

Nursing Care Center Accreditation

Accreditation Basics For Beginners

Your Speaker



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.

Presentation Overview

- Role of Accreditation
- Joint Commission Solutions for Nursing Care Centers
- Standards, Process and Pricing
- Enterprise Tools and Resources
- Impact of Accreditation
- Your Questions

POLL:

How familiar are you
with Joint Commission
accreditation for
nursing homes?

Why Accreditation?

Joint Commission Accreditation

10 Ways Joint Commission Accreditation Helps Your Business Thrive

1. Provides an unparalleled quality foundation
2. Fosters better outcomes
3. Reduces risk
4. Builds consistency in care processes and across locations
5. Focuses performance improvement efforts
6. Enhances staff competency and education
7. Increases referrals
8. Opens access to contracts
9. Lowers liability insurance rates
10. Differentiates from the competition

Powerful Tool for Care Seekers

Market Differentiation

Stand Out with Consumers

Promote Joint Commission accreditation to illustrate how your nursing center meets and exceeds the norm.



Joint Commission Accreditation

What it IS and IS NOT

It IS

- A blueprint for quality improvement
- Different and separate from the work of public regulators
- Voluntary process
- Framework for patient- and resident-centered care/safety

It IS NOT

- Not an enforcement agency
- Does not have authority to require closure or discontinuation of service when problems are identified
- Denying accreditation is a last resort

How we serve
nursing homes

Joint Commission Accreditation

Our Goal

- High Reliability
- Leading the Way to Zero Harm
- Standards and Survey Process, Enterprise Tools and Resources
- Accredited organizations leading the way with us



Joint Commission Accreditation

Experienced, industry leader

About The Joint Commission

- The leader in standards development, promoting quality and safety in health care organizations for more than 60 years
- Currently the nation's largest and only full continuum accreditor, with more than 22,000 accredited health care organizations
- Began accrediting nursing facilities in 1966, currently accrediting nearly 1,000 nursing care centers

Options to Meet Unique Quality Objectives

Accreditation & Specialty Certifications

Post-Acute Care & Memory Care Certifications

The Joint Commission offers nursing care centers the opportunity to build upon specialty distinctions by providing two certification options.

