

Nursing Care Center Accreditation

Why Joint Commission Accreditation is Crucial for Multi-Site Skilled Nursing Facilities

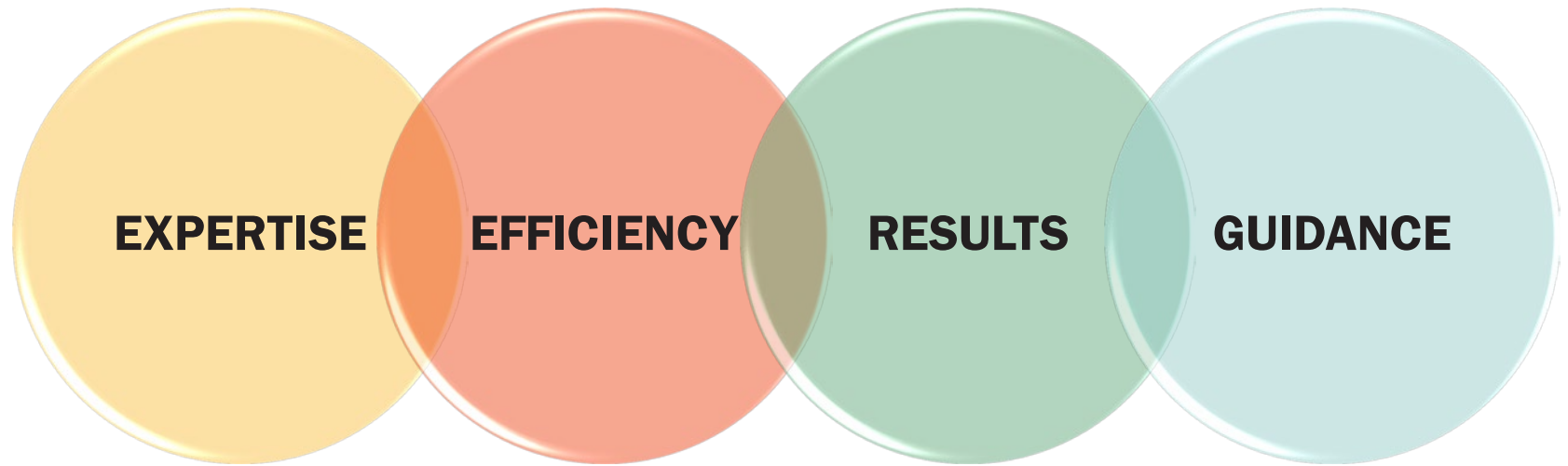
Your Speaker



Sapna Patel is the Associate Director of the Nursing Care Center Accreditation Program at The Joint Commission.

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.

What are multi-site organizations are seeking from an accreditor.



Expertise

Joint Commission Accreditation

Experienced, industry leader

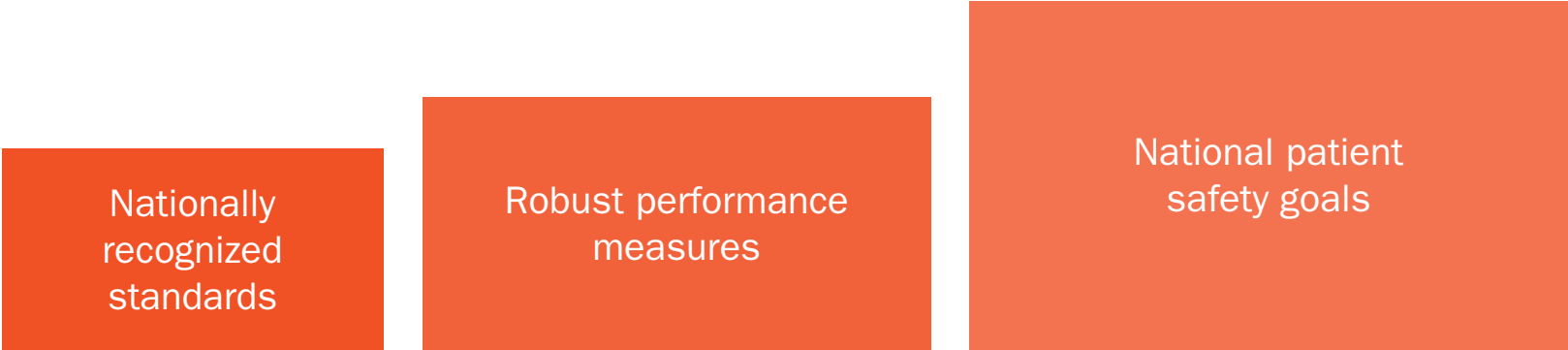
About The Joint Commission

- 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

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 as 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 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

Case Study:

Consulate Health Care

Lori Pearson, JD, LNHA, Vice President of Risk Management, shares her experience.

