purpose of the Joint Commission survey
  • Unique onsite survey experience
  • Demonstrating your performance excellence
• What happens during a typical Joint Commission survey
• Who are the Joint Commission surveyors
• What happens after the survey
Eligibility Requirements

• Satisfy your state law and licensing requirements
• Company is operational and providing care
• Traditional accreditation and DMEPOS recognition
  • Must have served 10 clients/patients, minimum of 2 active at time of survey
• Home health deemed status
  • Must have served 10 skilled patients, minimum of 7 active at time of survey
• Hospice deemed status
  • Must have served 5 patients, minimum of 3 active at the time of survey
Typical Onsite Survey Agenda

- Announced vs. Unannounced
  - Posted on extranet at 7:30 a.m.
  - Surveyor bio and picture
  - Survey agenda
- Opening Conference - orientation to the organization
- Individual tracer activities
  - Patient/client record review
  - Staff interviews
- Systems tracers
  - The systems/processes that support operations
- Daily Briefings
- Exit Conference
Joint Commission Surveyors

- Experienced Home Care Professionals
  - Professional Experience in Home Care operations
  - Clinicians and administrators
  - Collaborative
  - Open communication
- Rigorous, hands-on initial education
- Ongoing professional education
The Onsite Survey Experience

• Patient/Client-centric and educational
• Verifying and communicating compliance
• Minimal interruption of care activities; flexible
Survey Preparation Tips

• Maintain minimum patient/client census
• Documents ready
  • Keep manuals, contracts, personnel files and documentation ready and accessible
  • Have a daily list of scheduled visits/deliveries ready to go every morning
• Be available during your posted business hours
• Notify your staff
  • Have the notification plan ready
  • Have your supervisor available or access to them

The more you engage with your surveyor, the more meaningful your survey experience!
After the Survey

• Communication of survey observations
• Exit conference
• On-site survey report posted on your extranet site within 10 days
• Standards out of compliance
• Submit evidence of standards compliance within a 45 – 60 day window
• Initial surveys, your accreditation decision is effective from the day The Joint Commission approves your Evidence of Standards Compliance (ESC)
Stay Connected with Your Account Executive

- Notify your Account Executive
  - Change in census is not meeting minimum eligibility – survey cannot proceed
  - Change in hours or location
  - 30-day window to call/notify us
  - Update the application if necessary
  - Avoid postponement fees
Next Steps

• Go to:  
  http://www.jointcommission.org/accreditation/home_care.aspx

  • Register for the Free 90-day access to the electronic standards (E-dition)

  • Review accreditation information

  • Assess your readiness

  • Request the application

• Questions? Contact the Home Care Team

  • Phone: 630.792.5070

  • Email: homecare@jointcommission.org
## Important TJC Contacts

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<th>If you have a question about......</th>
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<td><strong>THE BUSINESS DEVELOPMENT TEAM:</strong></td>
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<tr>
<td>• How to get started</td>
<td>Call: 630-792-5070</td>
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<tr>
<td>• The overall accreditation process</td>
<td>Email: <a href="mailto:homecare@jointcommission.org">homecare@jointcommission.org</a></td>
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<td>• The cost of accreditation</td>
<td>Website: <a href="http://www.jointcommission.org">www.jointcommission.org</a></td>
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<td>• How to get a free trial of the standards</td>
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<td>• How to request an application</td>
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<td><strong>MANAGING THE ACCREDITATION PROCESS:</strong></td>
<td><strong>AN ACCOUNT EXECUTIVE:</strong></td>
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<td>• Completing the application</td>
<td>Call: 630-792-3007</td>
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<tr>
<td>• Scheduling a survey date</td>
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<td>• Specific issues related to ongoing accreditation</td>
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<td><strong>OUR STANDARDS:</strong></td>
<td><strong>THE STANDARDS HELP DESK:</strong></td>
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<td>• Complying with specific standards</td>
<td>Call: 630-792-5900, Option 3</td>
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<tr>
<td></td>
<td>Website: <a href="http://www.jointcommission.org/Standards">www.jointcommission.org/Standards</a></td>
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<td><strong>MANUALS, EDUCATION AND TRAINING:</strong></td>
<td><strong>JOINT COMMISSION RESOURCES (JCR):</strong></td>
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<tr>
<td>• Obtaining standards manual</td>
<td>Call: 877-223-6866</td>
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<tr>
<td>• Registering for a Joint Commission education program</td>
<td>Email: <a href="mailto:jrccustomerservice@pbd.com">jrccustomerservice@pbd.com</a></td>
</tr>
<tr>
<td>• Staff training resources</td>
<td>Website: <a href="http://www.jcrinc.com">www.jcrinc.com</a></td>
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</table>
Time for Your Questions!
Submitting Your Questions

Attendee Participation

- Please continue to submit your text questions and comments using the Questions Panel.

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The Joint Commission’s Home Care Program

https://www.linkedin.com/company/home-care-accreditation---the-joint-commission

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http://www.jointcommission.org/accreditation/home_care.aspx
Home Care Team Contacts

Joint Commission Home Care Program
Help Desk: 630-792-5070 or homecare@jointcommission.org
www.jointcommission.org/accreditation/home_care.aspx

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Account Executive

Standards Interpretation Help Desk: 630-792-5900, option 3
Joint Commission Resources: 877-223-6866 or www.jcrinc.com