



Complimentary Webinar

Choosing an Accreditor for your Home Care Agency

Your Speaker



Mala VonGunten BSN, MBA
Associate Director

Mala VonGunten has served in the home care sector of healthcare for over 35 years and as a nurse for over four decades. In 2012, Mala began her career with The Joint Commission as a home care surveyor, and today serves as Associate Director for the Home Care Services program.

Objectives

- Welcome
- Key Criteria for Choosing an Accreditor
- Tips and Valuable Resources for Successful Experience
- Your Questions!

POLL:

How
established is
your business?

Reputation & Recognition

Home Care Accreditation



The Joint Commission

- Independent, not-for-profit organization
- Accrediting Home Care organizations since 1988
- Accredits over 6,000 Home Care programs
- Our Mission
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.



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

“We wanted to work with an organization that was well known in our community as an indicator of unmatched quality.”

- Lynn Knodle, Executive Director,
Serenity Hospice & Home

Breadth of Services

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.



Home Care Accreditation



Settings we accredit

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



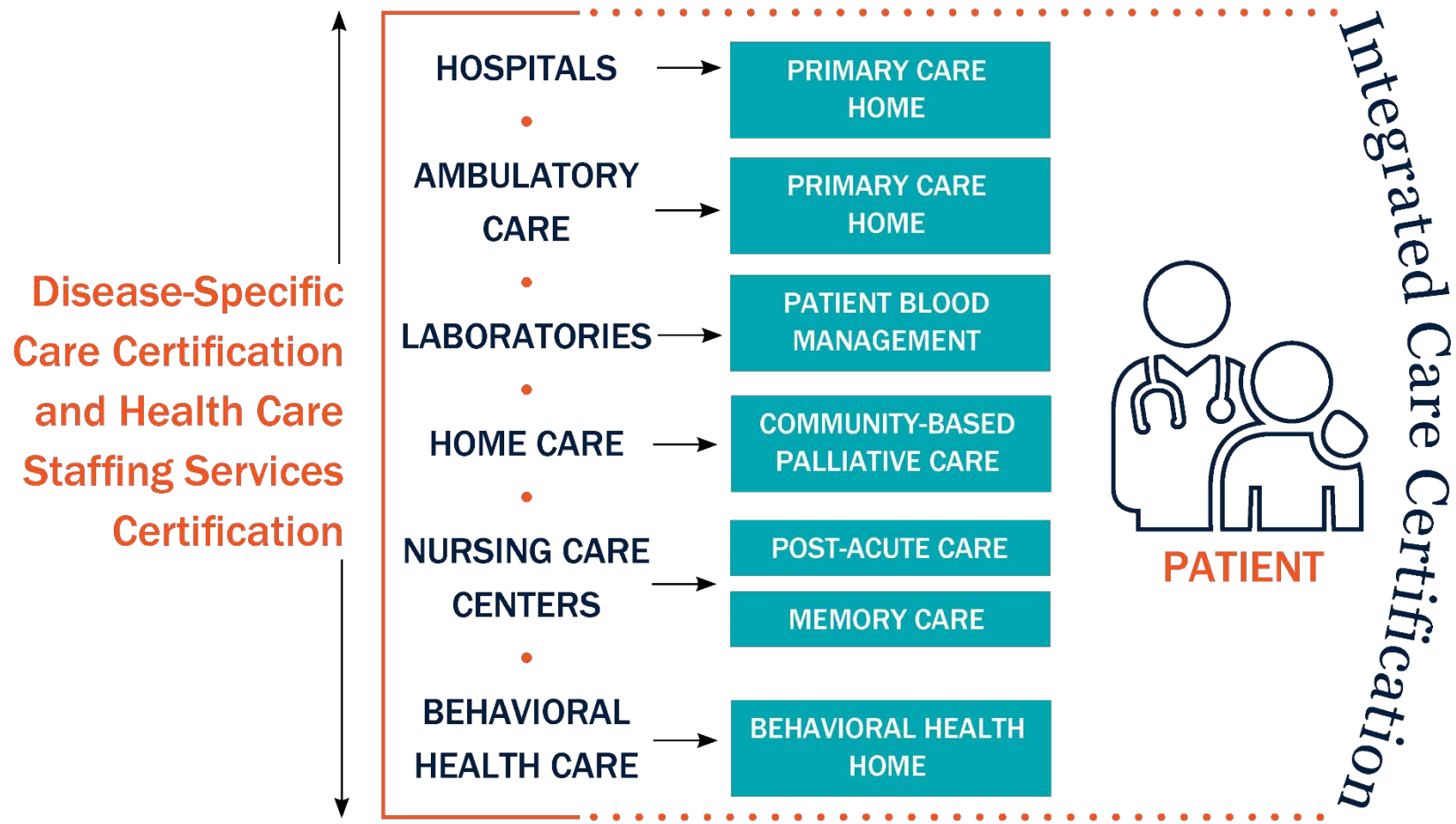
Add on Certification:

- Medicare certification for Home Health or Hospice
- Community-Based Palliative Care Certification



Serving the Continuum of Care

Comprehensive Accreditation / Certification Services



Why Work with The Joint Commission?



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

Expertise

“The Joint Commission is looking at solutions and continuous process improvement. It touches on every part of the organization.”

*Barbara Prosser, RPh
Vice President, Health Outcomes and Research,
Soleo Health*

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, 2019).

Why Work with The Joint Commission?



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 organizations resolve any issues
- Are highly trained and receive continuing education to stay up-to-date
- Receive continual performance evaluations by The Joint Commission

Accreditation Process

Why Work with 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!

Why Work with The Joint Commission?



SAFER™ Matrix - Results Prioritized

- *Survey Analysis for Evaluating Risk*®
- 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)

Why Work with The Joint Commission?

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.



Impact

Why Work with The Joint Commission?



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

Customer Spotlight

Powering performance excellence

Two home care organizations share their story (click pic to play)



Mark Mikhael, PharmD
VP of Operations
ProHealth Pharmacy Solutions

Why Work with The Joint Commission?



A word from the experts – our customers

“Performance improvement has **made us a better organization** and accreditation has taught us to think that way.”

“The Joint Commission really helps us to look at our processes, make them as clean and efficient as they possibly can be...**so we can improve our bottom line.**”

“By collecting metrics and looking at trends, we can pinpoint changes and quickly react to **improve the patient outcome.**”

“Achieving Joint Commission accreditation has **heightened our awareness of safety and quality** in every aspect of our daily work and helped us develop tools that continue to add value to our organization and for our patients every day.”

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

Customer Support

Dedicated Support Staff

Business Development

- Contact our Business Development team at 630-792-5070
homecare@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

Steps to Success

Steps to Accreditation

Outlines process steps to achieve Joint Commission accreditation.



The screenshot shows the cover of a document titled "Great Achievements Come One Step at a Time" by The Joint Commission. It features a photograph of a caregiver assisting an elderly man. The document is a "Snapshot of the Process to Achieve Joint Commission Home Care Accreditation". It lists four main steps: 1. Explore your options with us, 2. Review the requirements, 3. Assess your readiness, and 4. Download. A gold seal is visible in the bottom right corner of the document image.

[Download](#)

Steps for Start-Ups

Factors to consider when starting up a home health agency.



The screenshot shows the cover of a document titled "Steps for Start-Ups" by The Joint Commission. It features a dark blue background with white and orange text. The document provides "initial steps to help make your start-up a success!". It lists six main steps: 1. Determine your business opportunity, 2. Understand state licensure requirements, 3. Know CMS regulations (for Medicare providers), 4. Invest in accreditation, 5. Prepare for your accreditation survey, and 6. Download. Each step includes a brief description and a resource link.