Issues trying to solve?

- standardization of care
- improve reputation among stakeholders
- accredit 76 facilities within 10 months

Key factors to meeting goals

- Name recognition of The Joint Commission
- Collaborative relationship
- Use of data to drive patient-centered care

Background:

- **Mergers and Acquisition in 2016 with new opportunities on the horizon, new leadership with a new vision**
- **Providers of skilled nursing and assisted living services for long-term long-term care facilities**
- **133 facilities in eight states**

Case Study:

Consulate Healthcare

Expertise

“Every surveyor we had knew our business inside and out, identified with the challenges we face every day, and held us to our own unique standards and not those of other health care settings.”

Efficiency

“We had six centers that already had an award, but we decided to seek accreditation for all centers since it is such a great way to showcase quality. The Joint Commission taught us the value of standardization to achieve a higher level of efficiency.”

Guidance

“The Joint Commission team will go to great lengths to ensure that you are aware of what you’re supposed to be doing. They were very understanding and helped us get back on track to meeting our deadlines.”

Results

“I have yet to come across anyone who doesn’t recognize what it means to be accredited by The Joint Commission. For us, it helped improve critical thinking among the staff and has improved our regulatory survey preparedness.”

Efficiency

Operational Challenges Facing Nursing Centers

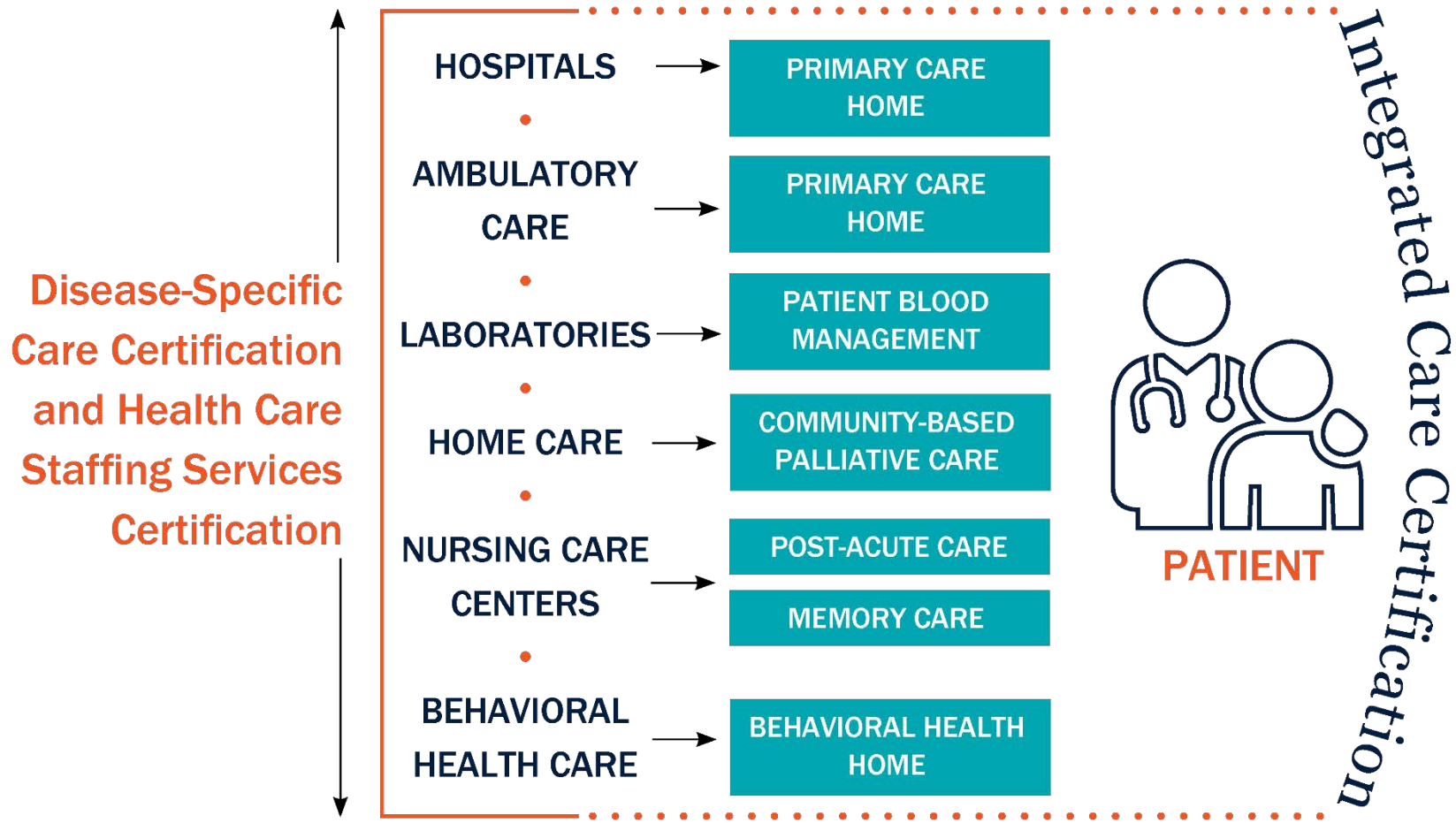
Today's Issues

- As much as 40% of health-care dollars spent is waste
- 3 Primary forms of provider-related waste: Process Inefficiency, Overuse, Preventable Harm
- Other factors to consider - consulting costs for ad-hoc quality assurance projects/initiatives, state survey readiness, cost of shortcuts, repetition, re-training, errors



