

Right At Home Roadmap to Accreditation: Navigate Your Way to the Gold Seal

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Home Care Services, The Joint Commission

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Right at Home



Objectives

- Learn more about the Joint Commission’s Home Care Accreditation program
- Share the steps to take and resources and tools available to get started with Joint Commission’s Home Care accreditation
- Discuss the benefits and value of achieving Home Care accreditation for your organization
- Discuss RAH Corporate resources and support

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.



Why Joint Commission Accreditation?



- Provides an external evaluation of your operations
- Creates a framework for safety for providers
- Highlights quality of care and service
- Strengthens performance improvement efforts
- Fosters alignment across the continuum of care

RAH selected The Joint Commission



- Maintains brand standard uniformity
- Weak or non-existent state regulations
- Mitigates risk to all parties
- Professional oversight
- Supports high quality of care
- Recognized by health care organizations
- Competitive advantage
- Consistent quality of care

The Role of Business Development

- Discuss the Steps in the Accreditation Process
- Address Questions
 - Assess Readiness
 - Assist in developing timeline – creating the “reverse road map”
 - Provide cost estimate
- Provide Access to Resources
 - Standards - E-dition
 - Application for Accreditation
 - Melissa Basich, Right At Home contact

A snapshot of the process to achieve Joint Commission Home Care 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. Accreditation certificate - celebrate & publicize your accomplishment
10. Maintain survey readiness

Home Care Providers Eligible for Accreditation

- Home Health – Private Duty
- Personal Care and Support
- Hospice
- Pharmacy
- DMEPOS

- Add-on certification
 - Community-Based Palliative Care

Eligibility Requirements

- Satisfy your state law and licensing requirements
- Company is operational and providing care
- Traditional accreditation
 - Must have served 10 clients/patients, minimum of 2 active at time of survey

Request the Joint Commission Application

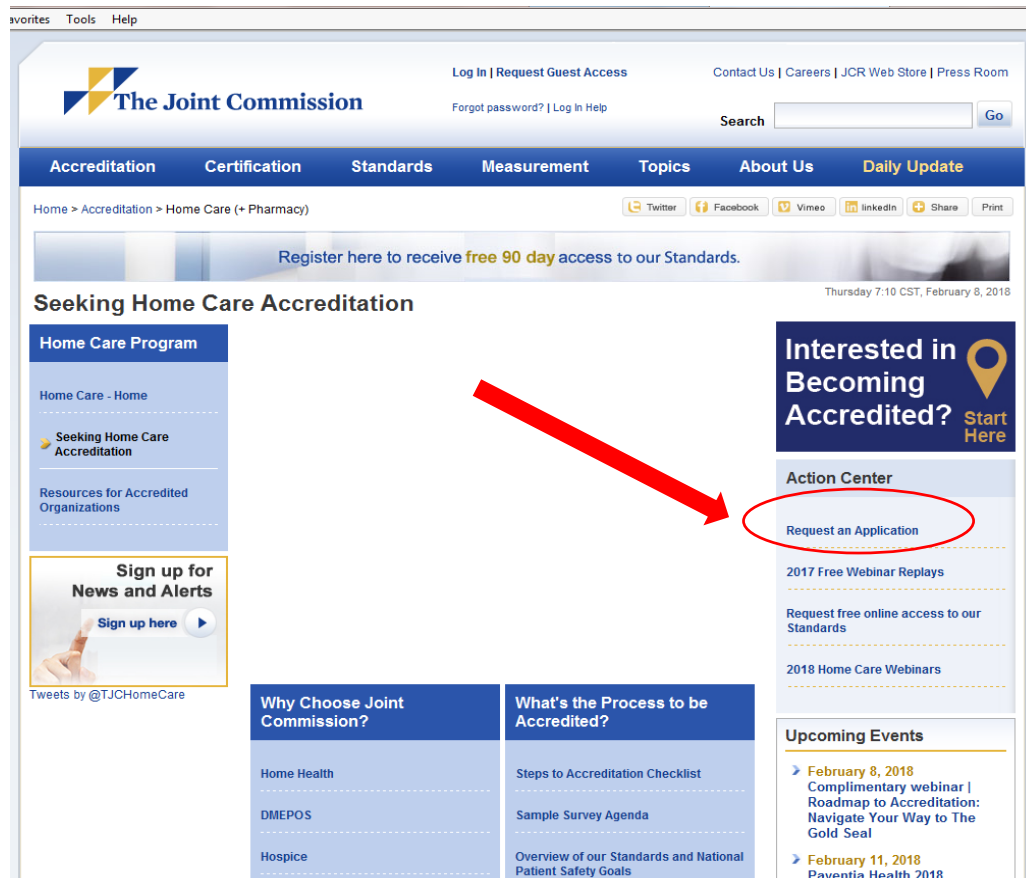
When you have:

