The Business Case for Quality

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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.
Today’s Objectives

- Review the outcomes of a comparative study that demonstrates how accredited providers outperform the competition on quality metrics
- Understand the linkages between Joint Commission standards and process reliability
- Articulate 3 strategies for success for nursing home providers
- Learn how Post-Acute Care Certification can help you achieve higher 5-Star ratings
The Joint Commission

- The leader in standards development promoting quality and safety in health care organizations for nearly 60 years
- Currently the nation’s largest and only full continuum accreditor; with more than 20,000 accredited health care organizations
- Currently accredits over 90% of the nation’s hospitals and industry leader in the accreditation of home health agencies and home care-related services
- Began accrediting nursing homes, including skilled nursing facilities, in 1966
- Our experience and expertise has propelled Joint Commission accreditation to become the most widely recognized quality and safety distinction across the continuum, among managed care contractors, liability insurers and other key stakeholders
Raising the Bar for Skilled Nursing Facilities

Systematic, Data-Driven Performance Measurement addressed through Accreditation

Regulations, Licensure and Certification
Hospital Discharges

Approximately 43% of Medicare hospital discharges are sent to post-acute care.
Skilled Nursing Facility Patients Have Relatively High Levels of Acuity

Medicare patients discharged to nursing facilities have, after long-term care hospitals, on average higher severity of illness

Source: The Alliance for Quality Nursing Home Care, 2009 Medicare 100 Percent Standard Analytic File (SAF) claims data base from the Center of Medicare and Medicaid Services (CMS) for SNFs and Inpatient Hospitals.
Your Partners are Looking for…

- Sustainable quality
- Cost efficiencies
- Data that proves outcomes
- Reduced hospital readmissions

…a partner in the continuum of care.
Many Ways to Judge Quality

- Requirements for licensure, certification, or accreditation
- Web Rankings and Ratings
- CMS 5-star rating
- Community presence/reputation
- Physician alignment
- Case management/discharge planner recommendations or preference
- Others???
Study Methodology

- Data set from CMS Nursing Home Compare website, April 2015
- Accreditation status was identified by matching facilities in the Nursing Home Compare data set and facilities in The Joint Commission database by CMS Certification Number (CCN)
- CMS Nursing Home Compare data set included records for 15,637 facilities
- 711 (5%) of the facilities were identified as accredited by The Joint Commission
Components of 5-Star Ratings

- Overall 5-Star Rating
- Health Inspection Rating
  - standard (annual) surveys and complaint surveys conducted onsite over the previous three years
- Facility Staffing Rating
  - Nurse (RN) hours per resident day
  - Total staffing hours (combined RN, LPN, nurse aide) per resident day
- MDS-based Quality Measures for patient resident health status and functioning in multiple areas
Study Results: 5-Star Ratings

- Joint Commission accredited organizations had statistically higher ratings than non-accredited nursing homes on the overall five-star rating, as well as each of the component subscales.
- Accredited nursing homes performed statistically better on three subscales (Quality Measures, Staff Rating and RN Staff Rating).
Study Results: 5-Star Ratings

Overall 5-Star Rating:

Accredited with Post-Acute Care Certification
- Accredited: 3.63*
- Accredited: 3.33*
- Non TJC Accredited: 3.13

Comparison of Accreditation and Certification Status by Star-Rating Component

- Health Inspection: 2.965 2.848 2.817
- Quality Rating: 4.069* 3.469* 3.295
- Staff Rating: 3.488 3.448* 3.205
- RN Staff Rating: 4.36* 3.88* 3.378

* Statistical significance P<0.05

Comparison of accredited organizations versus non-TJC accredited organizations after adjusting for facility size and ownership type. As a general rule, smaller non-profit organizations also tended to do statistically better than larger for-profit or government owned facilities.
Study Results: Quality Measures

Joint Commission accredited nursing homes performed better than non-accredited facilities on 4 key quality measures that focus on nursing home residents who are in the facility for greater than 100 days.
Study Results: Quality Measures

Residents in accredited facilities:

1) Needed less help with late-loss activities of daily living (ADLs) (self-performance bed mobility, self-performance transfer, self-performance eating, and self-performance toileting)

2) Were less likely to experience moderate to severe pain

3) Were less likely to experience a fall resulting in a major injury

4) Were less likely to be prescribed antipsychotic medication
Study Results: Quality Measures