Serving the Complete Continuum of Care

Comprehensive Accreditation / Certification Services



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

Efficiencies in Processes

Accreditation On Your Terms



- You decide when to apply and designate blackout dates for on-site survey.



- Key resources and customer assets are centrally located via customized extranet portal.



- Non-prescriptive standards allow you meet our requirements based on your resources and capabilities: We tell you the what, you tell us the how.



- No progressive levels to achieve. You can earn The Gold Seal of Approval® on your first survey.



- Customers are appointed a dedicated account executive to guide them throughout the process.

Case Study:

Consulate Healthcare

Expertise

“Every surveyor we had knew our business inside and out, identified with the challenges we face every day, and held us to our own unique standards and not those of other health care settings.”

Efficiency

“We had six centers that already had an award, but we decided to seek accreditation for all centers since it is such a great way to showcase quality. The Joint Commission taught us the value of standardization to achieve a higher level of efficiency.”

Guidance

“The Joint Commission team will go to great lengths to ensure that you are aware of what you’re supposed to be doing. They were very understanding and helped us get back on track to meeting our deadlines.”

Results

“I have yet to come across anyone who doesn’t recognize what it means to be accredited by The Joint Commission. For us, it helped improve critical thinking among the staff and has improved our regulatory survey preparedness.”

Results

Customer Spotlight

Liz Weingast, The New Jewish Home

Impact on Prioritization and Performance (click pic to play)



