



Overview of Joint Commission Accreditation for Pharmacies

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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 a wide variety of pharmaceutical settings.



Why Pursue Joint Commission Accreditation?

- Strengthens operational effectiveness and performance improvement efforts
- Supports regulatory and payer compliance
- Standardization promotes efficiencies that translate to cost savings
- Promotes stakeholder confidence in the pharmacy's ability deliver quality care
- Fosters alignment between pharmacies and health care providers
- Strengthens staff knowledge and competencies

Eligibility

- Licensed pharmacy
- Having served at least 10 patients with 2 active
- Primarily delivering services to patients in their place of residence
- Evaluates the practice of pharmacy as applied to:
 - Compounding
 - Specialty
 - Radiological

Pharmacy Types Served

- Long term care pharmacies
- Free standing ambulatory infusion pharmacies
- Mail-order pharmacies
- Closed door pharmacies
- Retail pharmacies



Structure

The Joint Commission's nationally recognized standards are:

- Comprehensive, non-prescriptive
- Applied by settings and services offered
- Relevant to your setting
- Helps maintain consistent service excellence and address the most complex issues

Unique Approach: People, Product, Environment

- Holistic Patient-centric
- Unique Tracer™ Methodology
- Focus on Processes and Systems
- Facilitates customization to your specific needs
- 100% pharmacist employee workforce mitigates risk of conflicts of interest
- Reports help prioritize work
- Built in processes facilitate your ability to sustain compliance

The On-Site Survey

- Patient/Customer centric
 - Real- time event, interactive, evaluative and informative
 - Tracer method involves all levels of staff and patients
 - Address critical areas in both leadership and operations
 - Beginning of Relationship with fixed touchpoints
- Surveyors
 - Clinical and administrative pharmacy professionals
 - Collaborative and educational; share observations and best practices

The Survey Agenda

- Opening Conference and Orientation to the Organization
- Individual tracers
 - Home visit(s)
 - Remote tracer(s)
- System tracers
 - Emergency Management and Environment of Care
 - Data Management – Includes Medication Management, Infection Control, and Performance Improvement
- Competency Session and Employee File Review Document Review
- Staff Interviews
- Patient Record Review
- Survey Report Preparation
- Exit Conference