- Satisfied your state law and licensing requirements, when applicable
- Decided to complete the Joint Commission Accreditation process within the next 12 months
- Reviewed the Joint Commission Home Care Standards

How to Request an Application

Visit http://www.jointcommission.org/accreditation/home_care.aspx

Call Melissa Basich at 630-792-5276



The screenshot shows the website interface for 'Seeking Home Care Accreditation'. A red arrow points to the 'Request an Application' link in the 'Action Center' section, which is also circled in red. The page includes a navigation menu, a search bar, and various informational sections.

Home > Accreditation > Home Care (+ Pharmacy)

Register here to receive **free 90 day** access to our Standards.

Thursday 7:10 CST, February 8, 2018

Seeking Home Care Accreditation

Home Care Program

- Home Care - Home
- Seeking Home Care Accreditation**
- Resources for Accredited Organizations

Sign up for News and Alerts
Sign up here

Tweets by @TJCHomeCare

Why Choose Joint Commission?	What's the Process to be Accredited?
Home Health	Steps to Accreditation Checklist
DMEPOS	Sample Survey Agenda
Hospice	Overview of our Standards and National Patient Safety Goals

Action Center

- Request an Application**
- 2017 Free Webinar Replays
- Request free online access to our Standards
- 2018 Home Care Webinars

Upcoming Events

- February 8, 2018**
Complimentary webinar | Roadmap to Accreditation: Navigate Your Way to The Gold Seal
- February 11, 2018**
Paventia Health 2018

The Joint Commission Resources

Standards Experts

Account Executive

FAQs

E-dition

Electronic Prep Tool (ICM)

Surveyor

Survey Activity Guide

Standards Booster Pak

Free Webinars & Webinar Replays

Free CEU Courses

Podcasts

Speakers Bureau

“Perspectives” E-newsletter

Home Care Bulletin

Leading Practice Library

Portals

- Infection Prevention and Control
- Transitions of Care
- High Reliability

Center for Transforming Healthcare

The Role of the Account Executive – Lisa McCombs

- Discuss the Application and the Next Steps in the process
 - Review your data and information
 - Survey process, scheduling, Evidence of Standards Compliance
- Address Questions
 - Defining Ready Date
 - List Avoid Dates
- Provide Access to Resources
 - Tips and tricks with Connect extranet site
 - Edition
 - Perspectives newsletter
 - Survey Activity Guide
 - Focused Standards Assessment

Application



The screenshot shows a web browser window displaying the 'The Joint Commission Connect' website. The page title is 'The Joint Commission Connect'. The user is logged in as 'Julia Finken'. The navigation menu includes 'Home', 'Survey Process', 'Continuous Compliance', 'Communication', 'Resources and Tools', and 'Security Admin'. The 'Accreditation Account Executive' is 'Wilkerson, Ebone' with contact information '(630) 792-5029' and a link 'How Am I Doing?'. The 'Support available' is 'Monday-Friday 8:30 a.m - 5:00 p.m. CT'. A search bar is present with the text 'Search this site...'. Below the navigation menu, there is a section titled 'Accreditation'. Underneath, there is a table titled 'What's Due' with columns 'Application', 'Description', and 'Completed'. The first row in the table is 'General Application', which is circled in red. A red arrow points to the 'Launch' button next to it. The other rows are 'Required Org Contacts', 'Contract Signed', and 'Pay My Deposit', each with a 'Launch' button. The Windows taskbar at the bottom shows the time as 8:54 AM on 7/9/2015.