Results

10 Ways We Help 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

Results

More Stars, Better Outcomes

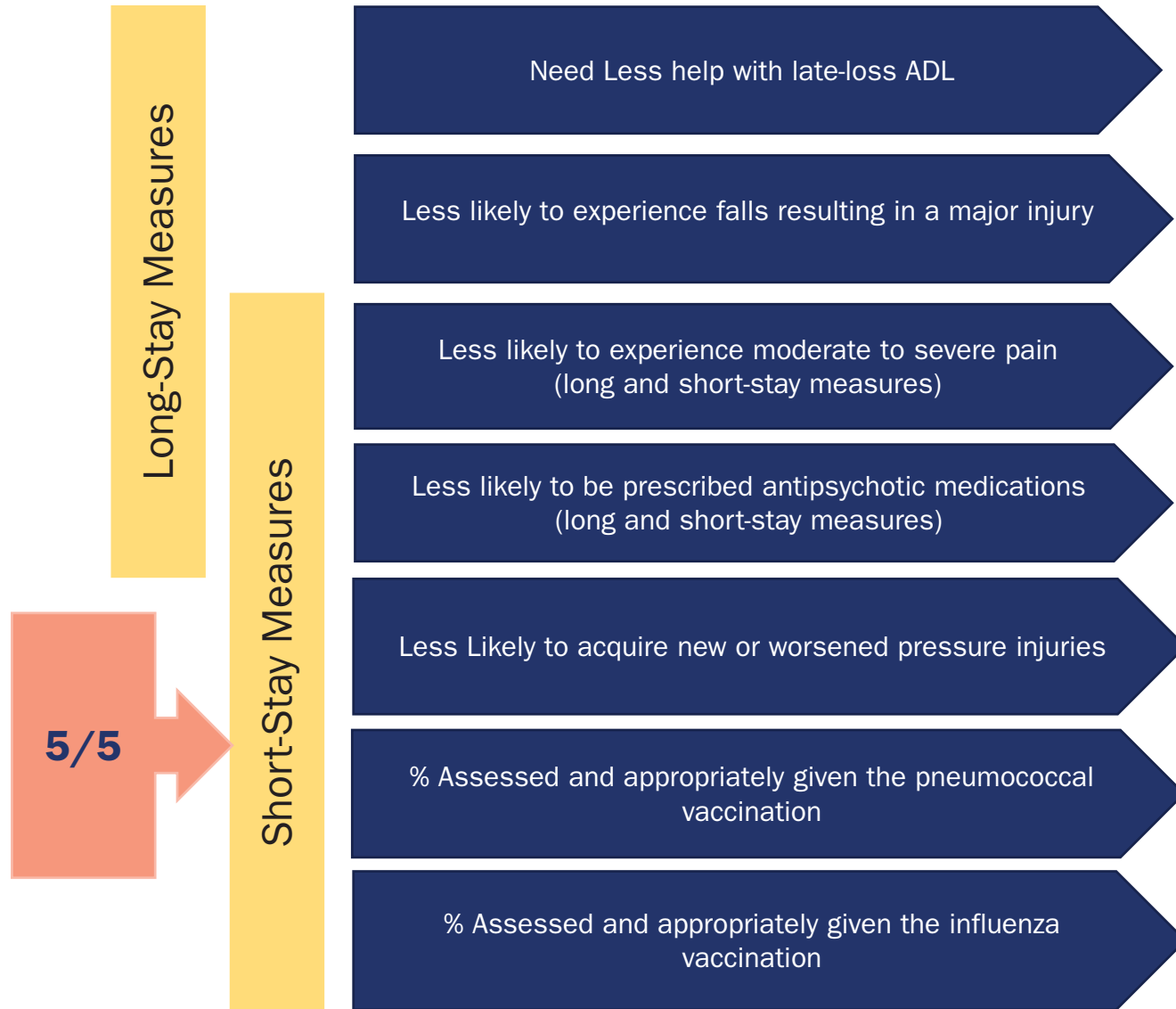
5-Star Ratings for Accredited Nursing Homes

Joint Commission-accredited organizations performed better than non-TJC-accredited nursing homes across a broad range of measures.*

- Accredited nursing homes with Post-Acute Care Certification outperformed accredited organizations without certification
- Statistically higher ratings on the overall five-star rating as well as each of the component subscales (Health Inspections, Quality Rating, Staff Rating and RN Staff Rating)

* *“Comparing Public Quality Ratings for Accredited and Non-accredited Nursing Homes,” The Joint Commission Original Study, Published in JAMDA, 2016.*

Quality metrics where accredited orgs scored higher:



Results

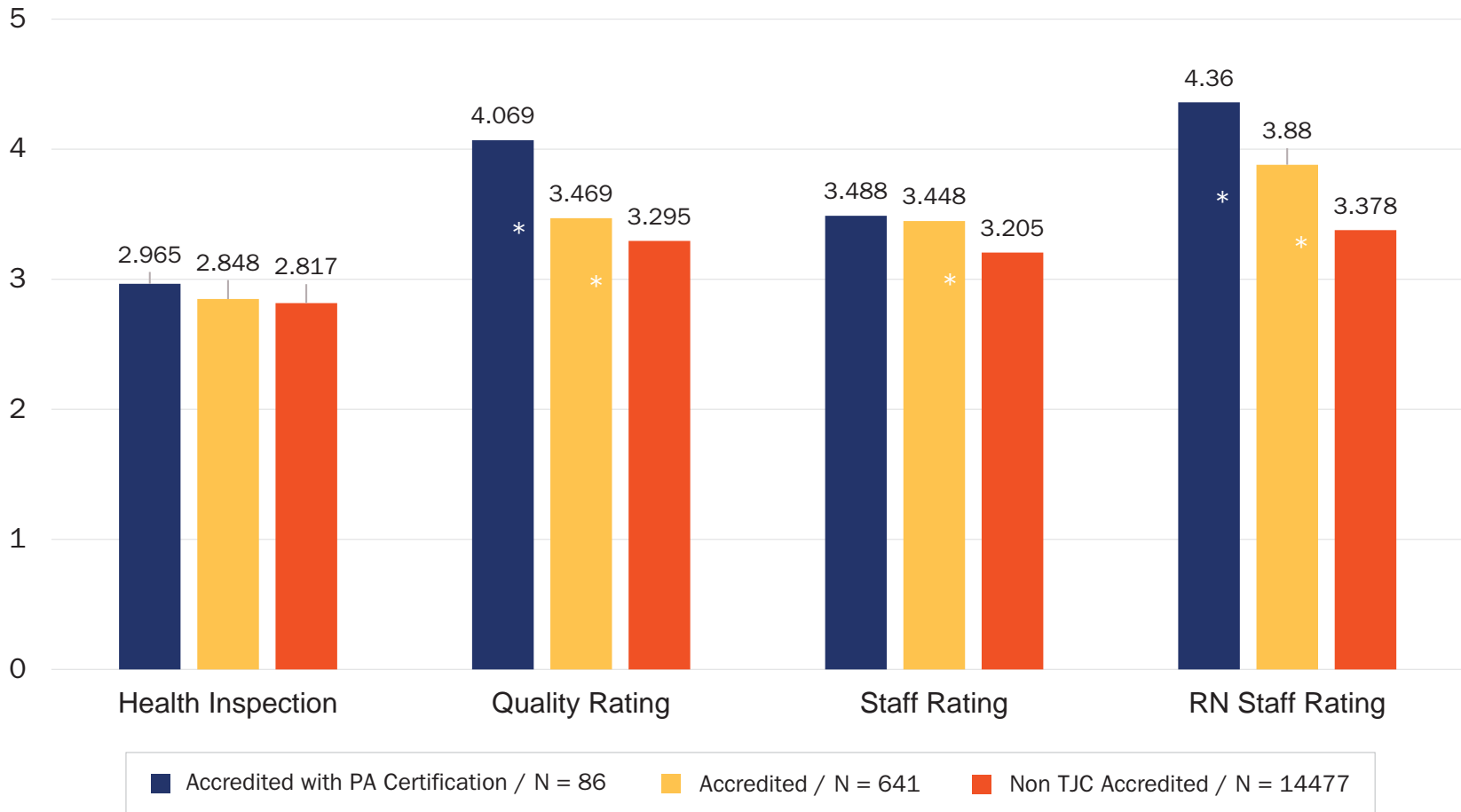
More Stars, Better Outcomes

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.

Results

Current Recognitions

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

Case Study:

Consulate Healthcare

Expertise

“Every surveyor we had knew our business inside and out, identified with the challenges we face every day, and held us to our own unique standards and not those of other health care settings.”

Efficiency

“We had six centers that already had an award, but we decided to seek accreditation for all centers since it is such a great way to showcase quality. The Joint Commission taught us the value of standardization to achieve a higher level of efficiency.”

Guidance

“The Joint Commission team will go to great lengths to ensure that you are aware of what you’re supposed to be doing. They were very understanding and helped us get back on track to meeting our deadlines.”

Results

“I have yet to come across anyone who doesn’t recognize what it means to be accredited by The Joint Commission. For us, it helped improve critical thinking among the staff and has improved our regulatory survey preparedness.”

Guidance

The Joint Commission Accreditation

Your On-Site Survey

About the On-Site Survey Process

The Joint Commission's accreditation process helps nursing care organizations improve safety as well as the quality of care and services provided. We begin with an-site survey that assesses compliance with our rigorous, evidence-based standards and it involves:

- Tracing the patient's or resident's experience, including an examination of services performed by various care providers and departments within the organization as well as the hand-offs between them
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility

Survey Process : 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

Case Study:

Consulate Healthcare

Expertise

“Every surveyor we had knew our business inside and out, identified with the challenges we face every day, and held us to our own unique standards and not those of other health care settings.”

Efficiency

“We had six centers that already had an award, but we decided to seek accreditation for all centers since it is such a great way to showcase quality. The Joint Commission taught us the value of standardization to achieve a higher level of efficiency.”

Guidance

“The Joint Commission team will go to great lengths to ensure that you are aware of what you’re supposed to be doing. They were very understanding and helped us get back on track to meeting our deadlines.”

Results

“I have yet to come across anyone who doesn’t recognize what it means to be accredited by The Joint Commission. For us, it helped improve critical thinking among the staff and has improved our regulatory survey preparedness.”

