



Complimentary Webinar

Accreditation Basics For Beginners

Your Speaker



Brenda Lamberti, BS
Senior Business Development Specialist

Brenda works with home care organizations, helping them gain an understanding of the accreditation process and providing resources during the initial stage of the journey towards accreditation and quality care. Ms. Lamberti also has a background as a degreed Social Worker and is also a certified lean six-sigma yellow belt.

Objectives

- The Joint Commission’s Home Care Accreditation program
- Benefits and value of achieving Home Care accreditation for your organization
- Tips and Valuable Resources for Successful Experience

Serving Home Care Providers

Home Care Accreditation



The Joint Commission

- Independent, not-for-profit organization
- Accrediting Home Care organizations since 1988
- Accredits over 6,000 Home Care programs
- The Mission of The Joint Commission

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.



Home Care Accreditation

Settings we accredit

- Home Health
- Hospice
- Pharmacy
- Durable Medical Equipment (DMEPOS)
- Personal Care and Support

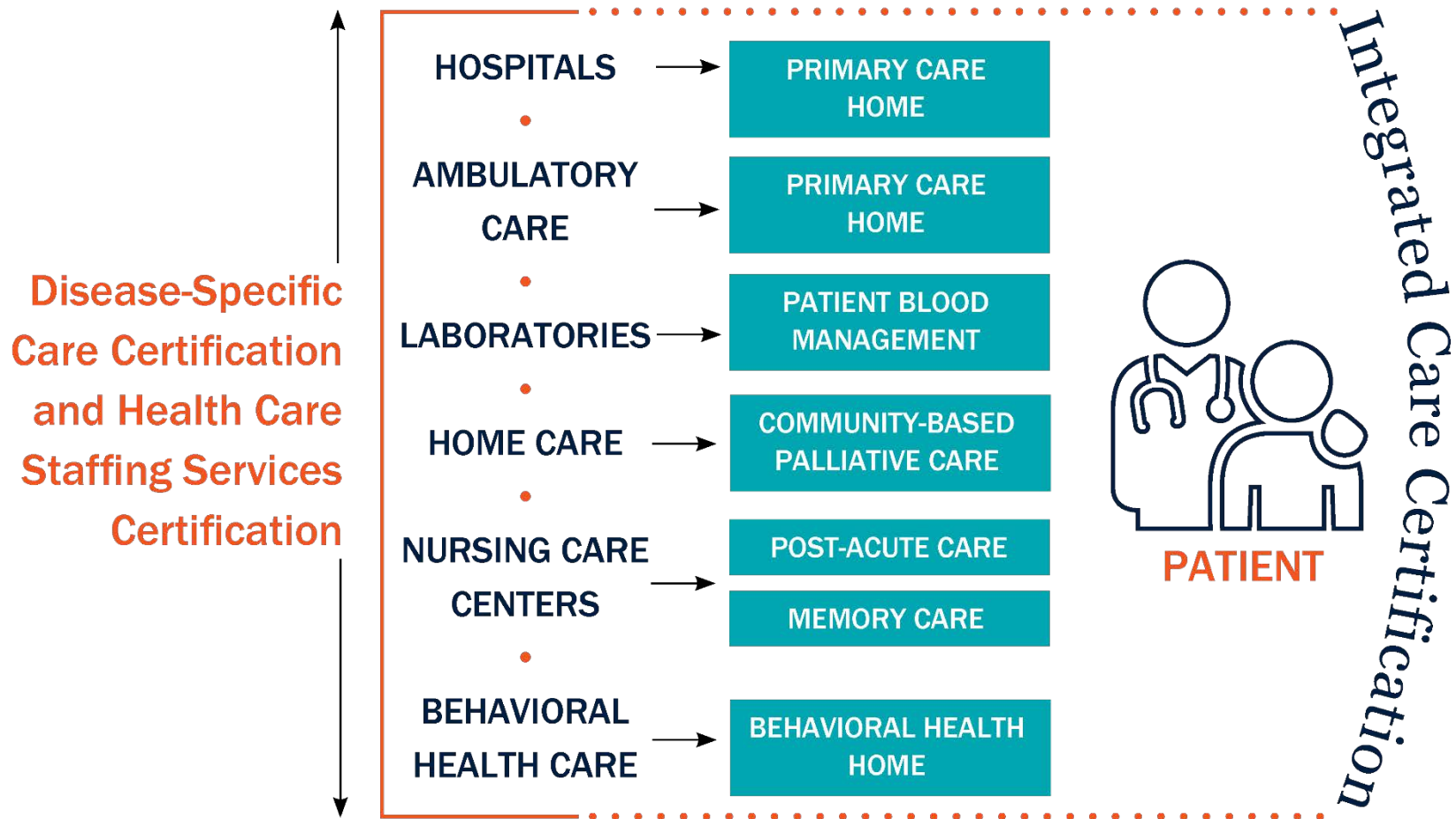


Additional survey options :

- State licensure requirements
- Medicare certification
- Community-Based Palliative Care Certification

Serving the Continuum of Care

Comprehensive Accreditation / Certification Services



Eligibility and Standards

Eligibility Requirements

- Satisfy your state law and licensing requirements
- Company is operational and providing care
- **Traditional accreditation and DMEPOS recognition**
Must have served 10 clients/patients, minimum of 2 active at time of survey
- Special Eligibility Requirements for Survey Options
- **Home Health deemed status**
Must have served 10 skilled patients, minimum of 7 active at time of survey
- **Hospice deemed status**
Must have served 5 patients, minimum of 3 active at the time of survey

The Leader in Patient Safety and Quality Improvement



Joint Commission accreditation and certification raise the bar for home 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

Superior performance
measures

National patient
safety goals

Joint Commission Standards

Environment of Care	Fosters a safe, functional and effective environment for patients, staff, and other individuals in the organization
Emergency Management	Effective disaster preparedness.
Equipment Management	Makes available in one place all the standards that address the provision of medical equipment and supplies