Welcome [Julia Finken](#) [Settings](#) | [Help](#) | [Contact Us](#) | [Logout](#)

The Joint Commission
Connect™ **The Joint Commission Connect**

Julia's Home Care-Mock Application
One Renaissance Blvd
Oakbrook Terrace, IL 60181
HCO ID 580714

Search this site...

> Home Survey Process Continuous Compliance Communication Resources and Tools Security Admin

Accreditation Account Executive
Wilkerson, Ebone
(630) 792-5029
[How Am I Doing?](#)

Support available
Monday-Friday 8:30 a.m - 5:00 p.m. CT

Accreditation

Application	Description	Completed
Launch	General Application	
Launch	Required Org Contacts	
Launch	Contract Signed	
Launch	Pay My Deposit	

Application



https://eapp.jointcommission.org/EappWeb/pages

Lead: Dr. Frederick Oladeinde ... Accreditation, Health Care, Cer... TJCHome Joint Commission Connect - x

File Edit View Favorites Tools Help

Google Search More >> Convert Select

HP Printers - Using HP Di... Billian's HealthDATA™ Po... Finken, Julia - Outlook We... Finken, Julia - Outlook We... Finken, Julia - Outlook We...

Logged-in, Julia Finken [Help](#) | [Contact Us](#) | [Print Center](#) | [Exit Application](#)

The Joint Commission
Connect™ / E-App Electronic Application General

Julia's Home Care-Mock Application
One Renaissance Blvd
Oakbrook Terrace, IL 60181
HCO ID:580714

1 Your Organization 2 Programs/Services 3 Federal/State 4 Initial/Early Survey 5 Site Information 6 Survey Details 7 Applicable Manuals 8 Summary 9 Submission

[back to My Dashboard](#) **Your Organization** [Print](#) [Page](#) | [Tab](#) [Save](#) [< Prev](#) [Next >](#) [Cancel](#)

Your Organization

- Demographic
- Ownership

Demographic Information

Organization Name (Legal Business Name)

[View an example of the Certificate of Accreditation](#)

Doing Business As

[View an example of the Certificate of Accreditation with DBA](#)

Organization Street Address

Help

Confirm your organization's name, address, main phone number, fax number, and web address to be used by The Joint Commission.

The organization name entered will be displayed on your organization's Quality Check, please confirm this name is the one you wish the public to view.

If your organization participates in the Medicare/Medicaid program, please make

115%

8:56 AM 7/9/2015

This site provides Home Health services

Yes No

Services/Volume

Select all that apply

Personal Care, Support Services (Home makers and Aides)

Enter the average daily census for Personal Care/Support Services

Home Health Services

Enter the average daily census for Home Health Services

Skilled Nursing Services

Physical Therapy Services

Occupational Therapy Services

Speech Language Pathology Services

Medical Social Services

Home Health Aides

Save

< Prev

Next >

Cancel

Stay Connected with Your Account Executive

- Notify your Account Executive – Lisa McCombs
 - Change in census is not meeting minimum eligibility – survey cannot proceed
 - Change in hours or location
 - 30-day window to call/notify us
 - Update the application if necessary
 - Avoid postponement fees

Publicity Kit

- Gold Seal Download
- Sample News Releases
- Fact Sheets About The Joint Commission Accreditation
- Search for Local Media to Promote Your Joint Commission Accreditation
- Brochure: “We Received the Gold Seal of Approval from the Joint Commission”
- Franchise will be listed on QualityCheck.org
- [Access publicity kit](#)

Quality Check



Organizations that have achieved
The Gold Seal of Approval® from
The Joint Commission®

 Data Download

Quality Report

Search › Search Results › Quality Report

PRINT PAGE

SHARE

DOWNLOAD QUALITY REPORT

Quality Report

Right at Home of Central New Jersey, LLC



DBA: Right at Home
HCO ID: 626092
43 West Prospect Street, Suite 204
East Brunswick, NJ, 08816
(732) 967-0900
www.rghtathome.net/monmouth-middlesex/

Summary of Quality Information

Accreditation Programs

[View Accreditation History](#)

Access Quality Check

Getting Ready for Survey

- Make the E-dition your online handbook
- Compare standards to performance
- Make compliance everyday work
- National Patient Safety Goals
- Take advantage of the resources available to help you

