Five Ways Accreditation Drives Quality Improvement in Nursing Homes

The Joint Commission

Your Speaker

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At the Joint Commission, Kimberly is responsible for developing strategic business solutions for nursing center corporations, helping them move to high reliability companies through Joint Commission services.

The Joint Commission – Overview

- Joint Commission is a non-for profit organization

- 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

- Currently accredits over 85% of the nation's hospitals -- accrediting nursing homes since 1966

- Not an enforcement agency

- Separate from work of state and federal regulations or licensure requirements

- Survey process is collaborative and educational and is an example of process improvement -- using a unique survey technique called the tracer methodology

- Framework for patient- and resident-centered care/safety

- Does not have authority to require closure or discontinuation of service when problems are identified

Nursing homes are under immense pressure to demonstrate quality of care. New payment models, state licensure requirements, customers, patients and other quality initiatives demand it.

Health care services increase desired health outcomes

1. **Voluntary accreditation**
2. **Foundation of quality**
3. **Improve quality metrics**
4. **CMS QAPI Requirements**
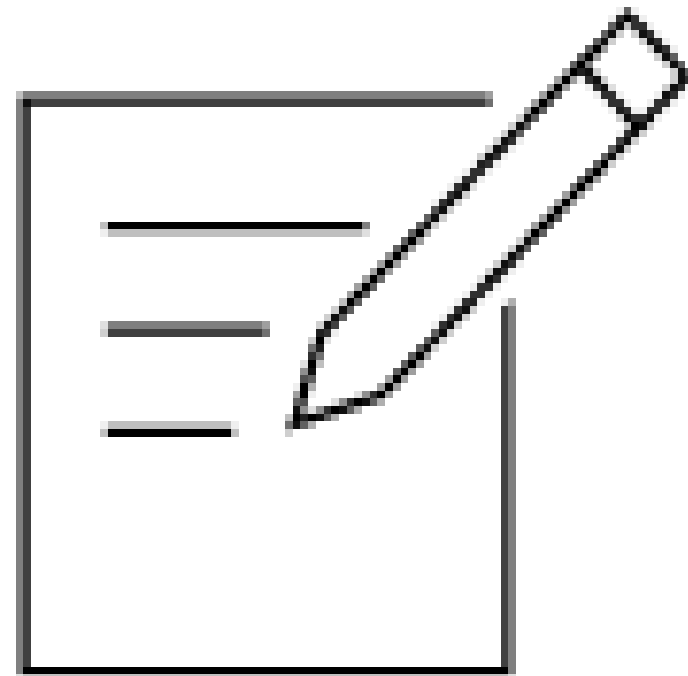5. **Leading the Way to Zero**

Voluntary accreditation

Accreditation vs. Licensure

– Accreditation is usually voluntary

– Sponsored by a non-governmental organization

– Consists for a review of compliance against quality and performance standards

– Licensure is inspection against minimal standards

– Compliance with these standards allows healthcare organization to operate

– facilities meet nationally accepted standards through a recognized accreditation program

Benefits of Voluntary Accreditation

– Focused on performance and quality improvement above minimum standards of licensure

– Framework to identify performance improvement opportunities

– Challenge the organization

Voluntary accreditation demonstrates quality -- it signals an organization is willing to hold its self to standards beyond minimal licensure requirements.

Foundation for Quality

Joint Commission initiatives are designed to help organization reduce variation, reduce risk an improve quality.