Post-Acute Care

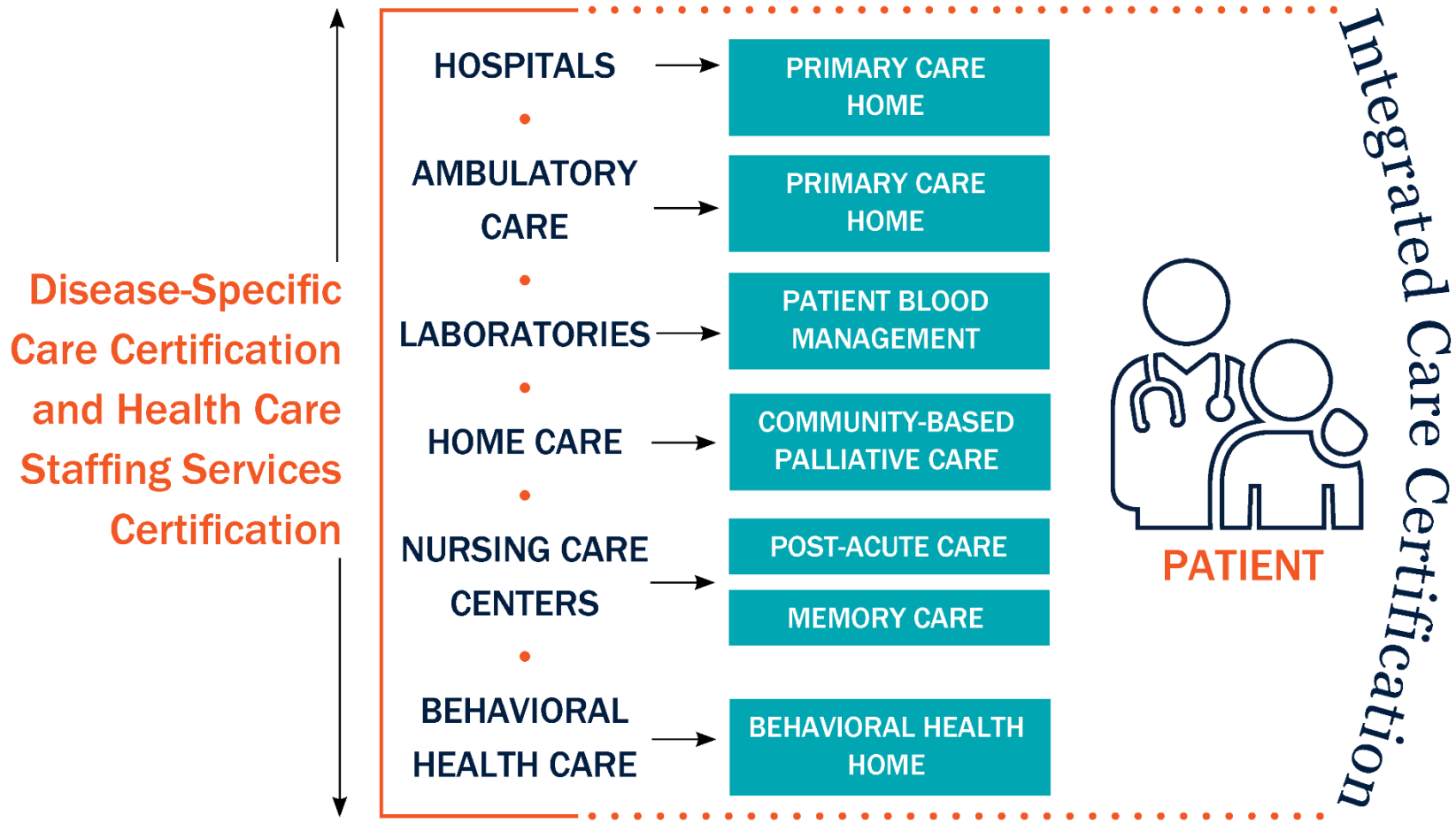
- Leadership accountability
- Staff knowledge and competency
- Provision of care for the high-acuity patient
- Transitions of care

Memory Care Certification

- Care coordination
- Staff knowledge and competency
- Activity programming based on abilities
- Behavior management
- Safe, supportive physical environment

Serving the Complete Continuum of Care

Comprehensive Accreditation / Certification Services



Standards

Why Work with The Joint Commission?

The Leader in Patient Safety and Quality Improvement

Joint Commission accreditation and certification raise the bar for nursing care settings. Our comprehensive, solutions-focused approach elevates performance on key components of care that foster better outcomes, enhanced safety and greater success with business relationships.



Nationally
recognized
standards

Robust performance
measures

National patient
safety goals

Standards a Foundation for Quality



ACCREDITED
ORGANIZATION

Leadership & Staff Competencies

Policies and Processes

Leadership & Staff Knowledge

Environment of
Care/Life Safety

Clinical
Operations

Management
Operations

STANDARDS

Joint Commission Accreditation Standards

Environment of Care
Emergency Management
Human Resources
Information Management
Leadership
Life Safety
Medication Management

National Patient Safety Goals
Provision of Care
Performance Improvement
Record of Care
Rights of Individual
Waived Testing

The Survey

The Joint Commission Accreditation Process

Our Surveyors

Our Surveyors Are Seasoned Industry Professionals

The collaborative, on-site education provided by our surveyors offers strategies that help your organization better meet the intent of the standards and improve performance.

