

**Nursing Care Center Accreditation**

# How to Be the Preferred Partner of Choice in Your Post- Acute Network

# Today's Speaker

## Gina Zimmermann



Gina Zimmermann is the executive director for Nursing Care Center services at The Joint Commission. In this role, she oversees the strategic direction and performance of the Nursing Care Center Accreditation Program.

Prior to becoming the executive director, Gina held several positions within The Joint Commission. Most recently, she was senior executive director for Business Development, providing oversight for business development efforts and the development and implementation of marketing and sales strategies for The Joint Commission's non-hospital accreditation and certification programs.

Before joining The Joint Commission, Gina was an administrative manager for the HMO Broker Program at Northwestern Memorial Hospital's Institute of Psychiatry in Chicago.

Gina earned her bachelor's degree in Biology from Stephen F. Austin State University, Nacogdoches, TX and her master's degree in Management of Public Services with an emphasis in Health Care Administration from DePaul University, Chicago, IL.



# Presentation Overview



- Provide an overview of the post-acute skilled nursing facility (SNF)
- SNF network environment
- What really matters to hospitals and health systems?
- Offer insights of Joint Commission Nursing Care Center Accreditation & Certification impact on SNF quality
- Accreditation for Your SNF
- Q & A

# Benefits of Joint Commission Accreditation

## Driving Nursing Care Quality and Performance Improvement

### 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 20,000 accredited health care organizations
- Began accrediting nursing homes and skilled nursing facilities in 1966, currently accrediting nearly 1000 nursing care centers
- The most widely recognized private accreditor among managed care contractors, liability insurers and other key stakeholders

# The Gold Standard in Private Accreditation

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

Our accreditation process drives quality care and patient safety improvements through nationally recognized, evidence-based standards.



# SNF Accreditation is a Strategy for Alignment



More  
than  
80%

of all Hospitals are  
accredited by  
The Joint Commission

# Overview of the SNF network environment

POLL:

Do you currently  
participate in a  
post-acute  
network?



Health systems recognize they cannot go it alone and are beginning to partner with post-acute providers (like skilled nursing facilities) to achieve higher quality and lower costs.

*-Bridging Acute and Post-Acute Care, Healthcare Financial Management Association,  
November 2013*

**Post acute care (including skilled nursing facilities) integration should be a priority for hospitals and health systems.**

*-Becker's CFO Report Ross Armstrong and Edward Jhu, April 2016*

**2,573 hospitals will face readmission penalties in FY 2018.**

*-Advisory Board, Daily Briefing, August 07, 2017 and Kaiser Health News*

Hospitals that use a preferred skilled nursing facility network have been found to reduce their readmission rates faster than hospitals that don't.

*Reducing Hospital Readmissions Through Preferred Networks Of Skilled Nursing Facilities, Health Affairs, September 2017*

# Key Characteristics of Hospitals' Preferred Skilled Nursing Partners



- Efficient use of resources
- Shorter lengths of stay
- Demonstrated competence to care for high-acuity patients
- Better performance on quality measures
- Lower readmission rates
- Specialization of services

# Final Rule for Hospital Discharge Planning



- Effective November 29, 2019
- Empowers patients to be active participants in the discharge planning process

# Final Rule for Hospital Discharge Planning



- “Hospitals must assist patients, their families, or the patient’s representative in selecting a post-acute care provider by using and sharing data that includes, but is not limited to, HHA, SNF, IRF, or LTCH data on quality measures and data on resource use measures.”
- “The hospital must ensure that the post-acute care data on quality measures and data on resources use measures is relevant and applicable to the patient’s goals of care and treatment preferences.”

# Final Rule for Hospital Discharge Planning

- “The hospital must include in the discharge plan a list of HHAs, SNFs, IRFs, or LTCHs that are available to the patient, that are participating in the Medicare program, and that serve the geographic area (as defined by the HHA) in which the patient resides, or in the case of a SNF, IRF, or LTCH, in the geographic area requested by the patient.”



# Final Rule for Hospital Discharge Planning



- “For patients enrolled in managed care organizations, the hospital must make the patient aware of the need to verify with their managed care organization which practitioners, providers or certified suppliers are in the managed care organization’s network. If the hospital has information on which practitioners, providers or certified suppliers are in the network of the patient’s managed care organization, it must share this with the patient’s representative.”

