Achieving Memory Care Certification for Your Nursing Care Center

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Today’s Objectives

- Review the benefits of achieving Memory Care Certification for your organization
- Learn how your organization can gain a competitive advantage by achieving Memory Care Certification
- Discuss key components of the Memory Care Certification standards requirements and survey process
- Discuss action steps your organization can take to improve the quality of care provided to your patients and residents with dementia
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The Joint Commission

❖ The leader in standards development promoting quality and safety in health care organizations for more than 60 years
❖ The nation’s largest and only full continuum accreditor; with more than 20,000 accredited health care organizations
❖ Accredits over 90% of the nation’s hospitals and the industry leader in accreditation of home health agencies and home care-related services
❖ Most widely recognized quality and safety distinction across the continuum, among providers, insurance providers and managed care contractors, liability insurers and other key stakeholders
A Closer Look at Dementia

**Dementia is**…a descriptive term for a collection of symptoms that can be caused by a number of disorders that affect the brain

**Dementia is not**…a specific disease

**People with dementia**…

– Impaired intellectual functioning that interferes with normal activities and relationships
– Loss of ability to solve problems and maintain emotional control
– May experience personality changes
– Memory loss
– Decline in language skills

Source: National Institute of Neurological Disorders and Stroke
What You Should Know About the Symptoms of Dementia

- Diseases that can cause symptoms of dementia:
  - Alzheimer’s disease
  - Vascular dementia
  - Lewy body dementia
  - Frontotemporal dementia
  - Huntington’s disease
  - Creutzfeldt-Jakob disease

- Dementia-like symptoms:
  - Reactions to medications
  - Metabolic problems and endocrine abnormalities
  - Nutritional deficiencies
  - Infections
  - Poisoning
  - Brain tumors
  - Anoxia or hypoxia
  - Heart and lung problems

Source: National Institute of Neurological Disorders and Stroke
Research Shows…

...dementia is prevalent

- 68% of nursing home residents have some degree of cognitive impairment
- 27% have mild cognitive impairment
- 41% have moderate to severe cognitive impairment

Source: 2013 Alzheimer’s Disease Facts and Figures
Research Shows…

...high rates of antipsychotic medication use

39.4% of nursing home residents nationwide who had cognitive impairment and behavioral issues but no diagnosis of psychosis or related conditions received antipsychotic medications

Source: Bonner (2013)
Research Shows…

…antipsychotic medication use

- 17.2% daily doses exceeded recommended levels
- 17.6% had both inappropriate indications and high dosing

Source: Bonner (2013)
Research Shows…

…the risk for abuse and neglect

Increased likelihood when…

High percentage of residents with dementia

Low staffing levels

Source: National Center on Elder Abuse (2005)
Why Accreditation and Certification Matters

Partners in the Continuum of Care

Safeguards

Financial Resources

Community Recognition and Patient and Resident Safety

Strengthens community confidence and validates quality care to patients, residents and their families

Payers

Liability

Insurers

Often a requirement for contracting with managed care and other payers

Often leads to reduced insurance premiums

Provides differentiation of an organization in its market and among referral sources

Provides a framework for high-quality and safe practices to help organize and strengthen an organization’s ongoing quality improvement efforts*

* Strengthens community confidence and validates quality care to patients, residents and their families

The Joint Commission
Accreditation
Nursing Care Centers

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Impact of Accreditation on 5-Star Ratings

Joint Commission accredited organizations had **statistically higher ratings than non-accredited nursing homes** on the overall five-star rating and all 4 component subscales (health inspections, quality ratings, staff ratings, and RN staff ratings).
Impact of Accreditation on 5-Star Ratings

- 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.

- 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
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

**VISION:**
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.*

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
Eligibility for Memory Care Certification

- Currently accredited or simultaneously seeking accreditation under the Nursing Care Center Accreditation Program
- A minimum of 5 patients have been served within the program with a minimum of 2 active patients at the time of survey
- A distinct unit is NOT an eligibility requirement
Memory Care Certification Distinction

- Person-centered care that honors lifelong routines and preferences
- Activity programming that matches the individual’s cognitive level
- Alternatives to medication use for managing behaviors
The Standards

- A qualified individual(s), experienced and trained in the care of patients or residents with dementia, is designated to coordinate the provision of dementia care and services.