Human Resources	Processes for staff and staff management.
Information Management	How the provider obtains, manages, and uses information to provide, coordinate, and integrate services
Leadership	Reviews structure and relationships of leaderships, the maintenance of a culture of safety, quality and operational performance
Medication Management	Addresses the stages of medication use, including: selection, storage, and safe management of medications, ordering, dispensing and monitoring of effect and evaluation of the process.
National Patient Safety Goals	Specific actions health care organizations are expected to take in order to prevent medical errors
Provision of Care	Covers four basic areas: planning care, implementing care, special conditions, and discharge or transfer.
Performance Improvement	Focuses on using data to monitor performance, compiling, and analyzing data to identify improvement opportunities
Record of Care	Covers the planning function (components of clinical records, authentication, timeliness, record retention) and documentation of items in patient records.
Rights of the Individual	Informed consent, receiving information, participating in decision making, and services provided to respect patient rights.
Medication Compounding	Standards adapted from USP requirements for compliance with USP chapter <795> Pharmaceutical Compounding—Nonsterile Preparations, USP chapter <797> Pharmaceutical Compounding—Sterile Preparations, and in the future USP chapter <800> Hazardous Drugs—Handling in Healthcare Settings (effective July 1, 2018).

The Survey Process

Our Surveyors Are Experienced 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
- Are highly trained and receive continuing education to stay up-to-date
- Receive continual performance evaluations by The Joint Commission

The On-Site Survey Process

The Joint Commission's accreditation process helps home care organizations improve safety as well as the quality of care and services provided. We begin with an on-site survey that assesses compliance with our rigorous, evidence-based standards. A typical on-site survey is conducted by a single surveyor over two or three days, and it involves:

- Tracing the patient's or client's experience
 - including an examination of records and services performed
- Systems tracers
 - The systems/processes that support operations
- On-site observations and interviews with surveyors
- Review of documents provided by the organization

The more you engage with your surveyor, the more meaningful your survey experience!

