Part 2: Building the Partnership: Joint Commission Survey for Hospital-based Home Care Webinar

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Objectives

• Identify key areas of vulnerability in care coordination and management.

• Describe how to use the framework of accreditation to optimize cross-divisional operations.

• Explore the tools and resources available through TJC accreditation to support health system integration.
It’s more than a care continuum
The need for information:

- Communication
- Leadership
- Human Factors
The framework of Joint Commission Accreditation

• Framework of Standards
• National Patient Safety Goals
• Unique Survey Methodology
• Access to resources
Standards Framework

• Emergency Management
• Environment of Care
• Human Resources
• Provision of Care, Treatment, and Services
• Medication Management
• Rights and Responsibilities of the Individual
• Leadership
• Record of Care Treatment and Services
EM 02.02.01 The organization has an emergency plan

- Guided by the elements of performance
- Built on common framework to drive reliable performance
- Shared focus on fundamental principles and core concepts
- Reflects the unique view of the site of care
Optimizing the standards:

- Helps identify shared areas of vulnerability
- Raises awareness where gap analysis is useful
- Promotes candid discussion around common needs
- Supports the development of common checklists
- Builds opportunities for common metrics
- Facilitates the creation of meaningful dashboards
Patient Experience

Acute Care Experience

Transition

Community Care Experience
National Patient Safety Goals

- Maintain and communicate accurate patient medication information
  - Obtain
  - Define
  - Compare
  - Provide
  - Explain
Unique Tracer Methodology

Tracer Methodology
- Patient Experience
- Determines compliance to regulation
- Compares performance agency’s expectation
- Helps uncover process gaps
- Recognizes leading practices
- Compares observations to patient and organization objectives
- Provides information for leadership

Patient Visits
- Isolated event
- Determines compliance to regulation
- Compares performance to policies
- Compares observation to documentation
Practical Example:

- Patient discharged home following a 6\textsuperscript{th} hospitalization this year for Heart Failure:
  - Patient’s advance care planning status
  - Patient’s expectation contrasted with physician’s opinion
  - Current plan of care, inclusive of payer limitations
  - Medication management and poly-pharmacy
  - Ability to self care

The data obtained and validated by the patient and caregivers can be used to improve the effectiveness of the care transition from hospital to home or the benefits to be gained by averting another recurrent hospitalization.
Creating meaningful dashboards

- Know your audience
- Make your frequency intervals meaningful
- Always provide a 360° view
- Keep it current and keep it simple
- Know your data and be ready to speak to it.

Readmission rates of patients appropriate for palliative care services
Advantages of using a Joint Commission Framework

- Common framework of standards and expectations improves metric consistency
- The hand-over is the goal and the baseline
- Savings in operational cost efficiencies
- TJC resources can help correct organization misperceptions
- Supports the ability of leadership and governance to:
  - Evaluate overall organization performance
  - Determine which business services need to be discretely driven
  - Helps identify systems that require support and/or resources
  - Illustrates organization-wide leading practices to highlight
Supporting Leadership strategies:

- Recognize your patient’s greatest need
- Represent your capabilities accurately
- Scale only as fast as supported by your infrastructure
- Recognize and reward early identification and response
- Measure, manage, verify and validate with customers
Access to Resources

- Standards guidance
- Supportive collaboration with industry experts
- Insights from across the care continuum
- Targeted-solutions-tool
- Consultative intra-cycle calls
- Checklists, tips and resources
Communication is all about being:

- Right
  - Sender
  - Information
  - Vehicle for transmission
  - Receiver

- Understanding
  - Sender’s capabilities
  - Receiver’s requirements

- Timely
  - Sufficient to allow for delivery
  - Current and contemporary

- Verified
  - Accurate and correct
Few parting recommendations:

- Thoroughly monitor your operational capabilities
- Identify key risk factors associated with readmits
- Leverage relationships with hospitals, physicians and payers to achieve meaningful goals
- Provide frequent quantitative and qualitative feedback to your customers
- When you deliver, ask for more.
- If you’re not yet accredited by The Joint Commission consider joining us now
Two Truths and One Myth...

- The Joint Commission is the only accreditation organization to date that embraces the whole of the care continuum in an effort to improve the safety and quality of health care.

- A degree, certificate, license, or permit is a credential. To make it valuable you must optimize the use of the resources afforded to you through that credential to make a difference in your work.

- The Joint Commission is interested in ‘got-cha’
Here we grow again!!

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Joint Commission Resources: 877-223-6866 or www.jcrinc.com
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