Standards Interpretation

Submit questions through Connect

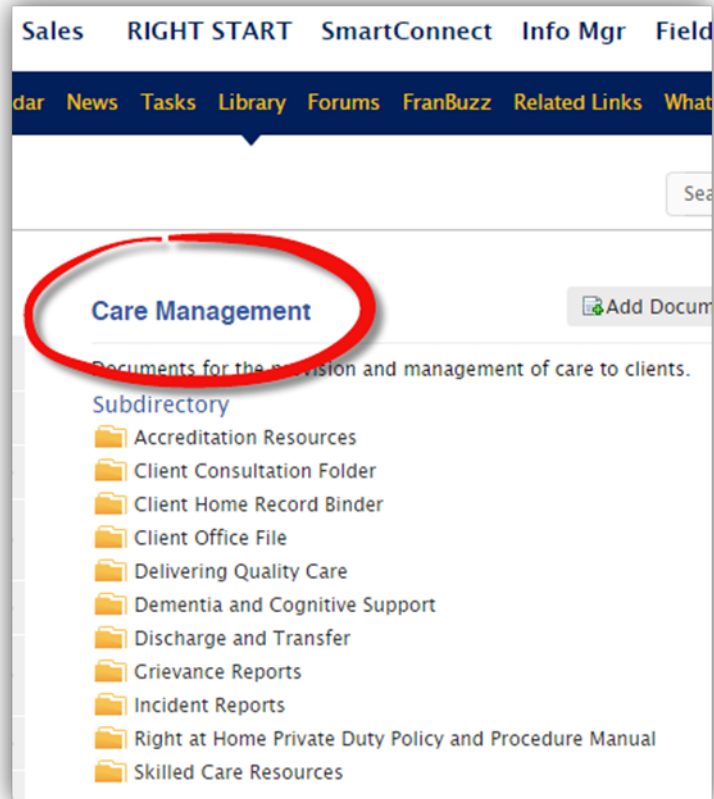


The screenshot shows the 'Standards Interpretation FAQs' page on The Joint Commission website. The page features a navigation menu with 'Standards' selected. Below the menu, there is a breadcrumb trail: 'Home > Standards > Standards Interpretation FAQs'. The main heading is 'Standards Interpretation', with a timestamp of 'Tuesday 2:42 CST, June 11, 2019'. A notice asks users to review applicable FAQs or filter by 'Featured' or 'New' FAQs. A list of three items follows: a sign-up link for alerts, a note that standards are not available on the website but can be purchased, and a link to contact support. Below this is a search filter section for 'Standards Interpretation Frequently Asked Questions (FAQs)'. The filter includes dropdowns for 'Select a Manual' (set to 'Home Care') and 'Select a Chapter' (set to 'All Chapters'), checkboxes for 'Featured' and 'New', and an 'Optional Keyword' field with a 'Go' button. The results are categorized under 'Home Care' and include sections for 'Emergency Management (EM)' and 'Environment of Care (EC)', each with a 'Topic' header and a list of related items.

Review FAQs/Submit Questions

Lynette Gibbney – Standards contact for RAH

RAH Corporate Resources



Sales RIGHT START SmartConnect Info Mgr Field

dar News Tasks Library Forums FranBuzz Related Links What

Search

Care Management Add Document

Documents for the provision and management of care to clients.

Subdirectory

- Accreditation Resources
- Client Consultation Folder
- Client Home Record Binder
- Client Office File
- Delivering Quality Care
- Dementia and Cognitive Support
- Discharge and Transfer
- Grievance Reports
- Incident Reports
- Right at Home Private Duty Policy and Procedure Manual
- Skilled Care Resources