Survey Analysis for Evaluating Risk™ (SAFER)

- A transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- Provides one, comprehensive visual of survey findings
- View [portal](#) for more information

		Immediate Threat to Life (a threat that represents immediate risk or may potentially have serious adverse effects on the health of the patient, resident, or individual served)		
Likelihood to Harm a Patient/Staff/Visitor	HIGH (harm could happen at any time)			
	MODERATE (harm could happen occasionally)			
	LOW (harm could happen, but would be rare)			
		LIMITED (unique occurrence that is not representative of routine/regular practice)	PATTERN (multiple occurrences with potential to impact few/some patients, visitors, staff and/or settings)	WIDESPREAD (multiple occurrences with potential to impact most/all patients, visitors, staff and/or settings)

What to Expect After the Survey

- Communication of survey observations with delivery of preliminary report
- On-site survey report posted on your extranet site within 10 days
- Collaborate with Account Executive and SIG to address compliance issues
- Submit evidence of standards compliance within a 60-day window
- Accreditation granted upon approval of Evidence of Standards Compliance (ESC). The accreditation effective date then becomes the day after the last day of the survey.



Cost of accreditation

What is the Cost of Accreditation?

- Fees are based on services provided and individuals served
- Annual fees and on-site survey fees are based on average daily patient/client volumes
- On-site survey fee
 - Inclusive of all surveyor travel and expenses
 - Non-deemed surveys are typically 1-2 days
 - Deemed status surveys are typically at least 3 days
- Accreditation is awarded for a three-year cycle
 - Must have served 10 skilled patients, minimum of 7 active at time of survey

Value of Joint Commission accreditation

The Gold Standard in Private Accreditation

When it comes to accreditation, no organization can match The Joint Commission's experience and knowledge.

This legacy of excellence and robust expertise is applied with equal passion and rigor to home health and hospice programs.



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

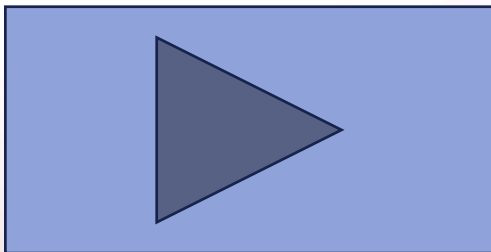
Why Work with The Joint Commission?



Sharing the perspectives of our customers

Diane Thorson

Director of Clinical Compliance,
BrightStar Health Care



Why Work with The Joint Commission?

Customer Loyalty Scores

What Our Customers Say



94.9%

Rated positively the benefit of accreditation as external validation of organization performance*



96.6%

Rated positively their likelihood to reapply for accreditation*



96.2%

Rated the educational value of their accreditation survey positively*



95.7%

Rated positively the impact of accreditation on ability to provide safe, high quality care*



96.6%

Rated positively the customer service and support received from Joint Commission staff*

**Rating of 7 or higher on a 0-10 scale*



Resource: Guide to Choosing an Accreditor

Recognitions for Joint Commission Home Care Accreditation

- Deemed status for Medicare certification - home health or hospice
- Deemed status for Medicare certification - [home infusion therapy providers](#)
- State licensure option for home health and hospice organizations in many states. [View state recognitions for home care.](#)
- Blue Shield of CA network requirement for palliative care providers
- [Liability insurers](#)
- Referring hospitals Preferred Post-Acute Provider networks

Helpful
Tips &
Resources

The Power of a Single-Provider

With a suite of offerings covering your entire spectrum of services, The Joint Commission provides benefits that no à la carte provider can. Beyond accreditation, we can help you:

- Advance your quality goals with several certification options (palliative care and other disease-specific care certifications)
- Support and education for your staff to address quality issues with a suite of products and services from Joint Commission Resources
- Enhance your journey towards high reliability with free tools and resources from the Joint Commission Center for Transforming Healthcare

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

Steps to Accreditation

Outlines process steps to achieve Joint Commission accreditation.