- Examples of training
  - Dementia-specific educational conferences
  - Alzheimer’s Association’s CARES™ Dementia Basics Program and CARES™ Dementia Advanced Care Program
The Standards

The individual(s) who coordinates the provision of dementia care and services does the following:

- Coordinates patient and resident activities that match the individual’s interests, cognitive ability, memory, attention span, language, reasoning ability, and physical function
- Monitors staff performance around personalized approaches to address behavioral expressions of unmet needs
- Monitors staff performance regarding communication techniques for patients and residents with memory impairment (examples of communication techniques include speaking clearly, staying calm, using simple sentences, and using visual cues)
The Standards

- Staff participate in annual education and training that aligns with current best practices in dementia care and includes the following:
  - Team building
  - Creating a therapeutic environment
  - Assessing and addressing pain
  - Palliative care for advanced dementia
The Standards

- To remain current with changes in dementia care, the organization participates in activities sponsored by a national organization that relate to dementia care.
- Examples of national organizations include the Alzheimer’s Association and the Pioneer Network.
- Examples of activities sponsored by a national organization include participating on a task force or committee or attending educational webinars or conferences.
The Standards

- Create opportunities for patients and residents to assist with the mealtime process according to their abilities
  - Plan menus
  - Help set tables
- Promote a social environment during mealtime by seating patients and residents with dementia according to similar abilities or interests
Minimize confusion and promote independence at mealtimes:

– Serve food in a manner that offers visual contrast between the plate, food, and place setting
– Limit how many food choices are provided at once
– Provide finger foods when cutlery use becomes challenging
– Provide other methods of assistance, as needed, such as a cup with a lid and straw
Color Contrast Lessens Confusion
The Standards

Document life stories to create opportunities for meaningful engagement:

- Major life events
- Important people
- Lifelong occupation
- Hobbies and interests
- Favorite music and favorite foods
- Cultural and spiritual practices
- Other activities of enjoyment
The Standards

- Provide interactive, technology-based activity programming according to abilities to stimulate cognition and adapt to each individual’s unique abilities and interests
The Standards

- Provide opportunities for outings on a routine basis if it is determined that the individual can benefit from the activity without posing a safety risk to self or others
The Standards

- Provide daily physical activities, such as dance or exercise
- Individual participation should be based on what they can tolerate
- Physical activity that involves balance and coordination may ultimately decrease the need for an assistive device and reduce the risk of falls
The Standards

- Provide opportunities for families to be involved in activity programs
- Provide opportunities for intergenerational activities
- Provide a support group for family members
  - Meet at a frequency determined by your organization
The On-Site Survey

- If a Nursing Care Center is preparing for an initial survey, Memory Care Certification can be pursued during the initial survey

- If a Nursing Care Center is already accredited:
  - within the 9-month re-survey window, Certification can be pursued in the next FULL survey
  - due for re-survey more than 9 months from now:
    - The FULL re-survey can be moved forward to accommodate Certification OR
    - Extension Survey options are available
The On-Site Survey

Evaluation of:

- Coordination of collaborative assessments and care planning
- Implementation of current advances in dementia care practices
- Staff knowledge and competency
- Activity programming
- Behavior management with emphasis on the use of non-pharmacological interventions
- Physical environment
- Performance improvement activities relating to Memory Care Services
Considerations for Budget Planning

Memory Care Certification
- On-site survey is 1 additional survey day priced at $1,000/day in 2016 **IF** there are more than 55 patients/residents served in more than 1 unit

Annual Fees for Certification
- $500 for the 1st certification option elected and $250 for the 2nd certification option elected
- Total $750 annual fees for both optional certifications (in addition to annual fees for basic accreditation)
## Getting There from Here…

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<th>Action Step</th>
<th>Quick Tips</th>
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| **Step 1: Conduct a GAP analysis:** Evaluate the difference between the situation of your current processes compared to standards compliance. | • Review the Memory Care Certification Standards  
• Use Self-Assessment Prompts  
• Use Documentation Checklists |
| **Step 2: Develop Action Plan**                                            | • Address GAP areas of weakness  
• Address Budget issues  
  - Staffing and other required resources  
  - Changes to Joint Commission invoice |
| **Step 3: Select desired certification in your General Application (E-App)** | • Go to your organization’s Joint Commission Connect™ portal and navigate to the General Application (e-App)  
• Under Tab 2, select Memory Care in the Certification box |
| **Step 4: Conduct Focused Mock Surveys for Memory Care Certification Standards** | • Try to schedule at least 2 mock surveys  
• Use ICM Tools in Extranet Site  
  - Go to your organization’s Joint Commission Connect™ portal and navigate to the Continuous Compliance Tab; then select Intracycle Monitoring (ICM) |
Contact Us!

Nursing Care Center Accreditation Program
For more information about how to get started with Accreditation or Certification, and to receive a customized roadmap to help your organization achieve certification:

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