

Why We Chose The Joint Commission and How We Achieved Accreditation

Presented by:

KJ Page, RN-BC, LNHA

Administrator, Chaparral House

Lori Pearson, JD, LNHA

Vice President of Risk Management, Consulate Health Care

Objectives

- Hear from your colleagues as they share:
 - Why they chose The Joint Commission
 - How they achieved accreditation
 - Impact of Joint Commission accreditation on their organization
 - Advice and Tips
- Q & A Session with Presenters

Chaparral House

About our organization

- Started in 1971
- Today is only independent non-profit, skilled nursing eldercare community in Berkeley, California
- Single site facility, serving community of less than 50 elders
- First organization to receive Memory Care Certification
- Also awarded Post-Acute Care Certification
- Accredited since November 2014



CHAPARRAL
HOUSE

Why we chose The Joint Commission

- Wanted the challenge of meeting Joint Commission requirements and earning *The Gold Seal of Approval*®
- An achievement that recognizes the quality of care we provide
- Outside perspective that is objective, measurable, easier
- Benefits far outweighed the costs
- Helps with preparation for CMS visits



How we achieved accreditation

- Engaged leadership and performed a cost analysis
- We talked about the ‘why’ behind doing Joint Commission accreditation
- Change in mindset – not another survey, a means to ensure compliance with CMS



The impact of accreditation on our organization

- Simple, logical, framework to meet standards and CMS requirements
- Contracts with hospitals and HMOs we normally wouldn't receive
- Distinction – we're only Joint Commission facility in vicinity and are high on the list of area hospitals
- Surveyors friendly and easy to work with, not punitive
- Empowered staff and built confidence



Advice and Tips

- The Joint Commission works for you and are there to help. Make the most of their time and advice.
- Utilize the many free resources offered. They're easy to access, easy to learn and teach from, and much better than I can get elsewhere. They're a great resource for onboarding staff.
- Don't go for easy, do what's right.
- It's worth the hard work and preparation.



Consulate Health Care

About our organization

- Providers of skilled nursing and assisted living services for long-term care facilities
- 133 facilities in eight states - 76 facilities in Florida – 57 other facilities in seven states
- ADC approximately 14k
- Accredited since 2017



CONSULATE HEALTH CARE
At the Heart of Caring

Why we chose The Joint Commission

- A newly conceived organization with new opportunities on the horizon, new leadership team and new vision for delivery of standardized quality services across many diverse markets
- Midst of restructure – financially, operationally, culturally, clinically
- One overarching theme.....to improve our reputation among all stakeholders
- *The Gold Seal of Approval*[®] is such a recognized reflection of high quality standards that having it became paramount to achieving our goal.



How we achieved accreditation

- Categorized facilities by performance level, scheduling high-performers first to allow more time to train less experienced or more challenged sites
- Appointed ‘coaches’ to assist with training and on-site surveys and began training on-site at initial facilities, while other sites reviewed standards and finalized their policies
- Conducted nightly calls with leadership and regular communications to staff to share findings and tips for preparation
- Saw steadily decrease in findings



The impact of accreditation on our organization

- Promotes critical thinking and helps with process improvement to improve regulatory survey outcomes
- Survey is a collaborative process that helps all staff understand why process is important
- Every surveyor knew our business inside and out, and offered helpful advice and feedback that truly that contributed to our success and ongoing best practices
- Taught us the value of standardization to achieve a higher level of efficiency



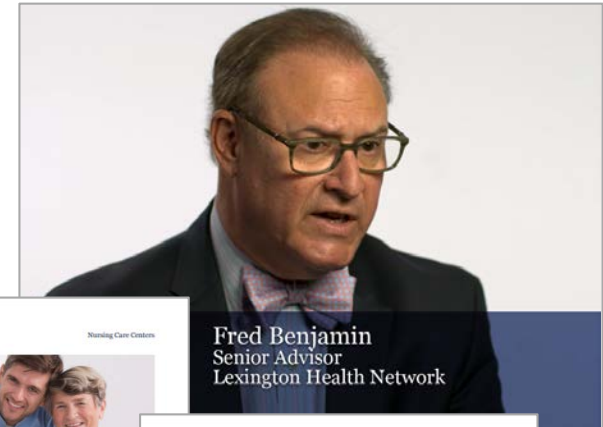
Advice and Tips

- Benefit from surveyors' expertise and best practices – and pay attention as not all the feedback gets written in your report.
- When they ask you for your best practices.... give it to them. It is an honor!
- Share and prepare. The facilities with most successful survey outcomes read the weekly communications without fail, and assigned follow-up to staff.
- There is no substitute for preparation if you don't prepare, you are not going to succeed.