 The Joint Commission

Home Care

Great Achievements Come One Step at a Time



A Snapshot of the Process
to Achieve Joint Commission
Home Care Accreditation

1 Explore your options with us

To get started, simply call (630) 792-5070 to discuss which program and survey options are the best fit for your needs, including:

- Deemed Status Survey options for Medicare certification
- New Community-Based Palliative Care certification option
- Special survey options for multi-site corporations

2 Review the requirements

Request free 90-day access to our online standards manual (E-dition) from our website www.jointcommission.org/OME.

- Review the helpful, self-assessment prompts in each chapter
- Review the written document checklists
- Identify your focus areas for preparation and potential target survey month

3 Assess your readiness

When reviewing the standards, make a list to determine:

- Requirements which apply in your case
- Requirements you already meet currently
- If and where policies/procedures might need to be changed

If you need any help interpreting the standards or what to do to meet them, call our Business Development team at (630) 792-5070.

**Joint Commission Home
Care Accreditation**

- Home Health
- Hospice
- Pharmacy
- Personal Care
- DMEPOS

**For more information on
Joint Commission Home
Care Accreditation, please call
(630) 792-5070 or visit us at
jointcommission.org/OME.**



Download

E-dition

- One of the most important tools is the Joint Commission's electronic standards manual, the E-dition
- Service profile allows you to view standards relevant to the services you provide
- Can request free 90-day trial access
- Organizations that have applied or are already accredited have permanent access via extranet portal



Get-Ready Resource: Request E-dition

Application for Accreditation/Certification

About the Application

- Web-based ‘extranet’ platform
- Data drives survey length and surveyor complement
- YOU designate survey ready date and black-out dates
- Deposit is required to activate the scheduling process; pay deposit online

Tips for Expediting

- Submit your application 6 months prior to your desired accreditation goal date
- Submit your deposit
- Choose realistic ready date



Get-Ready Resource: Request Application

Dedicated Support Staff

Business Development

- Contact Brenda Lamberti
630-792-5252
blamberti@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
- Assist you with other Joint Commission contacts and questions

Standards Interpretation Group (SIG)

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

Survey Preparation Tips

Get Organized

- Design the structure and time table of future meetings
- Organize Policies and Procedures
- Keep manuals, contracts, personnel files and documentation ready and accessible
- Have a daily list of scheduled visits/deliveries ready to go every morning
- Be available during your posted business hours
- Have the notification plan and other necessary documents ready

Ensure You Meet Requirements

- Maintain minimum patient/client census
- Understand and identify laws/regulations for your state
- Review Standards and National Patient Safety Goals
- Review Written Documents Required
- Review Risk Areas/Clinical Service