After the Survey

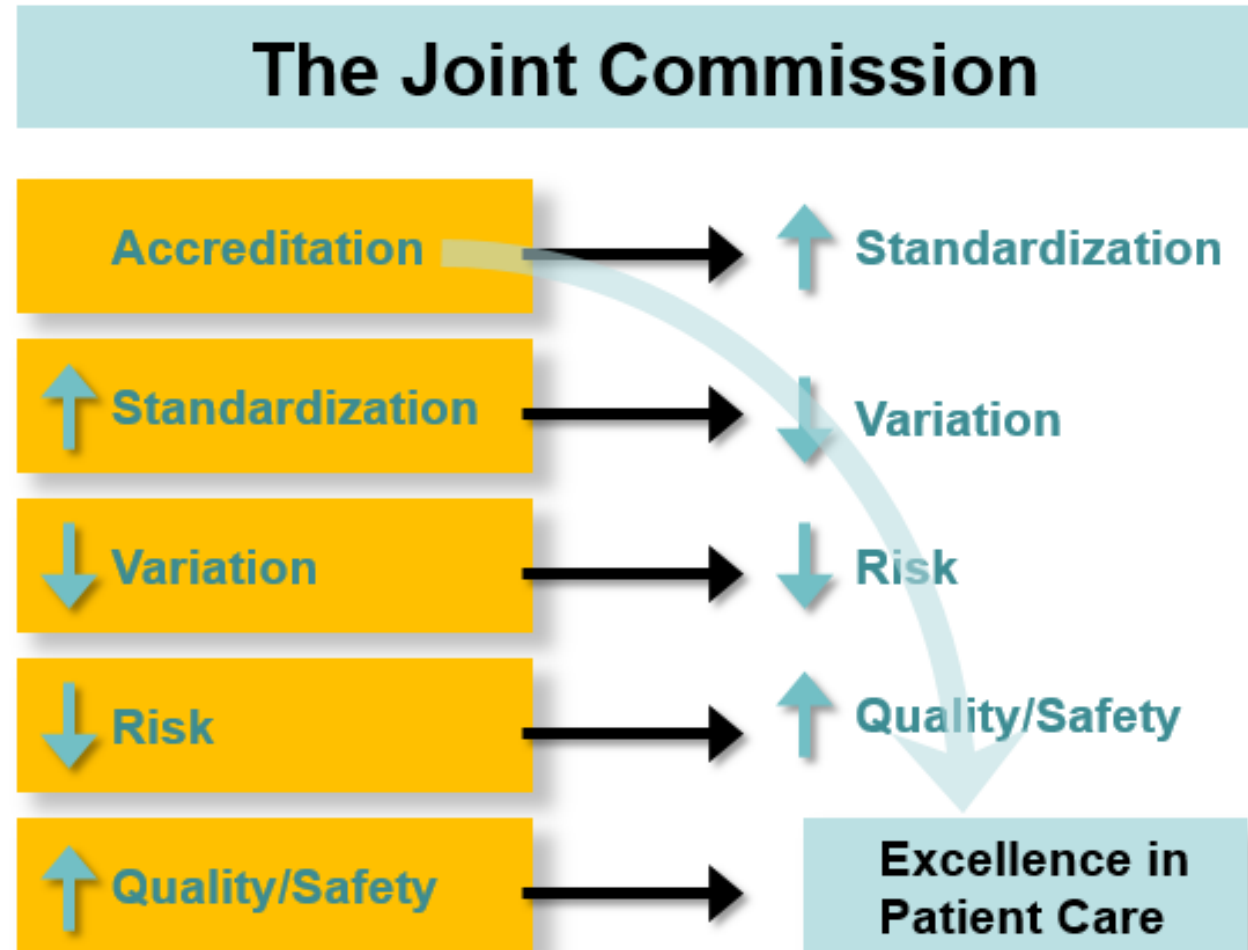
- Begin correcting any findings from on-site survey
- Collaborate with Account Executive and Standards Interpretation Group to address requirements for improvements
- 60-day window to submit Evidence of Standards Compliance (ESC)
- Electronic approval process expedites accreditation decision
- Accreditation granted upon approval of ESCs
- Resurvey 3 years, Interim support encourages continuous compliance



