Nursing Care Center Accreditation

6 Reasons Why Your Nursing Care Center Should Pursue Accreditation
Monnette Geronimo is the Business Development Manager for the Nursing Care Center Services of The Joint Commission.

Monnette assists and guides organizations as they on-board and move forward toward achieving Joint Commission Nursing Care Center accreditation. She advises nursing care center leadership on where Joint Commission accreditation and the Joint Commission enterprise can deliver significant value for the organization given their unique business models and objectives.
Where does accreditation fit in all this?
Reason #1: Quality
Joint Commission Accreditation fosters enhanced quality outcomes, boosts STAR ratings, reduces risk
The Joint Commission Office of Federal Relations: Throughout the Washington, D.C. Office, The Joint Commission interfaces with the federal government and other stakeholders on key legislative, regulatory, and public policy issues to promote a safe and high-quality health care system.
More Stars, Better Outcomes

Study Results: Quality Measures

5-Star Ratings for Accredited Nursing Homes

Joint Commission-accredited organizations performed better than non-TJC-accredited nursing homes across a broad range of measures.*

- Accredited nursing homes with Post-Acute Care Certification outperformed accredited organizations without certification

- Statistically higher ratings on the overall five-star rating as well as each of the component subscales (Health Inspections, Quality Rating, Staff Rating and RN Staff Rating)

* “Comparing Public Quality Ratings for Accredited and Non-accredited Nursing Homes,” The Joint Commission Original Study, Published in JAMDA, 2016.
Comparison of Accreditation and Certification Status by Star-Rating Component in Accredited and Non-Accredited Facilities

* 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.

## More Stars, Better Outcomes

### Study Results: Quality Measures

**Joint Commission-Accredited Facilities**

**Performed Better On:**

<table>
<thead>
<tr>
<th>Quality Measures</th>
<th>Scope and Severity Ratings</th>
<th>Financial Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outperformed non-accredited facilities on all five short-term stay measures (100 or fewer days)</td>
<td>Accredited facilities were more likely to have lower-level (D-level) deficiency findings associated with an isolated incident with no actual harm</td>
<td>Lower annual fines than those associated with non-accredited facilities</td>
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<tr>
<td>Performed better on measures that focus on residents in nursing homes for more than 100 days</td>
<td>Non-accredited organizations had more severe (J-K-L immediate jeopardy) deficiencies than accredited ones</td>
<td>Less likely to have payment denials than non-accredited facilities</td>
</tr>
</tbody>
</table>
Quality metrics where accredited orgs scored higher:

**Long-Stay Measures**

- Need Less help with late-loss ADL
- Less likely to experience falls resulting in a major injury
- Less likely to experience moderate to severe pain (long and short-stay measures)
- Less likely to be prescribed antipsychotic medications (long and short-stay measures)

**Short-Stay Measures**

- Less Likely to acquire new or worsened pressure injuries
- % Assessed and appropriately given the pneumococcal vaccination
- % Assessed and appropriately given the influenza vaccination

Williams PsyD, Morton PhD, Braun PhD, Longo RN MBA MSN, Baker MD MPH; Journal of American Medical Directors Association (JAMDA) 2017
### Data Analytics for Safe Healthcare (DASH)

**AcceleratePI – short stay measures**

<table>
<thead>
<tr>
<th>Short Stay Measure Descriptions</th>
<th>Org’s 4Q Avg Score</th>
<th>Accredited Avg</th>
<th>State Avg</th>
<th>National Avg</th>
<th>Org’s Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of short-stay residents with pressure ulcers that are new or worsened</td>
<td>0.9% †</td>
<td>0.7%</td>
<td>0.5%</td>
<td>0.9%</td>
<td>30</td>
</tr>
<tr>
<td>MDS data from: 2017Q4 - 2018Q3</td>
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<tr>
<td>Percentage of short-stay residents who newly received an antipsychotic medication</td>
<td>3.6% †</td>
<td>1.9%</td>
<td>2.1%</td>
<td>1.9%</td>
<td>14</td>
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<tr>
<td>MDS data from: 2017Q4 - 2018Q3</td>
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<tr>
<td>Percentage of short-stay residents who made improvements in function</td>
<td>83.5% ‡</td>
<td>66.3%</td>
<td>70.9%</td>
<td>68.2%</td>
<td>90</td>
</tr>
<tr>
<td>MDS data from: 2017Q4 - 2018Q3</td>
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<tr>
<td>Percentage of short-stay residents who were rehospitalized after a nursing home admission</td>
<td>18.8% †</td>
<td>24.5%</td>
<td>24.1%</td>
<td>22.3%</td>
<td>72</td>
</tr>
<tr>
<td>Claims data from: 2017Q41-2018Q3</td>
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<tr>
<td>Percentage of short-stay residents who were successfully discharged to the community</td>
<td>53% †</td>
<td>53.2%</td>
<td>51.9%</td>
<td>53.9%</td>
<td>40</td>
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<tr>
<td>Claims data from: 2017Q41-2018Q3</td>
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HEADS UP...