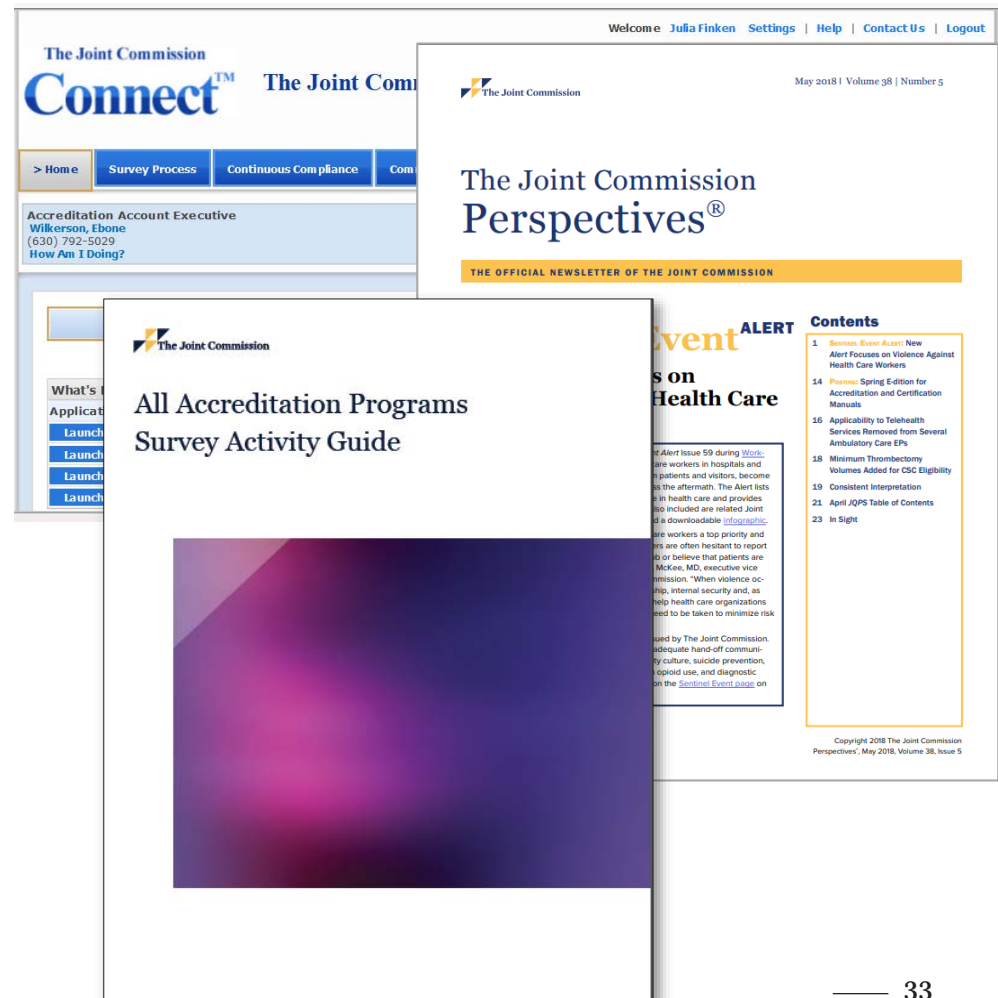
Involve Your Team

- Engage staff
- Conduct “Mock” Tracer activities
- Have your supervisor available or access to them

Joint Commission Connect™ (Extranet)

Personalized page to access pertinent accreditation documents and resources:

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



The screenshot displays the Joint Commission Connect™ Extranet interface. At the top, it shows the user's name, 'Julia Finken', and navigation links for 'Settings', 'Help', 'Contact Us', and 'Logout'. The main navigation bar includes 'Home', 'Survey Process', 'Continuous Compliance', and 'Compliance'. A personalized user profile for 'Wilkinson, Ebone' is visible, along with a 'How Am I Doing?' link. A central document titled 'All Accreditation Programs Survey Activity Guide' is highlighted. To the right, the 'The Joint Commission Perspectives' newsletter is featured, including a 'Sentinel ALERT' section with a table of contents listing various topics like 'New Alert Focuses on Violence Against Health Care Workers' and 'Spring Edition for Accreditation and Certification Manuals'.

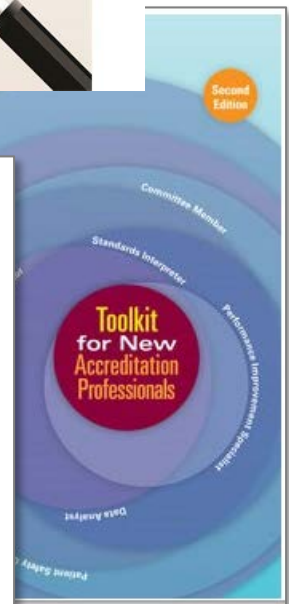
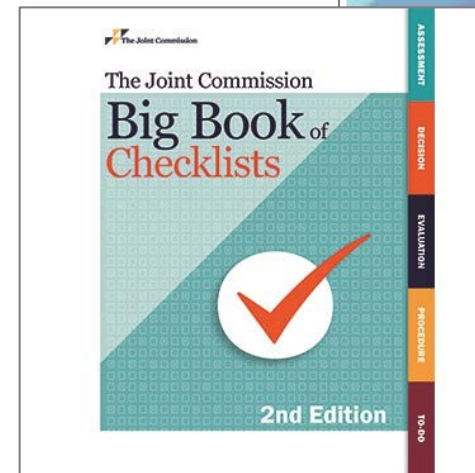
Joint Commission Resources