Joint Commission Standards

Environment of Care	<i>Fosters a safe, functional and effective environment for patients, staff, and other individuals in the organization</i>
Emergency Management	<i>Effective disaster preparedness.</i>
Equipment Management	<i>Makes available in one place all the standards that address the provision of medical equipment and supplies</i>
Human Resources	<i>Processes for staff and staff management.</i>
Information Management	<i>How the provider obtains, manages, and uses information to provide, coordinate, and integrate services</i>
Leadership	<i>Reviews structure and relationships of leaderships, the maintenance of a culture of safety, quality and operational performance</i>
Medication Management	<i>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.</i>
National Patient Safety Goals	<i>Specific actions health care organizations are expected to take in order to prevent medical errors</i>
Provision of Care	<i>Covers four basic areas: planning care, implementing care, special conditions, and discharge or transfer.</i>
Performance Improvement	<i>Focuses on using data to monitor performance, compiling, and analyzing data to identify improvement opportunities</i>
Record of Care	<i>Covers the planning function (components of clinical records, authentication, timeliness, record retention) and documentation of items in patient records.</i>
Rights of the Individual	<i>Informed consent, receiving information, participating in decision making, and services provided to respect patient rights.</i>

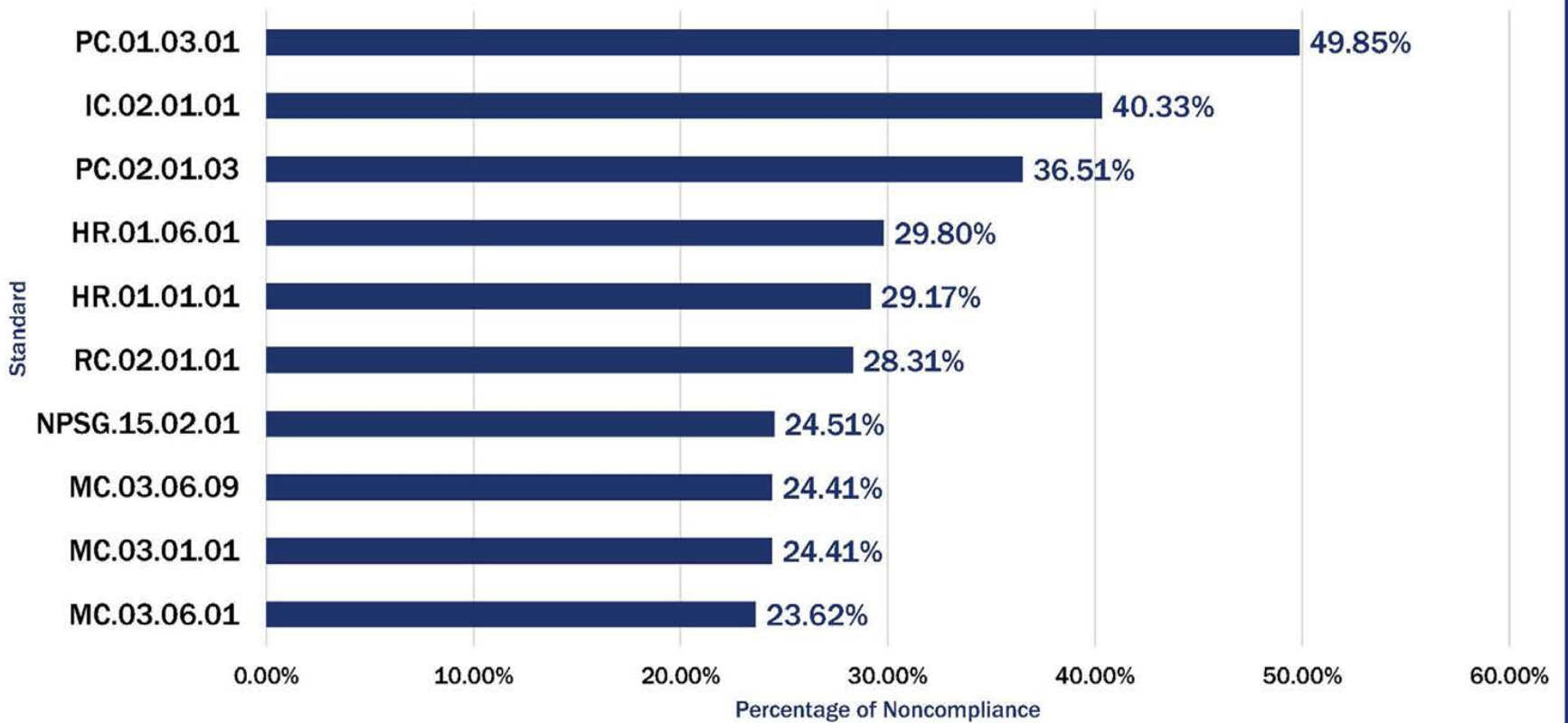
RAH Private Duty P&P Checklist



RIGHT AT HOME PRIVATE DUTY POLICIES AND PROCEDURES MANUAL CHECKLIST													
Best Practices Manual Brand Stan Manual	✓	DOC ID	DOCUMENT TITLE	STAFF INITIALS	DATE COMPLETE	Consult Folder	Home Binder	Client Office File	Incident Folder	Grievance Folder	Infection Folder	Skilled Care	TJC Standard
	GETTING STARTED												
			INSTRUCTIONS > Below is a comprehensive list of all private duty policies and procedures related to the provision of personal care (in black) and skilled care (in blue/grey) as developed by Right at Home LLC. To implement for your office, please follow the steps below. > Those marked as "BRAND STANDARD MANUAL" on the LEFT are standard requirements of Right at Home LLC. For addition information on these required policies, please contact your Business Performance Coach. > For offices pursuing accreditation with The Joint Commission, ALL policies and forms are required to be operationalized. 1) Review content and add Entity information, where applicable. 2) Change responsible party to Director of Nursing/Client Care Coordinator/Designee depending on State law. 3) Change client file/medical record language depending on State law. 4) After modifying an agreement or form to your office, remove comments/bubbles. For additional help, view the "READ ME - How To Operationalize To Your Office" document found in eRC Library > Care Management.										