Safety Culture

- Value placed on transparency, accountability an mutual respect

- Safety is everyone's priority

- Staff do not deny or cover up errors but rather want to report errors to learn from mistakes
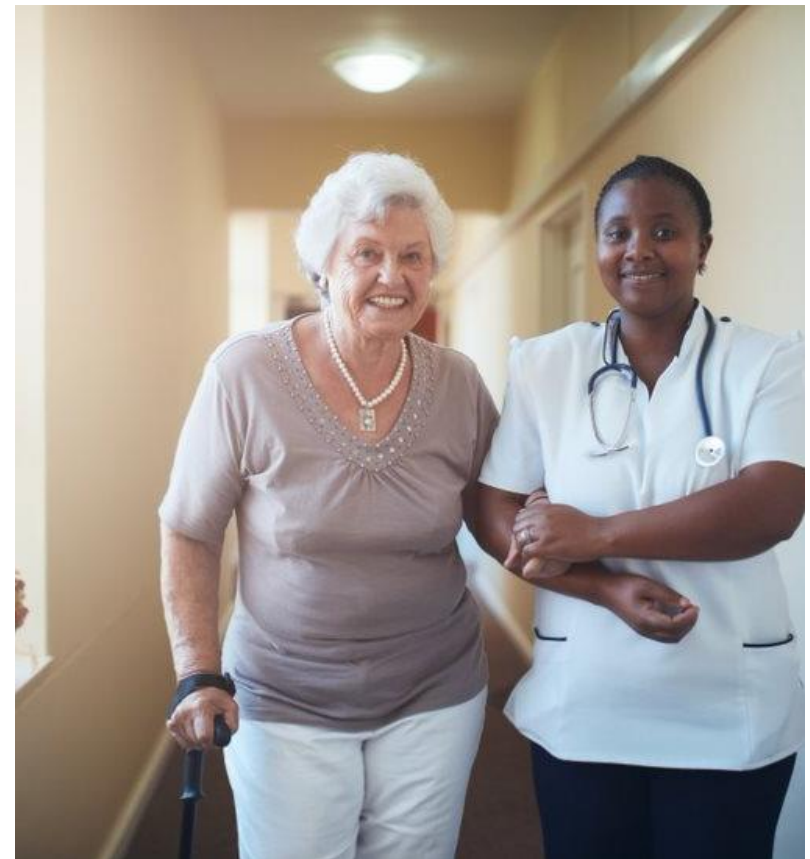
- Create a learning organization

Collective mindfulness is an outcome of creating a culture of safety

Improve Quality Metrics

The
GERONTOLOGIST®

THE GERONTOLOGICAL
SOCIETY OF AMERICA®

- – Results indicate that Joint Commission accredited nursing homes improve their quality immediately after accreditation and continue to maintain these improvements over the long-term.

Improve quality metrics

Value-based incentive programs

– Link financial rewards to measures of quality

– Value based examples found in all payers: Medicaid, Medicare, dual eligibles and managed care

– Value based measures focus: utilization, clinical quality, experience of the resident/patient, staffing or other measures such as voluntary accreditation

JAMDA

journal homepage: www.jamda.com

Original Study

Comparing Public Quality Ratings for Accredited and Nonaccredited Nursing Homes

Scott C. Williams PsyD [*], David J. Morton PhD, Barbara I. Braun PhD,
Beth Ann Longo RN, MBA, MSN, David W. Baker MD, MPH

The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL

The Joint Commission

Accredited Sites Do Better in select CMS Quality Metrics

- CMS 5 Star Rating, Quality and Staffing

- Lower Survey Findings/Tags

- Flu Vaccine

- Antipsychotic Medications

- Pressure Ulcers

- Pain

- Falls

- UTI

- ADLs

Read more on the study

Joint Commission Nursing Care Centers and Value-Based Programs

– Tennessee (Medicaid) QuILTSS

– Ohio Quality Incentive Nursing Home Improvement Program

– State of Florida, Medicaid Nursing Home Prospective Payment System

– Insurance/managed care payers

– Liability insurers

– Partnership HealthPlan of California

Learn more about recognition of Joint Commission accreditation for value-based programs

Poll: How do you improve your quality metrics?

CMS QAPI requirements

Five Elements to a Successful QAPI program (CMS)

- Element 1: Design and Scope.

- Element 2: Governance and Leadership:

- Element 3: Feedback, Data Systems, and Monitoring.

- Element 4: Performance Improvement Projects (PIPs)