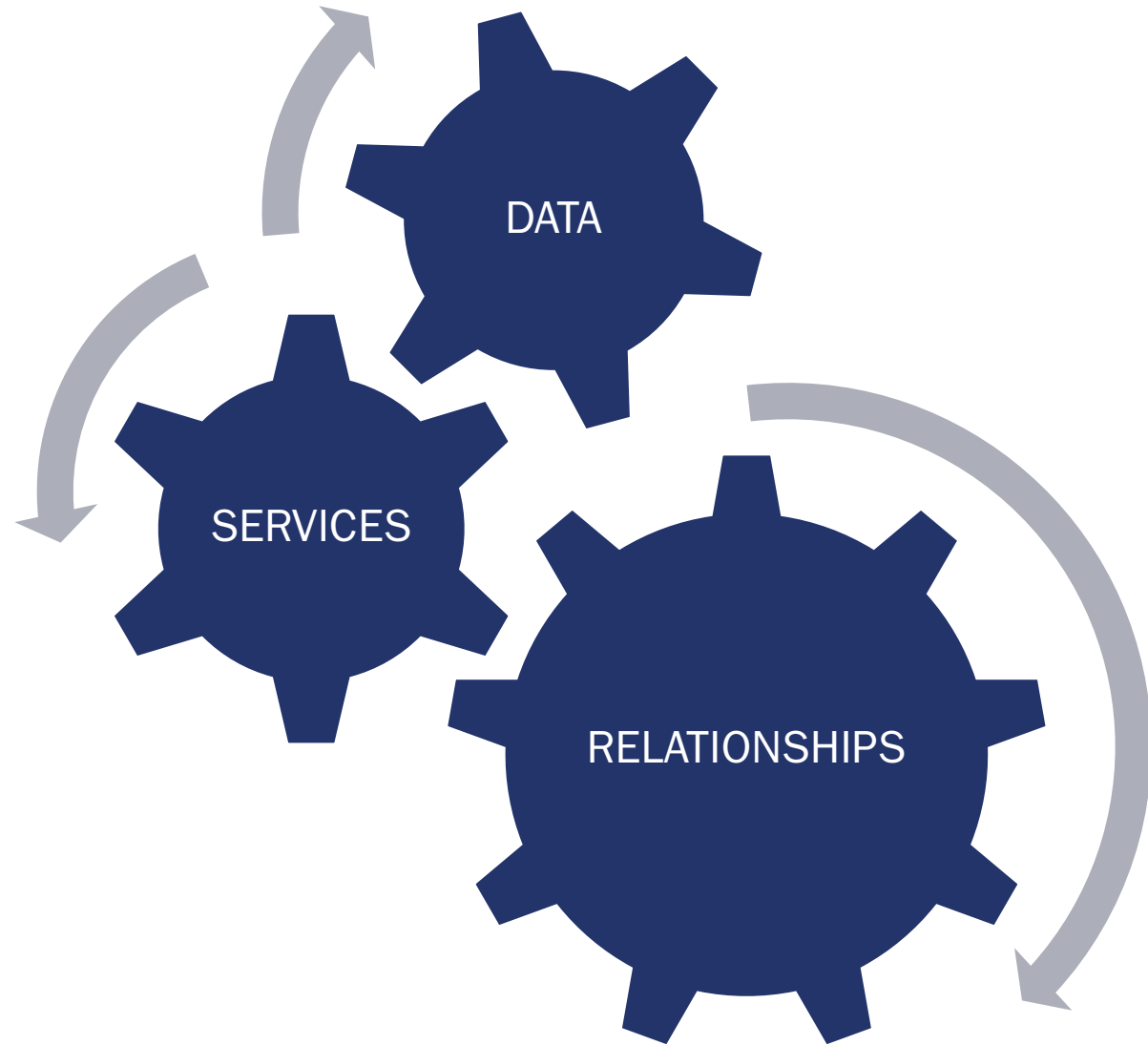
# Final Rule for Hospital Discharge Planning



- Hospitals *ARE* encouraged to provide data and their data sources to patients and their representatives
  - ✓ Nursing Home Compare
- Hospitals *ARE* encouraged to provide information about PAC providers that provide services that meet the needs of the patient:
  - ✓ Specialized services
  - ✓ Culturally-specific needs (for example, language or dietary needs or restrictions)

What really  
matters to  
hospitals and  
health  
systems?

What really matters to hospitals and health systems?



Medicare.gov

Nursing Home Compare

The Official U.S. Government Site for Medicare

Nursing Home Compare Home

About Nursing Home Compare

About the data

Resources

Help

Home
+ Share

## Find a nursing home

Nursing Home Compare has detailed information about every **Medicare** and **Medicaid**-certified nursing home in the country. A nursing home is a place for people who can't be cared for at home and need 24-hour nursing care.

Search below to find nursing homes based on a location and compare the quality of care they provide and their staffing.

A field with an asterisk (\*) is required.