INTRODUCTION													
	<input type="checkbox"/>		Manual Cover										
	<input type="checkbox"/>		Review and Revision Log										
SECTION 1 - RIGHTS AND RESPONSIBILITIES OF THE INDIVIDUAL													
	<input type="checkbox"/>	1001-P	Client Information Packet Policy										FI 01.01.01, 01.02.01
✓	<input type="checkbox"/>	1001A-F	Telephony and Mobile App Agreement			✓		✓					FI 01.01.01, 01.02.01
	<input type="checkbox"/>	1001B-F	Sample Telephony Instruction Form										FI 01.01.01, 01.02.01
	<input type="checkbox"/>	1001C-F	Admission to Home Care Release Form										FI 01.01.01, 01.02.01
✓	<input type="checkbox"/>	1002-P	Client Bill of Rights and Responsibilities Policy										FI 01.01.01, 01.01.03, 01.02.01, 01.04.01, 02.01.01, FC 02.01.01
✓	<input type="checkbox"/>	1002A-F	Client Rights and Responsibilities Form			✓	✓	✓					FI 01.01.01, 01.01.03, 01.02.01, 01.04.01

Commonly Cited Home Care Standards

HOME CARE



Typical Onsite Survey Agenda

- Announced – 30 day advance notice is provided
 - Posted on extranet at 7:30 am
 - Surveyor bio and picture
 - Survey agenda
- Opening Conference - orientation to the organization

Typical Onsite Survey Agenda

- Individual tracer activities
 - Patient/client record review
 - Staff interviews
- Systems tracers
 - The systems/processes that support operations
- Daily Briefings
- Exit Conference

Joint Commission Surveyors

- Experienced Home Care Professionals
 - Professional Experience in Home Care operations
 - Clinicians and administrators
 - Collaborative
 - Open communication
- Rigorous, hands-on initial education
- Ongoing professional education

The Onsite Survey Experience

- Patient/Client-centric and educational
- Verifying and communicating compliance
- Minimal interruption of care activities; flexible

Survey Preparation Tips

- Maintain minimum patient/client census
- Documents ready
 - 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
- Notify your staff
 - Have the notification plan ready
 - Have your supervisor available or access to them

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

After the Survey

- Communication of survey observations
- Exit conference
- On-site survey report posted on your extranet site within 10 days
- Standards out of compliance
- Submit evidence of standards compliance within a 60-day window
- Initial surveys, the accreditation award letter will be posted once a successful Evidence of Standards Compliance (ESC) is completed and approved. The accreditation effective date then becomes the day after the last day of the survey.



