Nursing Care Center Accreditation

Value Based Purchasing: 5 Key Ways The Joint Commission Positions Your Center for Success
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.
Today’s Presentation: Objectives

• Understand the concept of Value-Based relationships

• 5 Key Ways The Joint Commission Positions Your Center for Value-Based Success

• Examples of Value-Based Recognitions that Leverage Joint Commission Accreditation

• Valuable Resources
Value-Based Care: An Overview
## Value Based Health Care

### Definitions and Concepts

<table>
<thead>
<tr>
<th>WHAT</th>
<th>HOW</th>
<th>WHO</th>
<th>WHY</th>
<th>OUTCOME</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model based on patient health outcomes</td>
<td>Use of metrics to measure health outcomes against cost of delivery</td>
<td>Patients, Providers, Payors, Suppliers</td>
<td>Spend $ wisely, while improving the health of individuals</td>
<td>Providers need to demonstrate the quality of care they provide!!</td>
<td>Initiatives by CMS in 2008 Written into law in 2010 ACA/ 2015 MACRA</td>
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</tbody>
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*The Joint Commission*
How We Position You For Success

Five Key Ways

- Expertise
- Better Outcomes
- Efficiency
- Safety Culture
- Distinction & Recognition
Expertise
Joint Commission Accreditation

Experienced, industry leader

About The Joint Commission

- The leader in standards development in healthcare for more than 60 years
- Full continuum accreditor, with more than 22,000 accredited health care organizations
- Began accrediting nursing facilities in 1966, and accredits nearly 1,000 nursing care centers nationwide
The Joint Commission Accreditation Process

Our Surveyors

Our Surveyors Are Seasoned Industry Professionals

- 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
# Joint Commission Accreditation Standards

<table>
<thead>
<tr>
<th>Environment of Care</th>
<th>National Patient Safety Goals</th>
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<tbody>
<tr>
<td>Emergency Management</td>
<td>Provision of Care</td>
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<tr>
<td>Human Resources</td>
<td>Performance Improvement</td>
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<tr>
<td>Information Management</td>
<td>Record of Care</td>
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<tr>
<td>Leadership</td>
<td>Rights of Individual</td>
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<tr>
<td>Life Safety</td>
<td>Waived Testing</td>
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<tr>
<td>Medication Management</td>
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</table>
Better Outcomes
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.

Source: "Comparing Public Quality Ratings for Accredited and Nonaccredited Nursing Homes," The Joint Commission Original Study, Published in JAMDA, 2016.
## Results

### More Stars, Better Outcomes

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>
</tr>
<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>

*“Comparing Public Quality Ratings for Accredited and Non-accredited Nursing Homes,” The Joint Commission Original Study, Published in JAMDA, 2016.*
Quality metrics where accredited orgs scored higher:

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

Long-Stay Measures:
- Need Less help with late-loss ADL
- Less likely to experience falls resulting in a major injury

Short-Stay Measures:
- % Assessed and appropriately given the pneumococcal vaccination
- % Assessed and appropriately given the influenza vaccination

5/5

Williams PsyD, Morton PhD, Braun PhD, Longo RN MBA MSN, Baker MD MPH; Journal of American Medical Directors Association (JAMDA) 2017
Results

More Stars, Better Outcomes

Consistent with Past Independent Studies

“Comparing quality in the year before accreditation with the first year of accreditation all 5 star quality measures and "both 5 –star categories showed improvement...and these accredited nursing homes continue to improve their quality after accreditation.”

Joint Commission Accreditation and Quality Measures in US Nursing Homes

Policy Practice Nursing Practice Apr 2012

“Joint Commission-accredited nursing homes improve their quality immediately after accreditation, and continue to maintain these improvements over the long term. The ability to sustain quality in the long-term may relate to Joint Commission’s emphasis on continuous performance improvement as core function of their accreditation program.”

Impact of Voluntary Accreditation on Deficiency Citations in US Nursing Homes

The Gerontologist, Mar 2012
Efficiency
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

Keys to Efficiency

Eliminate Waste

Standardize Processes

Streamline Operations

Reduce Redundancy
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
Skilled Nursing Most Frequent Allegations

Source: 2018 CNA Aging Services Claim Report
2018 Aon General & PL Benchmark for LTC Providers

Ave Total Paid for Resident Fall-related Closed Claims: $187,774
Ave Total Paid for Pressure Injury-related Claims: $236,043

Liability cost per occupied bed: $2,410
The Joint Commission Accreditation Process

Your On-Site Survey

About the On-Site Survey Process

Single Surveyor for 2-3 days:

- Tracer Methodology: Individual and Systems-wide Tracers
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility
- Conferences with leadership team
- Dialogue with managers and staff
Survey Process: Survey Analysis for Evaluating Risk™ (SAFER)

![Diagram showing the likelihood to harm a patient/staff and the immediate threat to life categories with specific codes for each quadrant:]