All Joint Commission surveyors are:

- 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

The Joint Commission Accreditation Process

Your On-Site Survey

About the On-Site Survey Process

A typical on-site survey is conducted by a single surveyor over two days, and it involves:

- 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 : Tracer Methodology and the Survey Analysis for Evaluating Risk™ (SAFER)

		Immediate Threat to Life		
Likelihood to Harm a Patient/Visitor/Staff	HIGH	MM.03.01.01, EP8	MM.03.01.01, EP7	
	MODERATE	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	IM.02.02.01, EP3 MS.08.01.01, EP1 MS.08.01.03, EP3	IC.02.01.01, EP2 IC.02.02.01, EP4
	LOW	RC.01.01.01, EP19 RC.02.03.07, EP4		
		LIMITED	PATTERN	WIDESPREAD

The Joint Commission Accreditation Process

After the Survey

Post-Survey Activities

- Collaborate with Joint Commission staff to address requirements for improvements
- 60-day window to submit Evidence of Standards Compliance (ESC) online
- Accreditation granted upon approval of ESCs
- Resurvey 3 years, Interim support encourages continuous compliance



Accreditation Resources

Our Tools to Help You Succeed

Steps to Accreditation

1. Explore your options with us
2. Review the requirements
3. Assess your readiness
4. Submit application with deposit
5. Review & address any identified gaps
6. Access resources & prepare for your onsite survey
7. Participate in your first Joint Commission survey
8. Complete any post-survey follow up
9. Celebrate & publicize your accomplishment
10. Maintain survey readiness

Get-Ready Resource: Steps to Accreditation

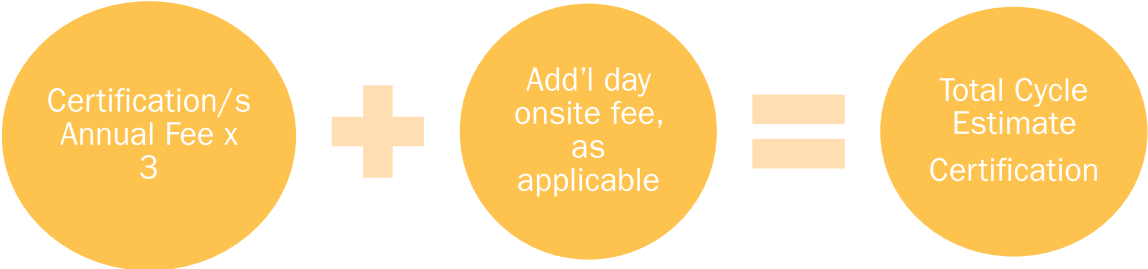
Cost of Accreditation

Joint Commission Pricing

NCC Accreditation



NCC Certifications



Annual Fee based on average daily census	
<76	\$ 2,300.00
76-150	\$ 2,700.00
151-225	\$ 3,100.00
226-300	\$ 3,500.00

On-Site Fee
2-day = \$4,040
Additional Day = \$1,180

Example for ADC = 100

	Annual Fee	Total 3-Year Ann Fee ²	On-site Survey Fee ³	Total 3-Year Accreditation Fee	Ave Annual Cost
Nursing Care Center (NCC) Accreditation	\$2,700	\$8,100	\$4,040	\$12,140	
Accreditation ONLY				\$12,140	\$4,046.67
Add-On Post-Acute Care Certification (PAC)	\$550	\$1,650	\$1,180	\$2,830	
Accreditation + PAC				\$14,970	\$4,990.00
Add-On Memory Care Certification (MCC)	\$275	\$825	\$0	\$825	
Accreditation + PAC + MC				\$15,795	\$5,265.00



Support

Accreditation Resources

Our Tools to Help You Succeed

Dedicated Support Staff

Business Development

- Contact our Business Development team at 630-792-5020
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