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 representation of survey findings

SAFER Matrix

Likelihood to Harm a Patient/Visitor/Staff

HIGH

MODERATE

LOW

<i>Immediate Threat to Life</i>			
	MM.03.01.01, EP8	MM.03.01.01, EP7	
	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
	RC.01.01.01, EP19 RC.02.03.07, EP4		
	LIMITED	PATTERN	WIDESPREAD

What impact does Joint Commission accreditation have on organization?

- Better Outcomes
- Fewer ER Visits
- Fewer Readmissions
- Reduced Fall Risk
- Operational Efficiencies
- Improved Staff Satisfaction
- Fewer Hospitalizations

A robust set of tools and resources

- Secure Extranet Site
- Dedicated Account Executive
- Annual consultative calls with standards experts
- Comprehensive, customizable e-manual
- Portals of information
- Leading Practice Library
- Focused Standards Assessment tools
- State, Payer Relations, Washington Office

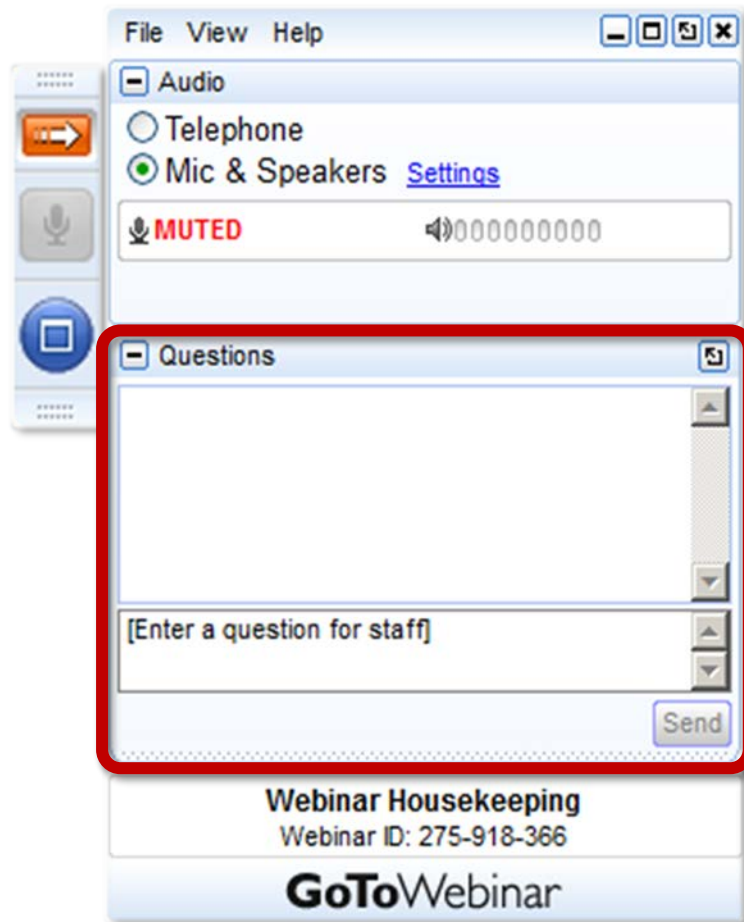
Next Steps



For initiating The Joint Commission process contact lgrote@rightathome.net or mbasich@jointcommission.org

Please contact Lorraine Grote Johnson for existing Franchisees who are currently accredited with The Joint Commission

Time for Your Questions!



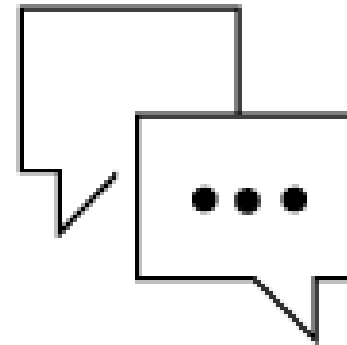
As we conclude...

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](#)



Follow and Join Us!



@TJCHomeCare



[LinkedIn Page](#)

Home Care Team Contacts



Joint Commission Home Care Program

Help Desk: 630-792-5070 or homecare@jointcommission.org

www.jointcommission.org/accreditation/home_care.aspx



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Account Executive Team: 630-792-3007

Thank
you!