[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

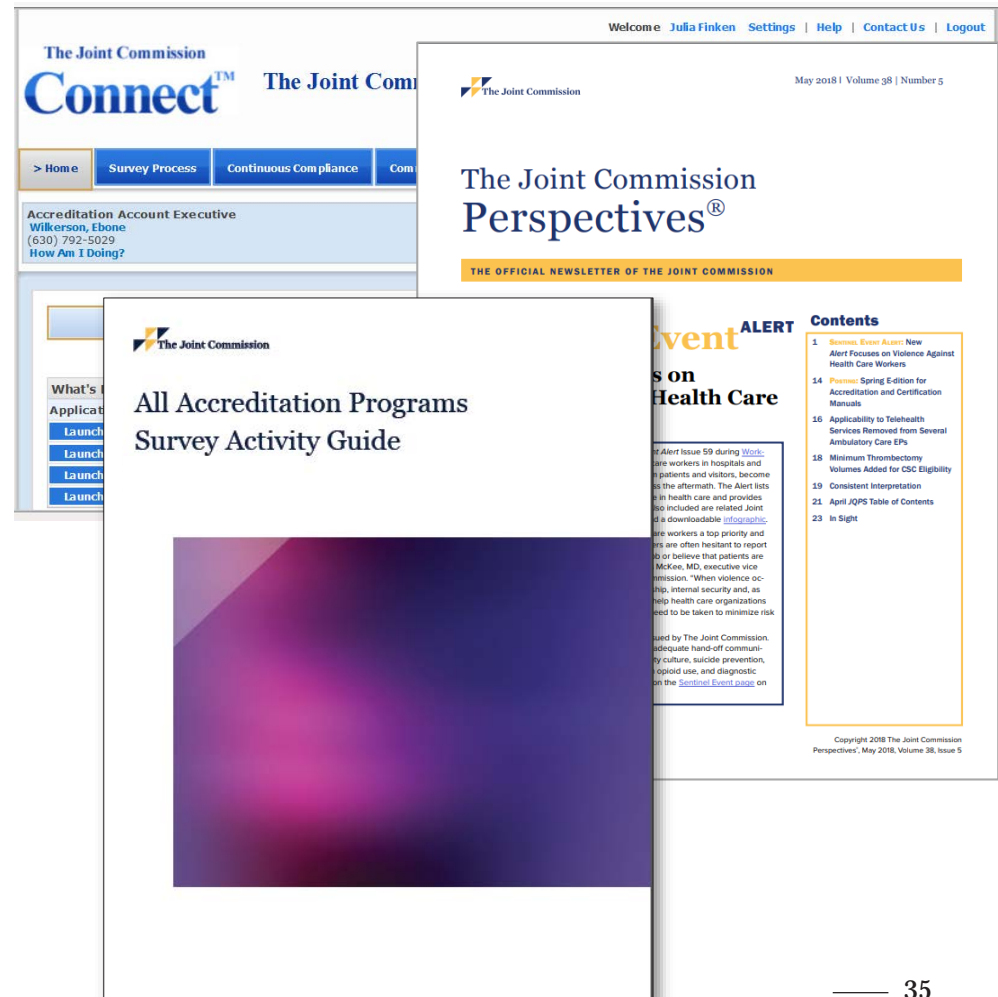


Get-Ready Resource: Request Application

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 user interface of The Joint Commission Connect™ (Extranet). The top navigation bar includes "Welcome Julia Finken", "Settings", "Help", "Contact Us", and "Logout". The main header features "The Joint Commission Connect™" and "The Joint Commission". Below the header, there are navigation tabs for "> Home", "Survey Process", "Continuous Compliance", and "Com". A user profile section identifies the user as "Accreditation Account Executive Wilkerson, Ebone" with contact information "(630) 792-5029" and a link "How Am I Doing?". A "What's New" section lists "Application" with "Launch" buttons. A central overlay window displays "All Accreditation Programs Survey Activity Guide". To the right, a preview of "The Joint Commission Perspectives®" newsletter is shown, dated "May 2018 | Volume 38 | Number 5". The newsletter content includes a "Sentinel ALERT" titled "New Alert Focuses on Violence Against Health Care Workers" and a "Contents" table of contents.

Contents	
1	Sentinel Event Alert: New Alert Focuses on Violence Against Health Care Workers
14	Points: Spring Edition for Accreditation and Certification Manuals
16	Applicability to Telehealth Services Removed from Several Ambulatory Care EPs
18	Minimum Thrombectomy Volumes Added for CSC Eligibility
19	Consistent Interpretation
21	April JQPS Table of Contents
23	In Sight