Joint Commission accredited facilities performed consistently better on all five of the short term stay measures (short term stay defined as ≤ 100 days).
Study Results: Quality Measures

Patients in accredited facilities:

1) Were less likely to report severe to moderate pain
2) Were less likely to acquire new or worsened pressure ulcers
3) Were less likely to be prescribed antipsychotic medications
4) Were more likely to receive pneumococcal and influenza vaccinations
Study Results: Quality Measures

Joint Commission Post-Acute Care Certification was associated with increasingly better performance on pain, pressure ulcer, and antipsychotic medication measures.
Study Results: Scope & Severity Ratings

Joint Commission accredited facilities were more likely to have lower-level (D-level) deficiency findings associated with an isolated incident with no actual harm, but with the potential for more than minimal harm that is NOT immediate jeopardy.
Study Results: Scope & Severity Ratings

- Non-accredited organizations had more severe (J-K-L immediate jeopardy) deficiencies than accredited organizations.
Non-accredited facilities were more likely to have more J-K-L immediate jeopardy deficiencies along with other deficiencies that caused direct harm and were part of a pattern (H) or widespread (I), or had the potential for harm but were widespread (F).
Study Results: Financial Impact

Accredited organizations were statistically 50% less likely to have payment denials than were non-accredited facilities.
Study Results: Financial Impact

On average, annual fines associated with accredited organizations were nearly $7,000 less than fines associated with non-accredited facilities.
To what can the positive results for accredited organizations be attributed?
The Proposed Solution

Standards that drive systems and processes

- Consistency
- Direction above and beyond the certification baseline
- Objective 3rd party evaluation of compliance
- Solutions-oriented approach to evaluation
## The Accreditation Standards Framework

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<tr>
<th>Environment of Care</th>
<th>Provision of Care, Treatment and Services</th>
<th>Leadership</th>
<th>Emergency Management</th>
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<tr>
<td>Life Safety</td>
<td>Human Resources</td>
<td>Record of Care, Treatment and Services</td>
<td>Medication Management</td>
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<tr>
<td>Infection Prevention and Control</td>
<td>Rights and Responsibilities of the Individual</td>
<td>Information Management</td>
<td>Performance Improvement</td>
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Flexible Product Options to Meet Your Unique Quality Objectives

Nursing Care Center Accreditation

Provides a solid foundational platform upon which optional specialty distinctions may be built.

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<td>Accreditation requirements relate to high-value quality and safety issues affecting all patients and residents in Nursing Home Settings and include contemporary focus on person-centered care and cultural transformation.*</td>
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Optional Specialty Certifications

Accredited organizations may elect optional specialty certifications to highlight areas of additional competence based on their unique service offerings and market needs.

- Post-Acute Care Certification
- Memory Care Certification
The Accreditation Experience

- Standards developed with national experts, educators, policymakers and providers
- Web-based standards manual that allows you to easily share standards information and compliance tools online
- On-site survey conducted by well-qualified and trained surveyors who facilitate and collaborate to provide an educational survey experience
- Dedicated Account Executive to assist your organization throughout the accreditation cycle
- Private, secure on-line extranet site to organize your Nursing Care Center’s communications and interaction with The Joint Commission
- Intracycle Monitoring activities to assist your organization in maintaining continuous compliance
- Access to standards experts and tools to support your organization’s efforts in improving quality and safety for the patients and residents you serve
Post-Acute Care Certification

- Validates the organization’s capabilities to care for high-acuity patients
- Provides an unmatched quality distinction by formally recognizing advanced care competencies
- Helps nursing homes build strategic partnerships within the care continuum and is an effective way to meet increasing demands for quality oversight
- Focuses on minimizing risk of readmissions from nursing homes to hospitals and other care providers
Post-Acute Care Certification Standards Framework

Human Resources

Leadership

Provision of Care, Treatment and Services

Performance Improvement
Your Business Case for Quality

Accreditation
- Builds the quality foundation
- Improves reliability and consistency
- Proactively mitigates risk
- Objective hands-on review
- Competitive, quality-focused advantage

Specialty Certifications
- Post-Acute Care
- Memory Care
Contact Us!

Nursing Care Center Accreditation Program
For more information about how to get started with accreditation, access our free standards, or to request an application for accreditation:

Phone 630-792-5020
Email ncc@jointcommission.org
Website www.jointcommission.org/NCC

Standards Interpretation
For questions about standards compliance 630-792-5900, option 6
Thank You for joining us today!

Questions?

Attendee Participation

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

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