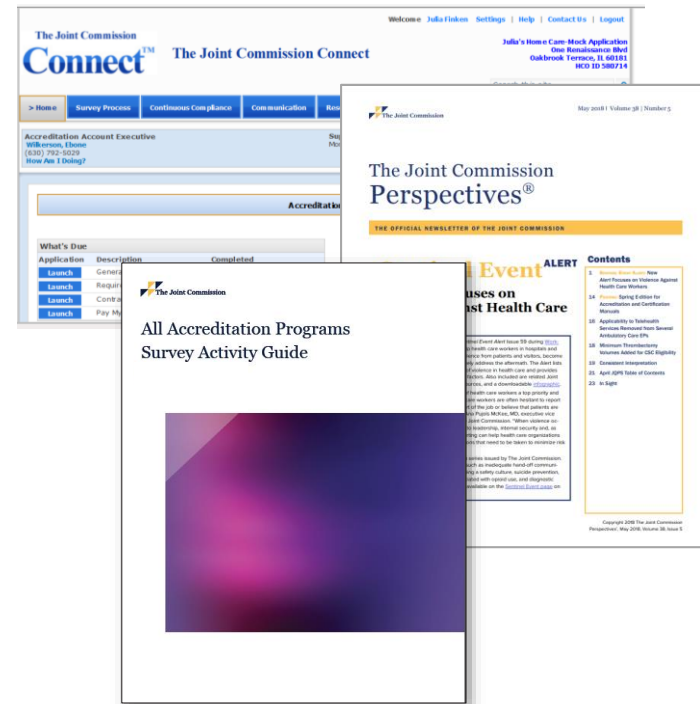
Accreditation Resources

Our Tools to Help You Succeed

Joint Commission Connect™ (Extranet)

Personalized page to access pertinent accreditation documents and resources:

- E-dition
- Application
- Survey Activity Guide
- Important notifications
- *The Joint Commission Perspectives*® - official monthly e-periodical




Beyond Accreditation

Our Tools to Help You Succeed

Supplemental Reports

Joint Commission Resources

Targeted Solutions Tool



HEADS UP...
TOPIC: Quality Control (QC) Practices for Waived Testing
SETTING: Nursing Care Centers (NCC)

Why is this important?
 CLIA allows for waived testing for the least complex laboratory tests. However, these tests are not without quality and safety concerns. Errors could cause inaccurate results leading to potential and inaccurate diagnoses, inappropriate or unnecessary medical treatment, or poor outcomes.

Scope of the Problem:
 Time Period: January 1, 2018 through May 31, 2019
 Number of full surveys: 577
 Number of high and moderate risk finding related to waived testing: WT.04.01.01 EP 4: **60 (10%)** and WT.03.01.01 EP 5: **51 (9%)**

Observations identified within a specific topic area may reveal systemic areas for improvement across the organization. These opportunities for improvement might be reflected in additional standards/EPs within the waived testing chapter and/or other chapters/standards/EPs: WT.05.01.01 EP 1, HR.01.06.01 EPs 1,5.

Sample survey observations [from surveyor notes] and contributing factors

CCN	Go to LongStay Measures	DEBARY HEALTH AND REHABILITATION CENTER	Accredited	CMS Overall Star Rating		
105514		60 N HWY 17/92, DEBARY, FL		5		
ShortStay Measure Descriptions		Org's 4Q Avg Score	Accredited Avg	State Avg	National Avg	Org's Percentile
Percentage of short-stay residents with pressure ulcers that are new or worsened <small>MDS data from: 2017Q4 - 2018Q3</small>		0.9% ¹ <small>Lower is better</small>	0.7%	0.5%	0.9%	30
Percentage of short-stay residents who newly received an antipsychotic medication <small>MDS data from: 2017Q4 - 2018Q3</small>		3.6% ¹ <small>Lower is better</small>	1.9%	2.1%	1.9%	14
Percentage of short-stay residents who made improvements in function <small>MDS data from: 2017Q4 - 2018Q3</small>		83.5% [✓] <small>Higher is better</small>	66.3%	70.9%	68.2%	90
Percentage of short-stay residents who were rehospitalized after a nursing home admission <small>Claims data from: 20170401-20180331</small>		18.8% [✓] <small>Lower is better</small>	24.5%	24.1%	22.3%	72
Percentage of short-stay residents who were successfully discharged to the community <small>Claims data from: 20170401-20180331</small>		53% ¹ <small>Higher is better</small>	53.2%	51.9%	53.9%	40