**\* Location**  
Example: 45802 or Lima, OH or Ohio

**Nursing home name (optional)**



### Spotlight

- ◆ NEW Home Compare now provides alerts to consumers about abuse. Nursing homes that have been cited for potential issues related to abuse have the following icon next to their name: More information about this and what to do if you suspect

### Tools and Tips

- ◆ First time here?
  - ◆ Visit [About Nursing Home Compare](#) and the [Resources](#) section to learn more about the site and available resources.
  - ◆ [Learn about Medicare coverage of skilled nursing facility care, and swing](#)

### Additional Information

- ◆ **Nursing Home Compare data last updated:** October 23, 2019 (data are updated on or about the fourth Wednesday of the month).
- ◆ [Download the database](#)
- ◆ [Learn how we calculate ratings](#)
- ◆ [View Long Term Care \(LTC\) Facility](#)

# Services

- Conduct a needs analysis of the hospitals you are trying to align with
- Get to know your customers and potential customers
- Conduct an evaluation of your SNFs current capabilities with intent to align around services, customers and potential customers
- Identify the gap
- Develop a plan to fill the gap

# Relationship

- Tell your story
  - Hospitals and health systems
  - Consumers



How  
accreditation  
impacts  
quality



# Joint Commission Accredited Facilities Have Better Outcomes than Non-Accredited Facilities



JAMDA

journal homepage: [www.jamda.com](http://www.jamda.com)



Original Study

## Comparing Public Quality Ratings for Accredited and Nonaccredited Nursing Homes



Scott C. Williams PsyD<sup>\*</sup>, David J. Morton PhD, Barbara I. Braun PhD,  
Beth Ann Longo RN, MBA, MSN, David W. Baker MD, MPH

*The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL*

# More Stars, Better Outcomes

## Study Results: Quality Measures

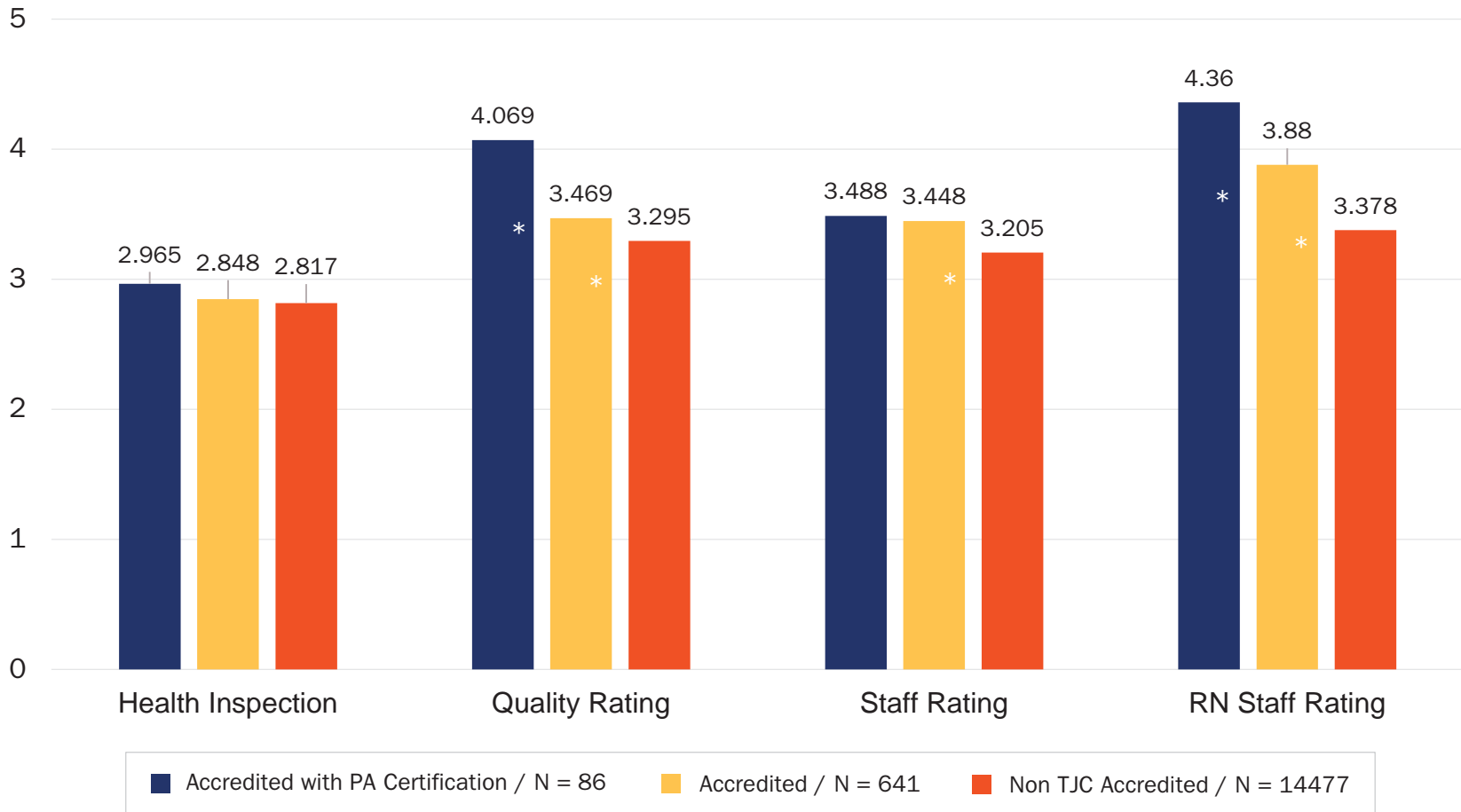
### 5-Star Ratings for Accredited Nursing Homes

