

Going for the Gold Seal

Joint Commission Health Care Staffing Certification



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*Helping
Health Care
Organizations
Help Patients*

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Methods

Today's Agenda

- Review Benefits of Achieving Certification
- Health Care Staffing Standards (Requirements)
- Standardize Performance Measurements
- Knowing Your Central Office Resources
- Q & A Session

Benefits of Certification

- Certification reduces risk
- Certification opens doors
- Certification attracts the best staff
- Certification builds your business from the inside out
- Demonstrate Internal and External Commitment to a Higher Standard of Services
- Differentiates your company in the marketplace
- Promotes achievement to community

Certification by the Numbers

3987 certified programs

- In all 50 states, DC and Puerto Rico
- 1,400 organizations
- 110 disease programs

Health Care Staffing Certifications Programs

- 400+ Certified Health Care Staffing Programs
- For a complete list: www.jointcommission.org/certified

Certification Eligibility for Health Care Staffing Companies



You are required to have placed at least 10 individual clinical employees on assignments to be eligible for Certification

Your firm must place clinical staff who either provide patient care directly or direct patient care within a contracted organization.

Health Care Staffing Standards

Leadership

9 standards

Human Resources Management

6 standards

Information Management

4 standards

Performance Improvement and Measurement

4 standards

Health Care Staffing

Top Standards Compliance

From January 1st through June 30th 2018

8% HSHR- The HCSS firm confirms that a person qualifications are consistent with his or her assignment

8% HSHR- The HCSS firm evaluates the performance of the clinical staff

7% HSLD- The HCSS firm address emergency management

4% HSHR- The HCSS firm provides orientation to clinical staff regarding initial job training and information

Certification Logistics

Pre

- Gap analysis to standards and guidelines; resolution of any gaps
- Apply 4-6 months before desired review date
- Data Collection (four months at a minimum)

Visit

- 30 days advance notice of date
- One reviewer for one day

Post

- Data collection and submission
- Intracycle conference call 12 months after visit
- Apply for recertification

Visit

- Recertification visit occurs 2 years after initial visit
- To be scheduled within 90 day window around anniversary date
- 7 days advance notice of date