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

Targeted Solutions Tool[®] (TST[®])

Unique online application that helps Joint Commission-accredited organizations solve some of the most persistent health care quality and safety problems, such as hand hygiene compliance, hand-off communications and preventing falls.

- Confidential and separate from accreditation — surveyors do not have access to data
- Allows organizations to work at their own pace
- Accessible at <http://www.centerfortransforminghealthcare.org/>

Beyond Accreditation

Our Tools to Help You Succeed

Joint Commission Resources (JCR)

JCR is a total quality and safety resource, offering practical, effective solutions for success. JCR is your single touchpoint for tested solutions, staff education programs, survey readiness tools and peer networking. From accreditation preparation to infection prevention strategies to redesigning your physical facilities for optimal patient safety, JCR is here with practical, effective solutions for success.

Education

Publications

Consulting

Software Tools

For additional information, visit <https://www.jcrinc.com/>

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)

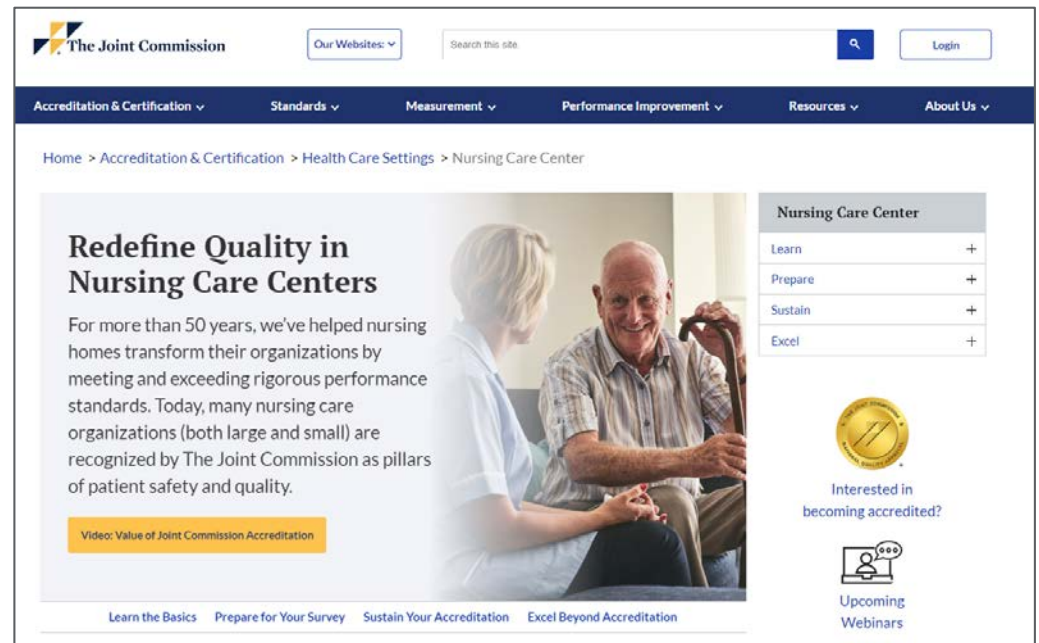
- For questions related to compliance of Joint Commission standards
- Access FAQ's and submit your own questions via online form.
- Visit jointcommission.org/standards

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

For More Information

Contact Our Staff



Monnette Geronimo

Business Development Manager

RPI® Yellow Belt Certified

RPI® Change Agent Certified

mgeronimo@jointcommission.org

(630) 792-5251



Sapna Patel

Associate Director

spatel@jointcommission.org

(630-792-5435)



Gina Zimmermann

Executive Director

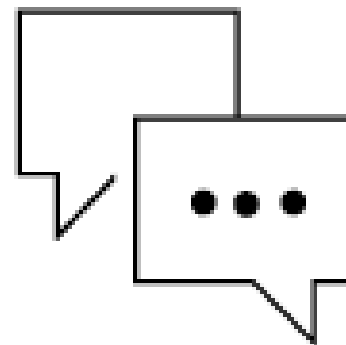
gzimmermann@jointcommisison.org

(630) 792-5293

As We Conclude

Last-Minute Reminders

- Access this and other webinar replays on our on-demand [resource page](#)
- Contact Us!
Phone: 630-792-5020
Email: ncc@jointcommission.org
- Web: www.jointcommission.org/ncc
- Follow us on social media!



Thank
You!