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

- 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)
- Accredited nursing homes with Post-Acute Care Certification outperformed accredited organizations without certification

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

## 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.

# More Stars, Better Outcomes

## Study Results: Quality Measures

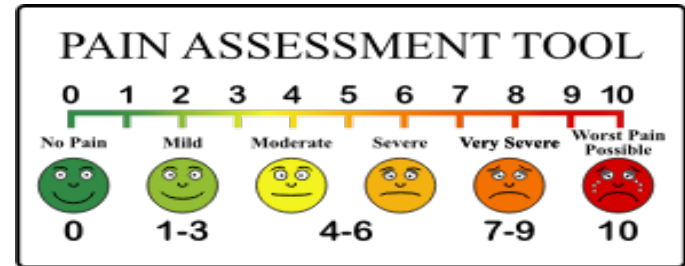
### Joint Commission-Accredited Facilities

#### 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

# Study Results: Impact on Pain

Patients in accredited facilities were less likely to experience moderate to severe pain



Patients in accredited facilities were less likely to be prescribed anti-psychotic medications



# Study Results: ADLs and Falls

Residents in accredited facilities needed less help with late-loss activities of daily living (ADLs)

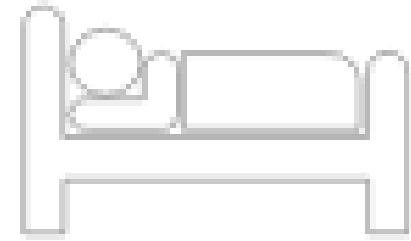


Patients in accredited homes are less likely to experience falls resulting in a major injury



# Study Results: Pressure Ulcers and Vaccines

Patients in accredited facilities were less likely to acquire new or worsened pressure ulcers



Patients in accredited facilities were more likely to receive pneumococcal and influenza vaccinations



# Study Results: Financial Impact of Better Survey Findings

Accredited organizations were statistically 50% less likely to have payment denials than non-accredited facilities.





# A framework for quality

# Basic Overview of Joint Commission Accreditation

## How Does It Work?

### The Accreditation Experience

- Provides a framework for high-quality, safe and patient-centered practices
- Standards developed with national experts, educators, policymakers and providers
- Web-based standards manual allows for sharing standards information and compliance tools online
- On-site survey conducted by qualified, trained surveyors who provide an educational survey experience
- Dedicated account executive to assist organizations through the accreditation cycle
- Private, secure, online extranet site for communicating and interacting with The Joint Commission
- Intracycle monitoring activities to assist in maintaining compliance
- Access to standards experts and tools to help improve quality and safety for patients and residents

# Accreditation and Certification Standards

## A Closer Look at Our Standards

Performance Improvement	Leadership	Environment of Care	Provision of Care, Treatment & Services
Data collection	A culture that fosters safety	Managing risks in the environment of care	Multidisciplinary care plans
Performance measurement	Planning and provision of services	Standards target promotion of safety and security consistent with patient-centered care	Transitions of care
Supporting care and changes to care through measurement of improvements	The availability of resources	Focus on staff education about elements of a safe environment	Four core components: <ul style="list-style-type: none"> <li>– Assessing</li> <li>– Planning</li> <li>– Provision</li> <li>– Coordination</li> </ul>
	Ongoing evaluation of and improvement in performance		

# Options to Meet Unique Quality Objectives

## Accreditation & Specialty Certifications

- **Nursing Care Center Accreditation**

Accreditation requirements relate to high-value quality and safety issues affecting all patients and residents in nursing home settings, with a focus person-centered care and cultural transformation.