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

The screenshot shows the website for Nursing Care Centers. At the top is the Joint Commission logo and navigation links: "Our Websites", "Search this site", and "Login". A dark blue navigation bar contains: "Accreditation & Certification", "Standards", "Measurement", "Performance Improvement", "Resources", and "About Us". The breadcrumb trail reads: "Home > Accreditation & Certification > Health Care Settings > Nursing Care Center".

The main content area features a large image of a nurse talking to an elderly man. To the left of the image is the heading "Redefine Quality in Nursing Care Centers" and a paragraph: "For more than 50 years, we've helped nursing homes transform their organizations by meeting and exceeding rigorous performance standards. Today, many nursing care organizations (both large and small) are recognized by The Joint Commission as pillars of patient safety and quality." Below this is a yellow button labeled "Video: Value of Joint Commission Accreditation".

To the right of the image is a table titled "Nursing Care Center" with expandable sections:

Nursing Care Center	
Learn	+
Prepare	+
Sustain	+
Excel	+

Below the table is a gold seal with the text "The Joint Commission" and "Patient Safety & Quality". Underneath is the text "Interested in becoming accredited?" and a button for "Upcoming Webinars".

At the bottom of the page are four links: "Learn the Basics", "Prepare for Your Survey", "Sustain Your Accreditation", and "Excel Beyond Accreditation".

Impact of Accreditation

POLL:

What's driving your
interest in accreditation
today?

More Stars, Better Outcomes

Study Results: Quality Measures

Joint Commission-Accredited Facilities Performed Better On:

Quality Measures	Scope and Severity Ratings	Financial Impact
Outperformed non-accredited facilities on all five short-term stay measures (100 or fewer days)	Accredited facilities were more likely to have lower-level (D-level) deficiency findings associated with an isolated incident with no actual harm	Lower annual fines than those associated with non-accredited facilities
Performed better on measures that focus on residents in nursing homes for more than 100 days	Non-accredited organizations had more severe (J-K-L immediate jeopardy) deficiencies than accredited ones	Less likely to have payment denials than non-accredited facilities