More customer perspectives

- Testimonial [Video](#)
- The Joint Commission Difference – What Our Customers Say [infographic](#)
- Transitional Care Management: [Success Story](#)
- Fellowship Community: [Success Story](#)
- Positive Differences in How Joint Commission Accredited Facilities Perform – External [Study](#)



Spotlight on Success
Fellowship Community

Joint Commission Nursing Care Center accreditation program long term care facilities to meet Quality Assurance Performance Improvement (QAPI) requirements

The leadership team at Fellowship Community, a long term care facility in Leigh Valley Pennsylvania, Joint Joint Commission accreditation and certification helps their senior center customers meet QAPI requirements and improve their patient safety culture.

Q: How do you feel Nursing Care Center accreditation by The Joint Commission helped you meet QAPI requirements?

A: One requirement that is not using the concept of continuous performance improvement can be crucial at achieving the QAPI requirements. They just won't be prepared. We success regularly with other nursing facilities that don't have accreditation and are looking for advice on the QAPI requirements. Because of their Commission accreditation, we already had continuous performance improvement plan in place, which contains all the elements that are required for the QAPI plan.

We just had to adjust the structure and change some language, but we had the foundation laid for many years. At Fellowship Community, having accreditation made it very easy for us to meet the QAPI standards.

Q: How does a QAPI program meet ongoing and comprehensive due diligence with the full range of services, including clinical care, quality of life and resident choice. It must also safety and high quality with new goals. That defines what we do achieve accreditation?

Thomas Conley, CEO

Your Guide to Choosing an Accreditor for Your Nursing Home Facility

HOW DOES THE JOINT COMMISSION STAND OUT FROM THE CROWD?

Increase Referral	Most Recognized Standards	High Touch
• Provide the best and most reliable advice possible to help you choose the right accreditor for your facility.	• Recognized with 100+ years of history, over 100,000 facilities, and a reputation for excellence in accreditation.	• A focus on the accreditation process that goes beyond compliance and includes the resident's voice.

Organization-Wide Approach

As a nursing or other long-term care facility, you know your staff and your residents are your top priority. The Joint Commission accreditation process is designed to help you meet your residents' needs and improve your care.

Portfolio of Programs to Meet Your Distinct Quality Needs

Provides the industry's most comprehensive portfolio of accreditation programs to address the unique needs of individual long-term care facilities. From residential care and assisted living to skilled nursing care and other health care facilities.

Tracer-Guided Survey Experience

Our unique approach to accreditation is designed to help you meet your residents' needs and improve your care. Our tracer-guided survey process is designed to help you meet your residents' needs and improve your care.

Employment Support Team

The Joint Commission accreditation process is designed to help you meet your residents' needs and improve your care. Our employment support team is designed to help you meet your residents' needs and improve your care.

What Our Customers Say

Results of 2017 Customer Satisfaction Survey from 2016-2017 Accredited Nursing Homes and Nursing Care Centers.

92%	96.7%	93.3%	93.1%	93.1%
Most commonly cited reason for accreditation.	Most commonly cited reason for accreditation.	Most commonly cited reason for accreditation.	Most commonly cited reason for accreditation.	Most commonly cited reason for accreditation.

CONTACT US TODAY!
800.745.0200
www.jointcommission.org

Business Development Team



Gina Zimmermann

Executive Director

gzimmermann@jointcommisison.org

(630) 792-5293



Monnette Geronimo

Business Development Manager

mgeronimo@jointcommission.org

(630) 792-5251

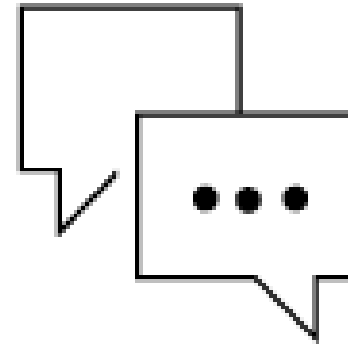
Phone: 630-792-5020

Email: ncc@jointcommission.org

Web: www.jointcommission.org/ncc

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Thank
you!