TOPIC: Quality Control (QC) Practices for Waived Testing
SETTING: Nursing Care Centers (NCC)

Why is this important?
CLIA allows for waived testing for the least complex laboratory tests. However, these tests are not without quality and safety concerns. Errors could cause inaccurate results leading to potential and inaccurate diagnoses, inappropriate or unnecessary medical treatment, or poor outcomes.

Scope of the Problem:
Time Period: January 1, 2018 through May 31, 2019
Number of full surveys: 577
Number of high and moderate risk finding related to waived testing: WT.04.01.01 EP: 60 (10%) and WT.03.01.01 EP 5: 51 (9%)

Observations identified within a specific topic area may reveal systemic areas for improvement across the organization. These opportunities for improvement might be reflected in additional standards/EPs within the waived testing chapter and/or other chapters/standards/EPs: WT.05.01.01 EP 1, HR.01.06.01 EPs 1,5.

Sample survey observations [from surveyor notes] and contributing factors

- Organization was not following manufacturer’s instructions for performing quality control of waived testing (e.g., wrong solution used, low/high reference ranges not in acceptable range, expiration dates lapsed or missing, intervals/timing for QC testing (e.g., daily) not performed as recommended).
- There was no documentation that competency was assessed using at least two methods per person per test (e.g., performance of a test on a blind specimen, periodic observation of routine work by the supervisor or qualified designee, monitoring of each user’s quality control performance, and use of a written test specific to the test assessed).
- No evidence/documentation of quality control being performed (e.g., incomplete or missing data/information on quality control logs, wrong documentation forms).

Potential contributing factors:
- Lack of training or education (e.g., how to perform testing, proper labeling of solutions and expiration dates, use of correct forms/logs, etc.).
- Unclear processes or procedures regarding responsibility and accountability for QC of waived tests.
- Not following manufacturer’s instructions.
Reason #2: Efficiency
Joint Commission Accreditation provides a framework for standardizing high-quality, safe and patient-centered practices
Operational Challenges
Facing Nursing Centers

Today’s Issues

− As much as 40% of health-care dollars spent is waste

− 3 Primary forms of provider-related waste: Process Inefficiency, Overuse, Preventable Harm

− Other factors to consider - consulting costs for ad-hoc quality assurance projects/initiatives, state survey readiness, cost of shortcuts, repetition, re-training, errors
Customer Spotlight
Liz Weingast, The New Jewish Home
Impact on Prioritization and Performance (click pic to play)
Standards as Foundation for Quality

ACCREDITED ORGANIZATION

Leadership & Staff Competencies

Policies and Processes

Leadership & Staff Knowledge

Environment of Care/Life Safety

Clinical Operations

Management Operations

STANDARDS
The Joint Commission Accreditation Process

Our Surveyors

Our Surveyors Are Seasoned Industry Professionals

The collaborative, on-site education provided by our surveyors offers strategies that help your organization better meet the intent of the standards and improve performance.

All Joint Commission surveyors are:

- Experienced in the industry
- Understand the day-to-day issues that confront providers
- Have hands-on expertise to help organization to resolve any issues
- Nationwide coverage
- Receive Robust Process Improvement training and evaluation by The Joint Commission
Survey Process: Tracer Methodology and the Survey Analysis for Evaluating Risk™ (SAFER)
Serving the Complete Continuum of Care

Comprehensive Accreditation / Certification Services

Disease-Specific Care Certification and Health Care Staffing Services Certification
Reason #3: Recognition
Value Based Healthcare

Today’s Environment

Link financial rewards to measures of quality

Value based payment models found in all payers: Medicaid, Medicare and managed care

- Value based measures focus: utilization, clinical quality, experience of the resident/patient, staffing or other measures such as voluntary accreditation
Joint Commission Accreditation meets requirements for contracting with managed care and other payors.
Value Based Healthcare
Current Recognition

Joint Commission Nursing Care Centers and Value-Based Programs

- State of Florida, Medicaid Nursing Home Prospective Payment System
- Tennessee (Medicaid) QuILTSS
- Ohio Quality Incentive Nursing Home Improvement Program
- Partnership HealthPlan of California’s LTC QIP
- Insurance provider network contracting requirement or qualifier
  - Blue Cross Blue Shield of MA
  - Blue Cross Blue Shield of IL
- Liability insurers
- Referring hospitals Preferred Post-Acute Provider networks
Health systems recognize they cannot go it alone and are beginning to partner with post-acute providers (like skilled nursing facilities) to achieve higher quality and lower costs.

-Bridging Acute and Post-Acute Care, Healthcare Financial Management Association, November 2013
Customer Spotlight

KJ Page, Chaparral House

Impact on Recognition and Reputation (click pic to play)
Reason #4: Distinction
Joint Commission Accreditation provides market differentiation to enhance patient volumes and referrals
Joint Commission Accreditation
Enhance your brand with an industry leader

About The Joint Commission

– The leader in standards development, promoting quality and safety in health care organizations for more than 60 years

– Currently the nation’s largest and only full continuum accreditor, with more than 20,000 accredited health care organizations

– Began accrediting nursing facilities in 1966, currently accrediting nearly 1,000 nursing care centers
Options to Meet Unique Quality Objectives

Accreditation & Specialty Certifications

Post-Acute Care & Memory Care Certifications

The Joint Commission offers nursing care centers the opportunity to build upon specialty distinctions by providing two certification options.

