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
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
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

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 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
Nursing Care Center Accreditation

Business Development Team

Gina Zimmermann
Executive Director
gzimmermann@jointcommission.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
As we conclude...

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