Exploring Pharmacy Accreditation

How The Joint Commission Works with Key Stakeholders

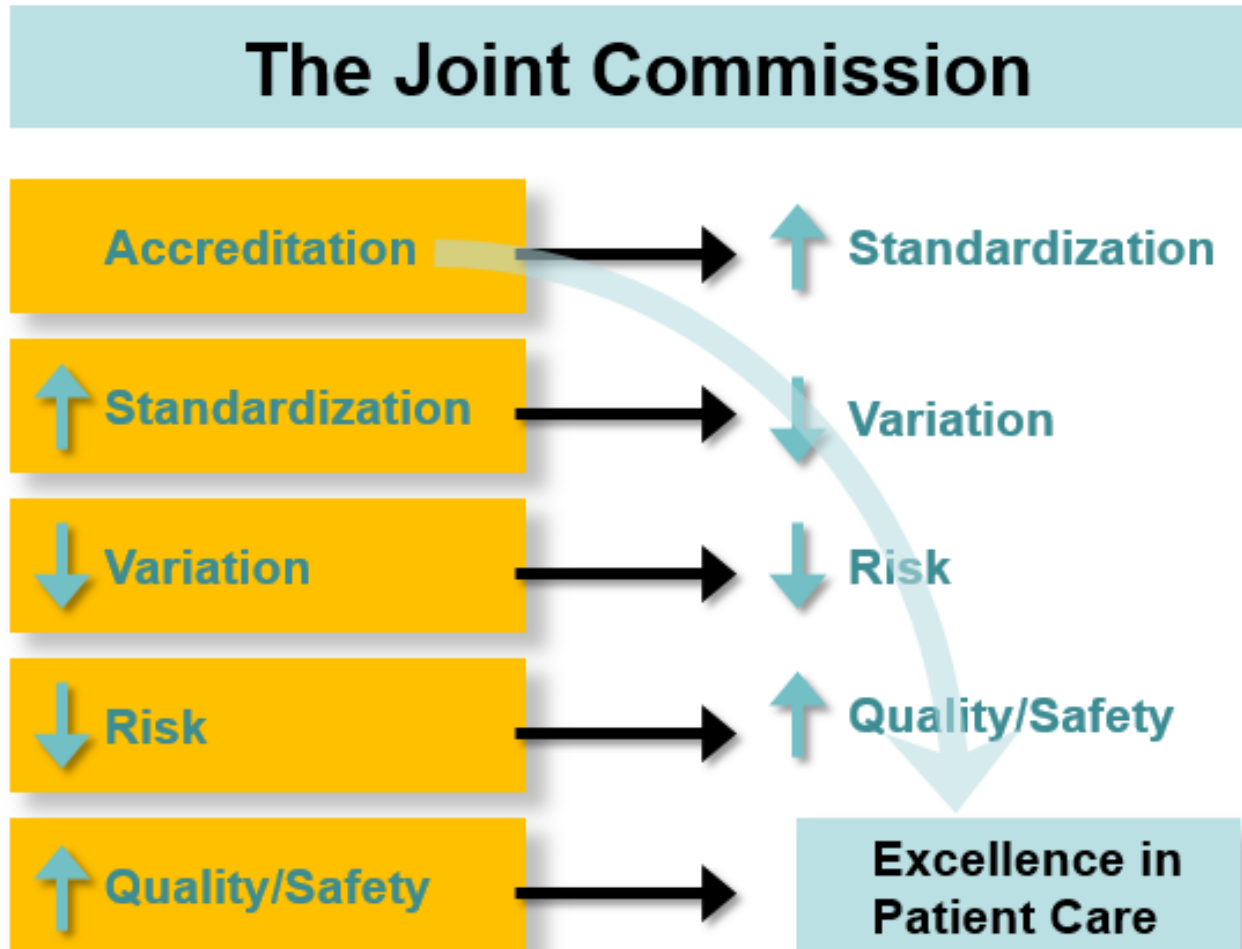
Patient Tracer in the Pharmacy Setting



Top 5 Pharmacy Challenging Areas

- Proper action taken based on medication order review
- Proper storage of medications
- Proper compounding processes
- Testing and Certification of Engineering Controls within compounding suites
- Evaluation of medication errors and events

Working Beyond Accreditation



Summary

Snapshot of the process

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

Applicant Tools and Resources

- Account Executive
- Standards Interpretation Group
- E-dition electronic Standards Manual
- Checklists, tools, resources conveniently located in the manual
- Survey Activity Guide
- Focused Standards Assessments Tool
- Standards Booster Paks
- Joint Commission Connect Secure Customer Portal

The Joint Commission Connect

Customized secure site for access to critical resources and tools

The screenshot displays the 'The Joint Commission Connect' website. At the top, the logo 'The Joint Commission Connect' is visible. Below the logo is a navigation menu with tabs: '> Home', 'Survey Process', 'Continuous Compliance', 'Communication', 'Resources and Tools', and 'Security Admin'. The main content area is organized into several sections:

- Pre-Survey** (Learn More):
 - Survey Planning Tools
 - Survey Activity Guide
- Post-Survey** (Learn More):
 - Evidence of Standards Compliance
 - Measure of Success
 - Plan of Correction
 - Accreditation Report and Letter
 - Accreditation SAFER™ Matrix
- Customer Feedback** (Learn More):
 - Evaluations
- Contracts and Billing** (Learn More):
 - Contracts
 - Fee, Billing and Invoice Information
 - Pricing Schedule
- Quality Check @** (Learn More):
 - Your Quality Report
 - What's New in Quality Report
 - Updated Quality Information
 - Organization Commentary
- Application for Accreditation** (Learn More):
 - General Application
- Continuous Compliance Tools** (Learn More):
 - Intracycle Monitoring(ICM)
 - Statement of Conditions
 - Corporate Portal
 - Checklist of Required Documents

Below these sections, there is a 'Launch' button for 'Intracycle Monitoring General Profile' dated 09/16/2017. Further down, there are two columns of updates:

- Official Documents Posted in Last 30 days:** No Documents Posted within the Last 30 Days.
- Important Updates:**
 - ESC Redesign Infographic
 - Draft Emergency Management changes for Deemed...
 - Draft Emergency Management changes for Deemed...
 - Preventive Analysis resource document
 - Effective Jan 2018: Revised Medication Manage...
 - ATTN: Ambulatory program & Deemed Psych Hospi...