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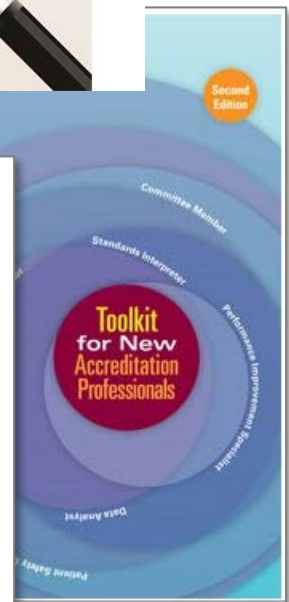
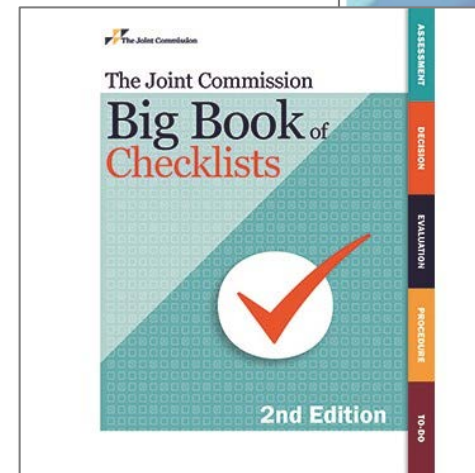
Joint Commission Resources

Seminars, Webinars, Software

- [Home Care Accreditation Essentials: March 18-19, 2020](#)
- [Home Care Executive Briefing: August 12, 2020](#)
- [Home Care Accreditation Essentials: October 20-21, 2020](#)

E-books

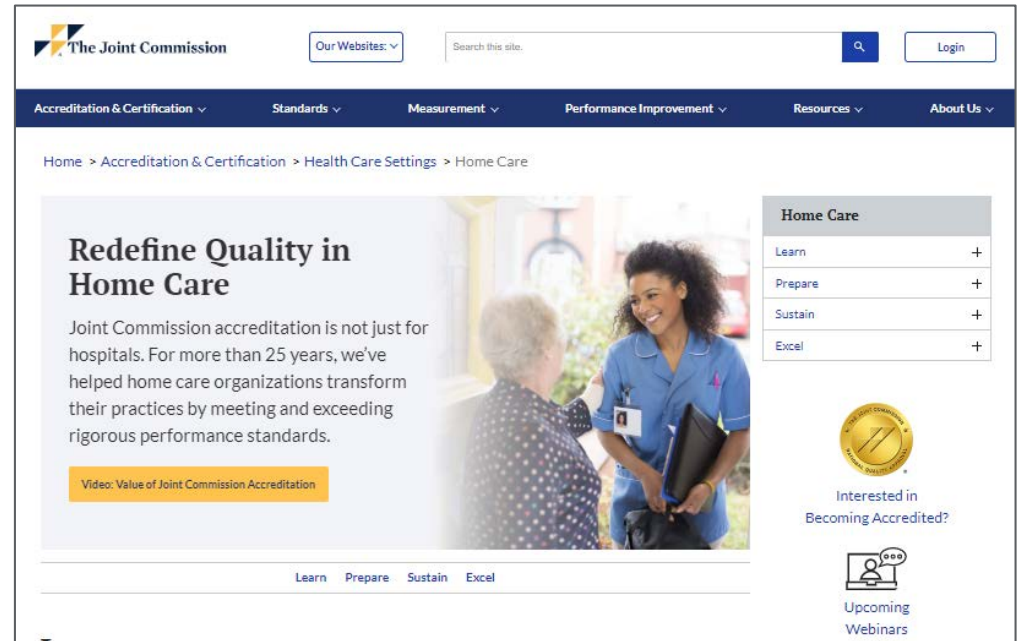
- *Home Care Compliance Assessment Checklist*
- *Toolkit for New Accreditation Professionals*
- *Big Book of Checklists*



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

Time for

Questions

Home Care Team Contacts



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Web:

[Home Care Web Site](#)

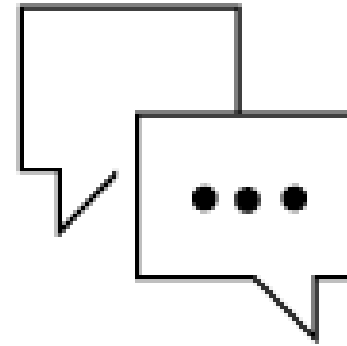
As we conclude...

A recording and PDF of today's Webinar will be emailed to all attendees

Please complete a brief survey upon exit from today's presentation

For information on accreditation:

- 630-792-5070
- homecare@jointcommission.org
- Visit our [web site](#)
- Follow us on [LinkedIn!](#)



Thank

you