- **Optional Specialty Certifications**

Accredited organizations may elect certifications to highlight areas of additional competence based their unique service offerings and market needs.

- Post -Acute Care Certification
- Memory Care Certification

# Options to Meet Unique Quality Objectives

## Accreditation & Specialty Certifications

### Post-Acute Care & Memory Care Certifications

In addition to accreditation, The Joint Commission offers nursing care centers the opportunity to build upon specialty distinctions by providing two certification options. Based on their service offerings and market needs, accredited organizations may elect a certification to highlight a particular area of competence.

#### **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

# The Joint Commission Accreditation Process

## 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 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 days, 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

# The Joint Commission Accreditation Process

## Your On-Site Survey

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

# Beyond Accreditation

## Our Tools to Help You Succeed

### Resources from the Nursing Care Center Accreditation Program

The Joint Commission offers a variety of complimentary resources on our website to help you learn more about our accreditation and certification programs, and to provide unique solutions to challenging quality issues, including:

- On-demand webinar replays
- One-page case studies and detailed white papers
- An interactive learning module on infection control
- Portals on key topics like care transitions



# Beyond Accreditation

## Our Tools to Help You Succeed

### Targeted Solutions Tool<sup>®</sup> (TST<sup>®</sup>)

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/>

# Alignment Around Transitions of Care

Reduced  
readmissions  
by 50%



Hand-off Communications

**tst**  
TARGETED SOLUTIONS TOOL®

# 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/>

# Summary

## Driving Nursing Care Quality and Performance Improvement

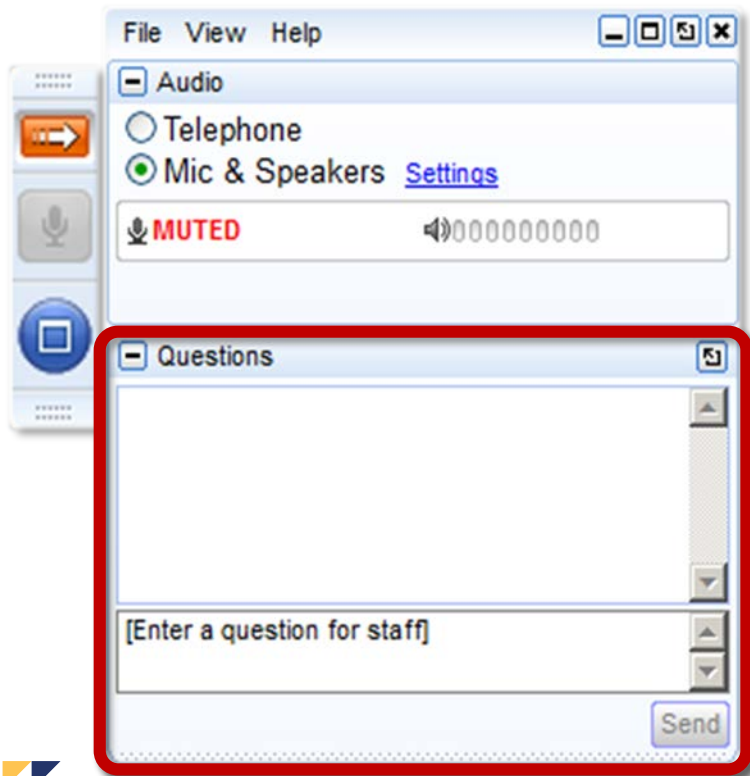
### 10 Ways Our Accreditation Helps Your Business

1. Provides a framework for high-quality, safe and patient-centered practices
2. Fosters better quality outcomes and boosts STAR ratings
3. Strengthens community confidence and validates quality care
4. Reduces potentially costly state survey deficiencies
5. Offers a roadmap for ongoing quality improvement efforts
6. Provides market differentiation vs. competitors
7. Increases referral volumes and relationships
8. Meets requirements for contracting with managed care and other payors
9. Often leads to reduced risk and lower insurance premiums
10. Offers unmatched learning opportunities and access to best practices

# Questions?

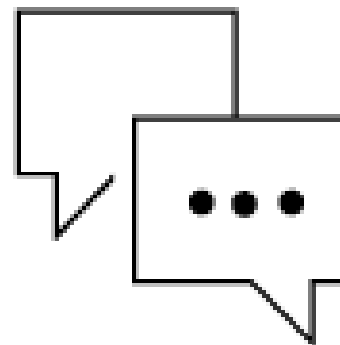
# Questions??

- Have any questions? Please submit them in the “questions” section of your control panel.



# As we conclude...

- 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
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Thank  
You!