- **Immediate Threat to Life**
  - **HIGH**
    - Limited: MM.03.01.01, EP8
    - Pattern: MM.03.01.01, EP7
  - **MODERATE**
    - Limited: MS.01.01.01, EP5, PC.01.02.01, EP4, PC.01.02.03, EP6, PC.01.03.01, EP1, PC.01.03.01, EP5
    - Pattern: IM.02.02.01, EP3, MS.08.01.01, EP1, MS.08.01.03, EP3
    - Widespread: IC.02.01.01, EP2, IC.02.02.01, EP4
  - **LOW**
    - Limited: RC.01.01.01, EP19, RC.02.03.07, EP4
    - Pattern: 
    - Widespread: 

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The Joint Commission
Serving the Complete Continuum of Care

Comprehensive Accreditation / Certification Services

Integrated Care Certification

Disease-Specific Care Certification and Health Care Staffing Services Certification
Efficiencies in Processes

Accreditation On Your Terms

- You decide when to apply and designate blackout dates for on-site survey.

- Non-prescriptive standards allow you meet our requirements based on your resources and capabilities: We tell you the what, you tell us the how.

- Customers are appointed a dedicated account executive to guide them throughout the process.

- Key resources and customer assets are centrally located via customized extranet portal.

- No progressive levels to achieve. You can earn The Gold Seal of Approval® on your first survey.
Safety Culture
Cultural Transformation

Top Contributor To Success

Aligning culture and organizational structures with value-based care is critical to success.

**Cultural Structures**
Fostering a safety culture encourages staff to share their thoughts, including suggestions regarding changes and innovations in nursing home care.

**Organizational Structures**
Patient Safety Systems, Sentinel Event policy, From hierarchical to Interdisciplinary team structures and communication, Data-driven performance improvement
Safety Culture
Fostering with The Joint Commission

- **Standards Interpretation Team** –
  Helps organizations with standard-related questions

- **Office of Quality and Patient Safety** –
  Offers guidance and support when accredited organizations experience a sentinel event

- **Center for Transforming Healthcare** –
  Offers solutions to most critical safety and quality problems in nursing homes using Targeted Solutions Tool (TST) for hand hygiene compliance, hand-off communication, and falls.

- **National Patient Safety Goals** –
  Patient safety requirements based on data from sentinel events and patient safety expert recommendations

- **Sentinel Event Alert** –
  Periodic alerts with information on root causes of sentinel events and suggested actions for prevention.

- **QuickSafety!** –
  Monthly newsletter that outlines incidents or trends in healthcare that could compromise patient safety.
Customer Spotlight

Liz Weingast, The New Jewish Home

Impact on Prioritization and Performance (click pic to play)
Distinction & Recognition
Options to Meet Unique Quality Objectives
With Specialty Certifications

**Post-Acute Care Certification**
Addresses the unique care needs of higher acuity or short-stay patients. Focus areas: Effective care transitions, reducing hospitalizations, leadership accountability, staff knowledge and competency, and provision of care for the high-acuity patient.

**Memory Care Certification**
Helps minimize risk and improve care for patients and residents with all levels of cognitive impairment. Focus areas: Care coordination, staff knowledge and competency, activity programming, behavior management, and environment of care.

**Disease-Specific Care Certification**
Offers a rigorous review of a specific program or services based within or associated with a nursing care center. Examples include rehabilitation, cardiac or stroke rehabilitation.

**Integrated Care Certification**
Reviews how well a health care system that includes a nursing care center(s) handles information sharing, including handoffs, IT integration and other integration points.
Value-Based Recognitions
Value-Based Programs

Types and Criteria

Medicare SNF VBP Program
- Effective Oct 2018
- Re-admission measures
- Coordination of care
- Blue Cross Blue Shield Achievement and Improvement Scoring

State Medicaid
- FL Prospective Payment System
- TN QuILTSS

Insurance Examples
- Blue Cross Blue Shield of IL
- Blue Cross Blue Shield of MA
- Partnership HP of CA

Other Recognitions
- OH Quality Improvement
- Liability Insurers
- Hospital and ACO
- Preferred Post-Acute Network
## Adding Value in 2-Ways

1. **Quality Credential** – Foundation to enhance process improvement and quality assurance