At the bottom, there is a 'Learn More About Joint Commission Programs' link and a pagination indicator '1 2 3 4'.

Resources: Beyond Accreditation

- Leading Practice Library
Real-life solutions from accredited organizations
- Targeted Solutions Tool™
Customized solutions to prevalent issues including hand hygiene, safe surgery, hand off communications
- Perspectives
Joint Commission's official monthly e-periodical



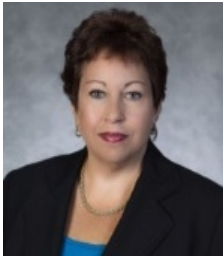
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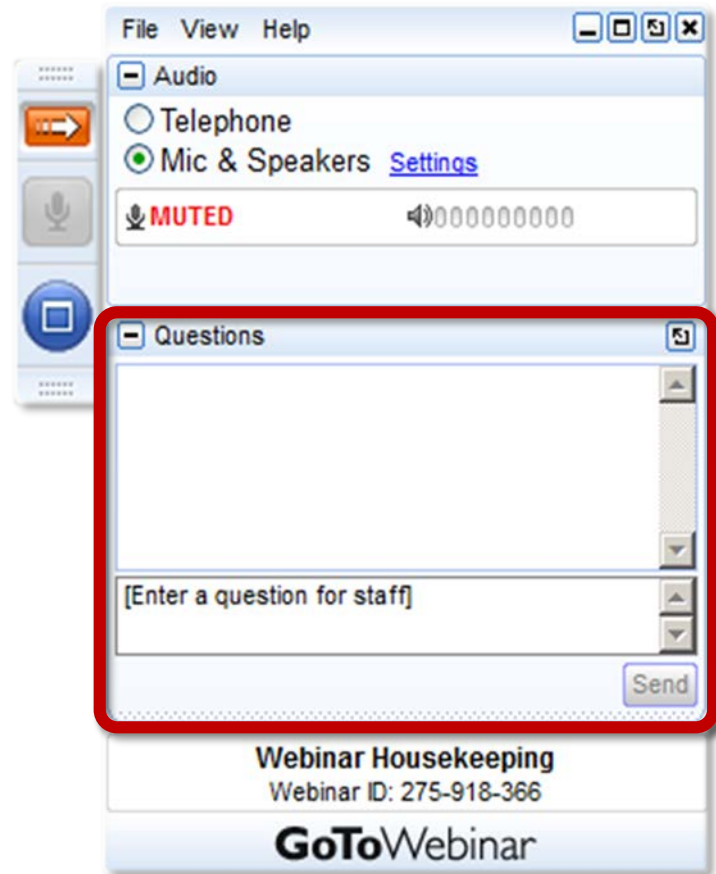
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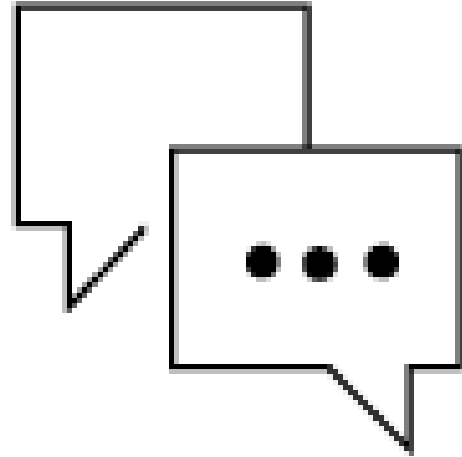
Web: www.jointcommission.org/accreditation/home_care.aspx

Time for Your Questions!



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](#)
 - Twitter: @TJCHomeCare
 - LinkedIn [Showcase Page](#)



Thank you!