- Element 5: Systematic Analysis and Systemic Action.
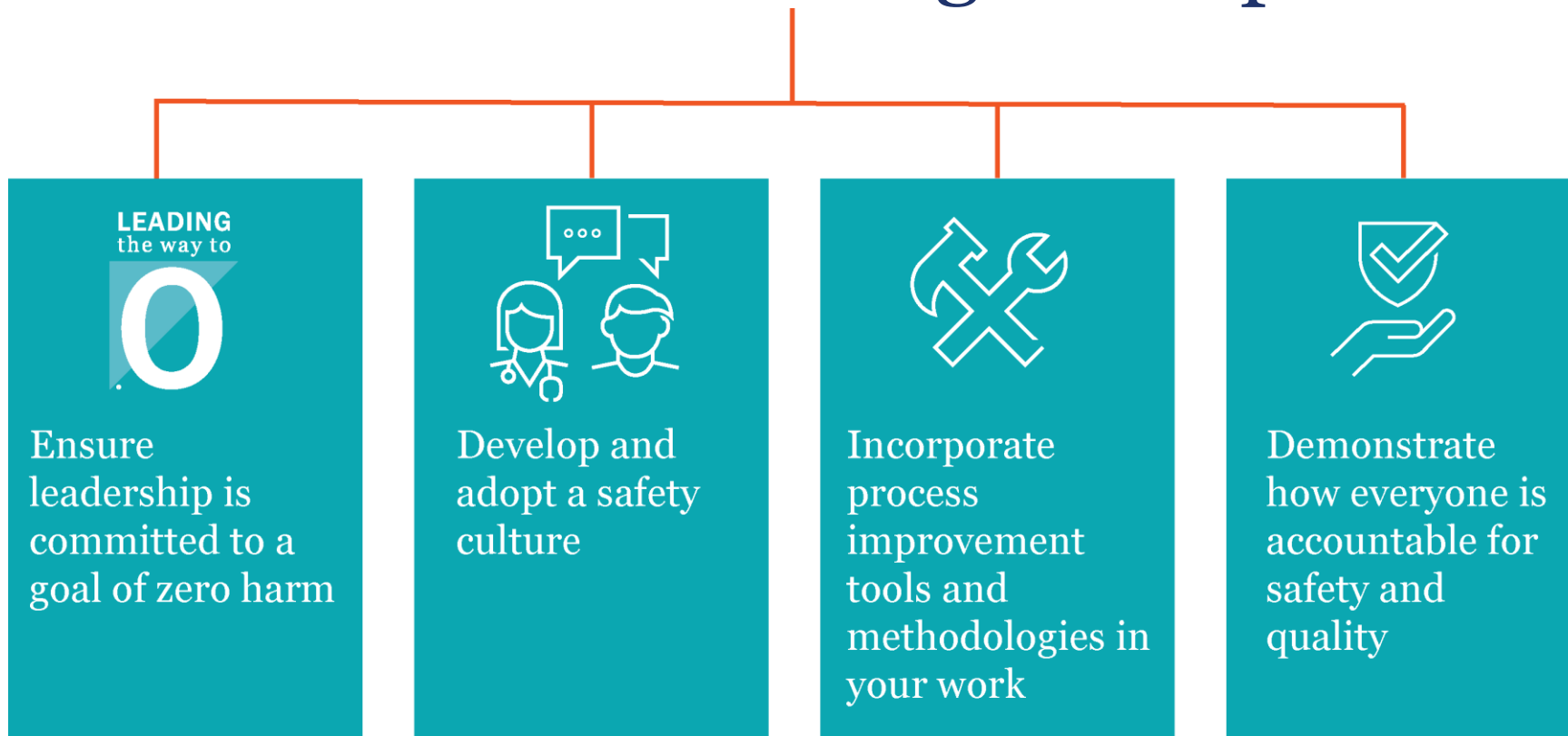

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DONNA CONLEY, COO - FELLOWSHIP COMMUNITY

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At Fellowship Community, having (Joint Commission) accreditation made it very easy for us to meet the QAPI standards.

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Leading the Way to Zero

Zero harm is a journey.

What can organizations do to make health care harm a thing of the past?

LEADING the way to **0**

Ensure leadership is committed to a goal of zero harm

Develop and adopt a safety culture

Incorporate process improvement tools and methodologies in your work

Demonstrate how everyone is accountable for safety and quality

The Joint Commission

DHEERAJ MAHAJAN, MD
PRESIDENT, CEO, CIMPAR

"Staff members are on the same page when I talk about getting to zero, versus just trying to be under the state and national average for publicly reported quality measures. **They understand they might not be there for a while, but they keep working on it**.

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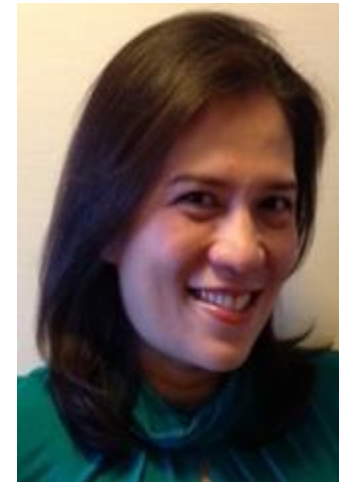
LEADING THE WAY TO ZERO

Parrish Medical Center worked with 23 nursing centers to support skilled nursing patients who could benefit from hospice care, **reducing readmission rates from 20 percent to 6 percent**.

For More Information

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Thank you!