2. **Enhances Scoring of Specific Quality Measures**

<table>
<thead>
<tr>
<th>PROCESS MEASURES</th>
<th>Validated by JAMDA study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flu Vaccine</td>
<td>✓</td>
</tr>
<tr>
<td>Anti-Psychotic</td>
<td>✓</td>
</tr>
<tr>
<td>Restraints</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTCOMES MEASURES</th>
<th>Validated by JAMDA study</th>
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</thead>
<tbody>
<tr>
<td>Urinary Tract Infection</td>
<td></td>
</tr>
<tr>
<td>Pressure Ulcers</td>
<td>✓</td>
</tr>
<tr>
<td>Falls</td>
<td>✓</td>
</tr>
<tr>
<td>Incontinence</td>
<td></td>
</tr>
<tr>
<td>Activities of Daily Living</td>
<td>✓</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>STRUCTURE MEASURES</th>
<th>Validated by JAMDA study</th>
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</thead>
<tbody>
<tr>
<td>Combined Direct Care Staffing (RN, LPN, CNA)</td>
<td>✓</td>
</tr>
<tr>
<td>Social Worker: Activity Staff</td>
<td></td>
</tr>
<tr>
<td>Credentials</td>
<td></td>
</tr>
<tr>
<td>CMS 5 Star Rating</td>
<td>✓</td>
</tr>
<tr>
<td><strong>QUALITY CREDENTIAL:</strong> Florida Gold Seal/Joint Commission Accreditation/American Health Care Association National Quality Awards</td>
<td>✓</td>
</tr>
<tr>
<td>Category</td>
<td>Weight</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Satisfaction</strong></td>
<td>35</td>
</tr>
<tr>
<td>Resident</td>
<td>15</td>
</tr>
<tr>
<td>Family</td>
<td>10</td>
</tr>
<tr>
<td>Staff</td>
<td>10</td>
</tr>
<tr>
<td><strong>Culture Change/Quality of Life</strong></td>
<td>30</td>
</tr>
<tr>
<td>Respectful Treatment</td>
<td>10</td>
</tr>
<tr>
<td>Resident Choice</td>
<td>10</td>
</tr>
<tr>
<td>Member/Resident and Family Input</td>
<td>5</td>
</tr>
<tr>
<td>Meaningful Activities</td>
<td>5</td>
</tr>
<tr>
<td><strong>Staffing/Staff Competency</strong></td>
<td>25</td>
</tr>
<tr>
<td>C.N.A. hours per day</td>
<td>5</td>
</tr>
<tr>
<td>RN hours per day</td>
<td>5</td>
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<tr>
<td>Consistent Staff Assignments</td>
<td>5</td>
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<tr>
<td>Staff Retention</td>
<td>5</td>
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<tr>
<td>Staff Training</td>
<td>5</td>
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<tr>
<td><strong>Clinical Performance</strong></td>
<td>10</td>
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<tr>
<td>Antipsychotic Medication</td>
<td>5</td>
</tr>
<tr>
<td>Urinary Tract Infection</td>
<td>5</td>
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<tr>
<td><strong>Bonus Points - Accreditation</strong></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>110</td>
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Nursing Home Quality Improvement Projects

As part of Ohio’s nursing home quality initiative, each licensed nursing home in the state must participate every two years in at least one quality improvement project approved by the Ohio Department of Aging.

To propose a project for consideration for inclusion on this list of approved projects, please review review OAC 173-60 and submit your proposal here.

For assistance or questions, please use the contacts named in each project description, or contact the Office of the State Long-Term Care Ombudsman.

<table>
<thead>
<tr>
<th>Current Projects</th>
<th>Past Projects</th>
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<tbody>
<tr>
<td>AHCA/NCAL National Quality Award Program</td>
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<tr>
<td>AHRQ Nursing Home Survey on Patient Safety Culture</td>
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<tr>
<td>Compassionate Touch</td>
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<tr>
<td>Dementia Live</td>
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<tr>
<td>Independent Music &amp; MemorySM 2019</td>
<td></td>
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<tr>
<td>IPRO National Nursing Home Quality Care Collaborative</td>
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<tr>
<td>Joint Commission, Nursing Care Center Accreditation</td>
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<tr>
<td>Nurse Leadership Project</td>
<td></td>
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<tr>
<td>Nursing Facility Competency Certification</td>
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<tr>
<td>OMA: Opening Minds Through Art Phase II</td>
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<tr>
<td>Reducing Falls with Artificial Intelligence</td>
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<tr>
<td>Rhythm of the Day: a Memory Care Project</td>
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<tr>
<td>SNF Clinic™</td>
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</tbody>
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Resources & Next Steps
Accreditation Resources
Our Tools to Help You Get Started

Dedicated Support Staff

**Business Development**
- Contact our Business Development team at 630-792-5020
  [ncc@jointcommission.org](mailto:ncc@jointcommission.org)
- Initial questions on accreditation and eligibility
- Gain access to trial version of the standards and the application

**Account Executive**
- Dedicated point-of-contact, from application submission onward
- Update changes to demographic information

**Standards Interpretation Group (SIG)**
- For questions related to compliance of Joint Commission standards
- Access FAQ’s and submit your own questions via online form.
- Visit [jointcommission.org/standards](http://jointcommission.org/standards)
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
For More Information

Contact Our Staff

**Monnette Geronimo**  
Business Development Manager  
RPI* Yellow Belt Certified  
RPI* Change Agent Certified  
mgeronimo@jointcommission.org  
(630) 792-5251

**Sapna Patel**  
Associate Director  
spatel@jointcommission.org  
(630-792-5435

**Gina Zimmermann**  
Executive Director  
gzimmermann@jointcommission.org  
(630) 792-5293
As We Conclude

Last-Minute Reminders

– Access this and other webinar replays on our on-demand resource page

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

– Web: www.jointcommission.org/ncc

– Follow us on social media!

[Social media icons]
Thank You!