**Post-Acute Care**
- Leadership accountability
- Staff knowledge and competency
- Provision of care for the high-acuity patient
- Transitions of care

**Memory Care Certification**
- Care coordination
- Staff knowledge and competency
- Activity programming based on abilities
- Behavior management
- Safe, supportive physical environment
Powerful Tool for Care Seekers
Help Consumers Choose Quality

Stand Out with Consumers
Promote Joint Commission accreditation to illustrate how your nursing center meets and exceeds the norm.
Promote Your Accomplishment!

Celebrating & Publicizing Your Success

- Listing on the Quality Check website
- Gold Seal Download – include in your business stationary, cards, websites
- “We Received the Gold Seal of Approval from the Joint Commission” brochure
- Sample News/Press Releases
- Fact Sheets About The Joint Commission Accreditation
- We Are Accredited! Pins/Stickers
Sample Communication Pieces

SAMPLE NEWS RELEASE
General accreditation template for Ambulatory, Behavioral, Home Care, Hospital, Laboratory, Nursing Care Center and Office-Based Surgery programs

(Insert media contact information)

(Insert news headline)

(Insert the name of the organization) awarded (program name) Accreditation from The Joint Commission

(CITY, State, Date) — (Insert the name of the organization) has earned The Joint Commission’s Gold Seal of Approval® for (program name) Accreditation by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization’s commitment to providing safe and quality patient care.

(Insert the name of the organization) underwent a rigorous, unannounced onsite review on (Insert date). During the visit, a team of Joint Commission reviewers evaluated compliance with (Insert program name) standards spanning several areas including (Insert most relevant standards areas — examples include: emergency management, environment of care, infection prevention and control, leadership, medication management, and rights and responsibilities of the individual).

The Joint Commission’s standards are developed through expert consensus to help health care providers, measurement experts and patients achieve and improve the quality and safety of the care provided. The surveyors also conducted onsite review of the program’s qualifications for earning the Gold Seal of Approval® and accredited it for a three-year period.

"(Insert quote from organization leader)"

For more information, please visit (Insert website).
Reason #5: Culture
Joint Commission Accreditation empowers leadership & staff to engage in continuous quality improvement and foster a safe environment
Safety Culture

In Nursing Centers

- Safety as everyone’s first priority
- Leadership accountability and responsibility for creating and maintaining a culture of safety within the organization
- Leaders foster Trust – enables staff to Report – which enables the organization to Improve - - cycle reinforces itself as staff sees improvements as a result of reporting, trust develops, the cycle continues
Joint Commission Goal

- High Reliability
- Leading the Way to Zero Harm
- Standards and Survey Process, Enterprise Tools and Resources
- Accredited organizations leading the way with us
The Joint Commission’s accreditation process helps nursing care organizations improve safety as well as the quality of care and services provided. We begin with an on-site survey that assesses compliance with our rigorous, evidence-based standards. A typical on-site survey is conducted by a single surveyor over two days, and it involves:

- Tracing the patient’s or resident’s experience, including an examination of services performed by various care providers and departments within the organization as well as the hand-offs between them
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility
Reason #6: Advancement
Joint Commission Accreditation offers unmatched learning opportunities for ongoing quality improvement efforts.
Beyond Accreditation

Our Tools to Help You Succeed

Joint Commission Resources (JCR)

JCR is a total quality and safety resource, offering practical, effective solutions for success. JCR is your single touchpoint for tested solutions, staff education programs, survey readiness tools and peer networking. From accreditation preparation to infection prevention strategies to redesigning your physical facilities for optimal patient safety, JCR is here with practical, effective solutions for success.

For additional information, visit https://www.jcrinc.com/
Beyond Accreditation
Our Tools to Help You Succeed

Targeted Solutions Tool® (TST®)

Unique online application that helps Joint Commission-accredited organizations solve some of the most persistent health care quality and safety problems, such as hand hygiene compliance, hand-off communications and preventing falls.

- Confidential and separate from accreditation — surveyors do not have access to data
- Allows organizations to work at their own pace
- Accessible at http://www.centerfortransforminghealthcare.org/
Beyond Accreditation

Our Tools to Help You Succeed

Enterprise Website

The Joint Commission has launched a new website designed to put the breadth and depth of our resources at your fingertips, including: patient safety portals, FAQs and more.

For additional information, visit www.jointcommission.org/ncc
Where does accreditation fit in all this?

NCC Accreditation

GROWTH

REVENUE

RESOURCES
Questions?
For More Information

Contact Our Staff

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As We Conclude

Last-Minute Reminders

— Please complete a brief survey upon exit from today’s presentation

— A recording and PDF of today’s webinar will be emailed to all attendees

— Access additional webinar replays on our web site

— Contact Us!
  Phone: 630-792-5020
  Email: ncc@jointcommission.org

— Web: www.jointcommission.org/ncc

— Follow us on social media!
Thank You!