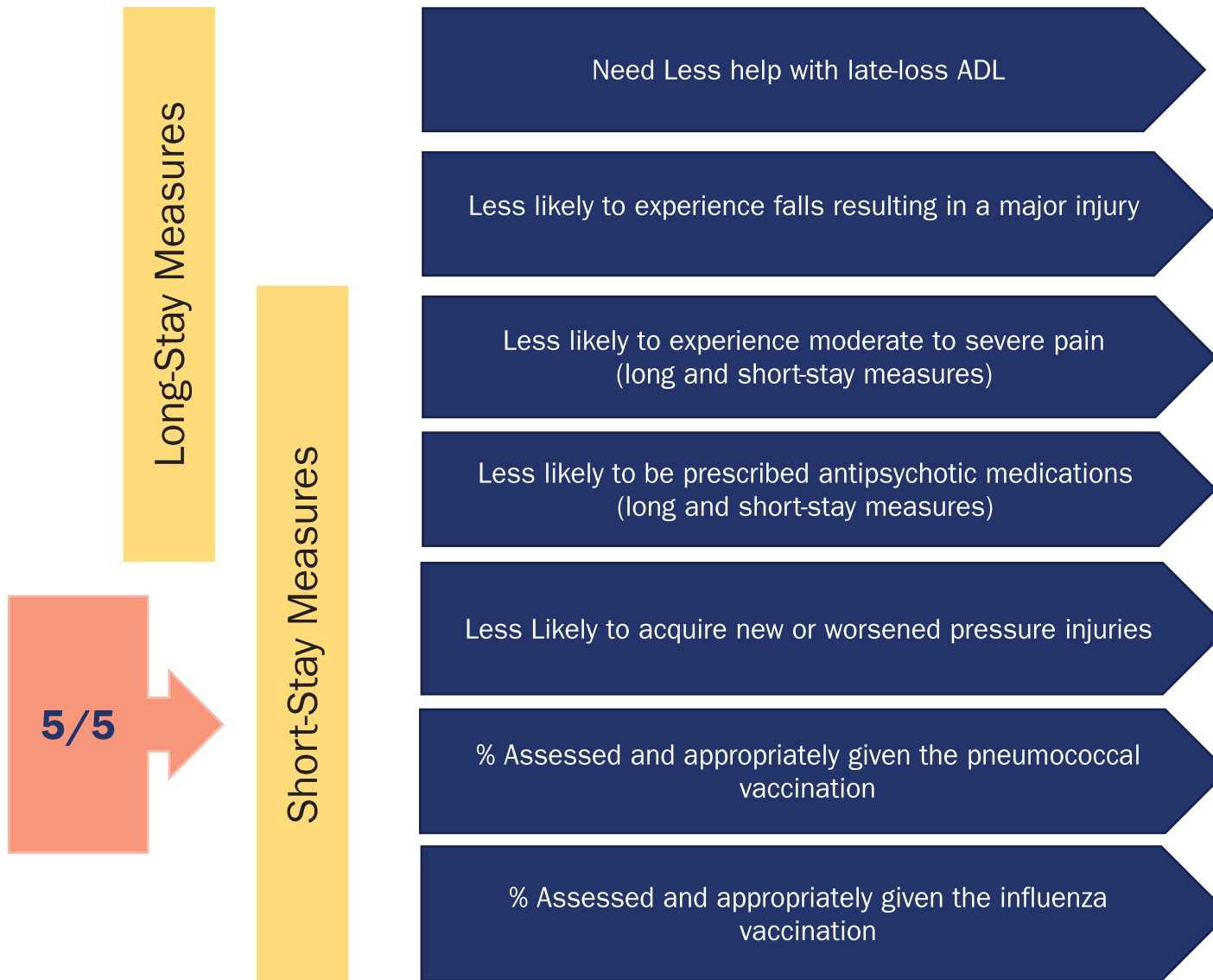
Comparison of Accreditation and Certification Status by Star-Rating Component in Accredited and Non-Accredited Facilities



* 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.

Quality metrics where accredited orgs scored higher:



Value Based Healthcare

Current Recognition

Joint Commission Nursing Care Centers and Value-Based Programs

- State of Florida, Medicaid Nursing Home Prospective Payment System
- Tennessee (Medicaid) QuILTSS
- Ohio Quality Incentive Nursing Home Improvement Program
- Partnership HealthPlan of California's LTC QIP
- Insurance provider network contracting requirement or qualifier
 - Blue Cross Blue Shield of MA
 - Blue Cross Blue Shield of IL
- Liability insurers
- Referring hospitals Preferred Post-Acute Provider networks

Customer Spotlight

Powering performance excellence

Two nursing care organizations share their story

(click pic to play)



Time for

Questions

For More Information

Contact Our Staff



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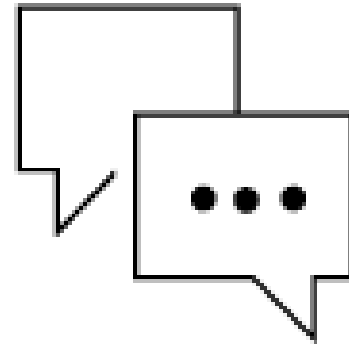
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As We Conclude

Last-Minute Reminders

- Please complete a brief survey upon exit from today's presentation
- A recording and PDF of today's webinar will be emailed to all attendees
- Access additional [webinar replays](#)
- Contact Us!
Phone: 630-792-5020
Email: ncc@jointcommission.org
- Web: www.jointcommission.org/ncc
- Follow us on social media!



Thank
You!