Seminars, Webinars, Software

- [Home Care Executive Briefing](#): August 12, 2020
- [Home Care Accreditation Essentials](#): October 20-21, 2020

E-books

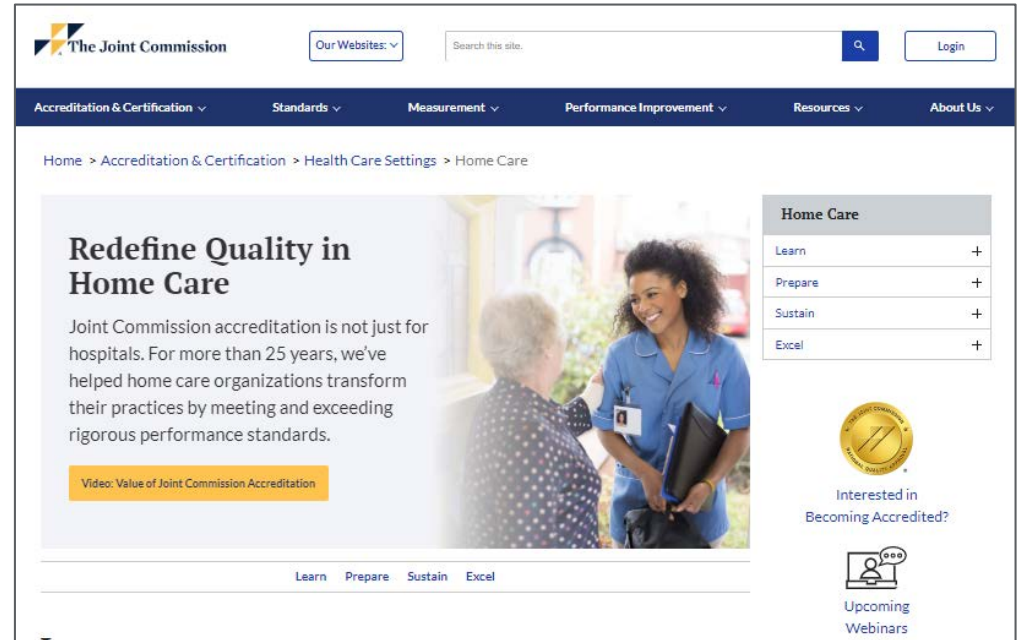
- *Home Care Compliance Assessment Checklist*
- *Toolkit for New Accreditation Professionals*
- *Big Book of Checklists*



Get-Ready Resource: Joint Commission Resources

Our Website

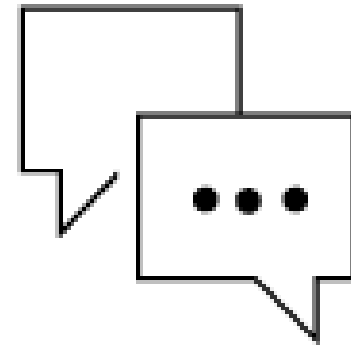
The Joint Commission has launched a new website designed to put the breadth and depth of our resources at your fingertips, including: patient safety portals, FAQs and more.



View our newly updated website at www.jointcommission.org/homecare

As we conclude...

- Access this and other webinar replays on our on-demand [resource page](#)
- Contact Us!
Phone: 630-792-5070
Email: homecare@jointcommission.org
- Web: www.jointcommission.org/homecare
- Follow us on social media!



Thank
you!