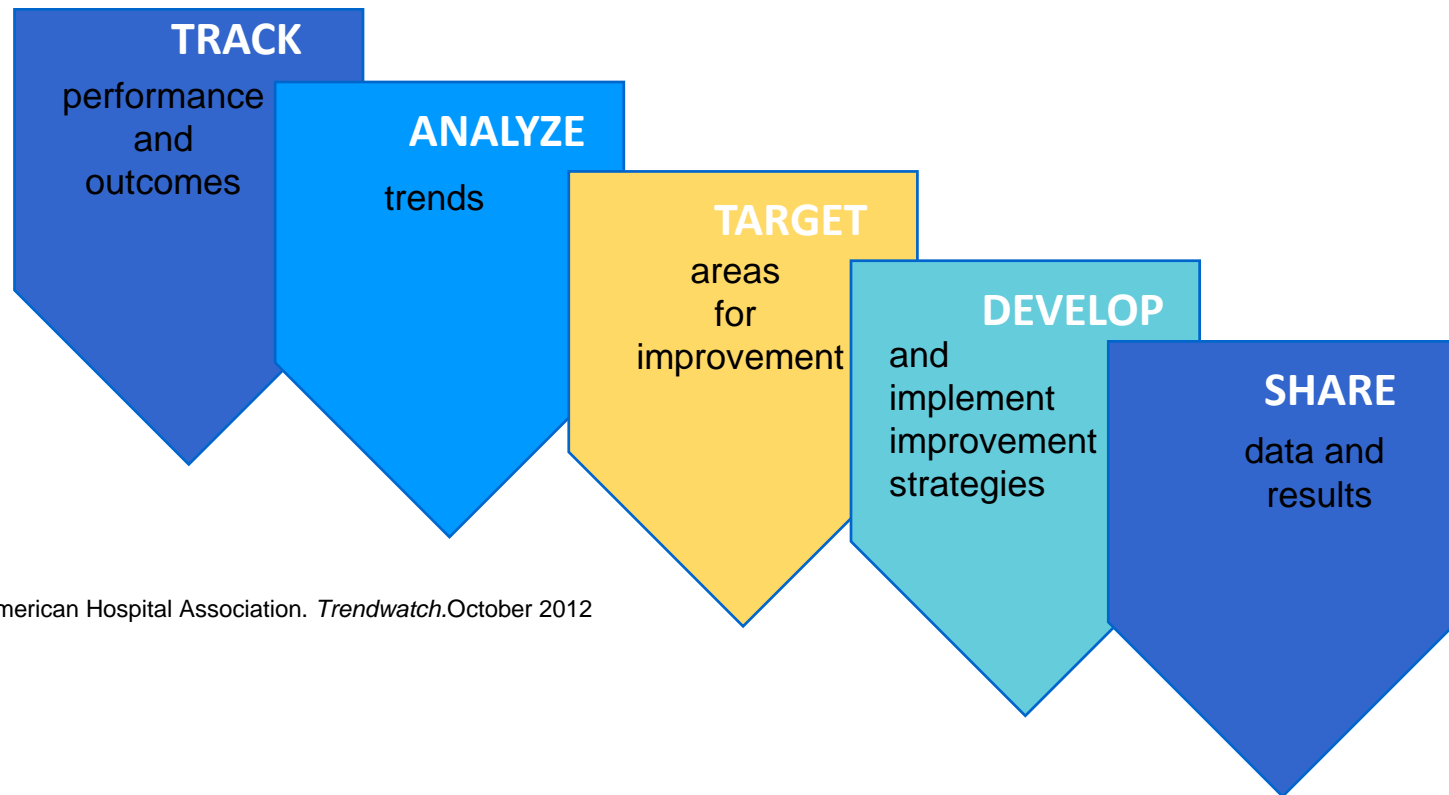
Karen Kolbusz

Associate Project Director

Quality Measures



Tracking Metrics Can Help Identify Opportunities to Improve



American Hospital Association. *Trendwatch*. October 2012

What Do We Track?

MEASURE ID	NAME	NUMERATOR	DENOMINATOR
HCSS-1	Do Not Return - Clinical	Occurrences of DNR (# clinical reasons)	Total hours worked divided by 1,000
HCSS-2	Do Not Return - Professional	Occurrences of DNR (# professional reasons)	Total hours worked divided by 1,000
HCSS-3	Completeness of Personnel File	# Personnel files meeting requirements for: <ul style="list-style-type: none"> • Competency • Background Check • Health Status • Job appropriate credentials 	Total # active clinical staff

HCSS Performance Measurement Implementation Guide, 3rd Edition

On The Joint Commission Web Site:

→ Certification Programs

→ Healthcare Staffing Services

→ HCSS Performance Measure

Implementation Guide (PMIG)

[http://www.jointcommission.org/CertificationPrograms/
HealthCareStaffingServices/HCSS...](http://www.jointcommission.org/CertificationPrograms/HealthCareStaffingServices/HCSS...)

Francine Topps, Business Development Specialist, Hospital Certification



Roadmap to Certification

Steps to Application and Certification

Pre-Application

- Review Standards and analyze gaps
- Complete Performance Improvement Plan
- Establish a Ready Date
- Complete Application

Complete Application on Connect® portal

- No Performance Measure data required

Onsite Review

- Use the Review Process Guide on Connect® portal
- Upload most recent 4 months of measure data

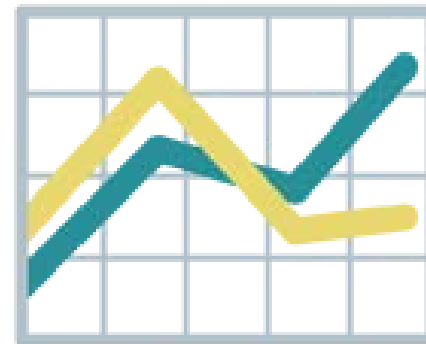
Standards Interpretation Group (SIG)

- Able to submit questions online for follow up and clarification
- Can request a telephone or email response
- Responses are not tied in any way to your review or certification
- Strongly encourage you to use this group of experts

Review Process Guide

The review process guide walks you through the entire process from preparation to onsite review to follow up.

Your account executive is your guide, do not hesitate to contact them!



Advertise Your Achievement



Resources

Standards Interpretation Group:

[www.jointcommission.org/standards information](http://www.jointcommission.org/standards_information)

Performance Measure Online Q&A Forum:

manual.jointcommission.org

Pricing Unit: (630) 792-5115

Initial applications:

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