

# Why We Chose The Joint Commission and How We Achieved Accreditation

## Presented by:

Jan Jones, RN, BSN

Chief Executive Officer, The Elizabeth Hospice

Mark W. Mikhael, Pharm. D.

Vice President of Operations, ProHealth Pharmacy Solutions

# Webinar Presenters

Jan Jones, RN, BSN

Chief Executive Officer The  
Elizabeth Hospice



Mark W. Mikhael Pharm. D.

Vice President of Operations  
ProHealth Pharmacy Solutions



# Objectives

- Hear from your colleagues as they share:
  - Why they chose The Joint Commission
  - How they achieved accreditation
  - Impact of Joint Commission accreditation on their organization
  - Advice and Tips
- Q & A Session with Presenters

The  
Elizabeth  
Hospice

## About our organization

- Started in 1978
- Location: Southern California
- Services: Hospice, Palliative Care, Grief Support
- Average Daily Census: 500-550
- Accredited since March 2018



The Elizabeth Hospice

# Why we chose The Joint Commission

- The Joint Commission is the gold standard and helps you be the highest quality organization you can be.
- Emphasizes things that are really important. We don't get do-overs.
- An achievement that recognizes the quality of care we provide
- Is attractive to payers, patients and families who know they're working with an organization that has gone through the rigor of Joint Commission accreditation.



## How we achieved accreditation

- Received approval from the board of directors, leadership team and staff
- We talked about the ‘why’ behind doing Joint Commission accreditation
- Broke up work by chapters and worked with the key individuals that would be involved
- Bonused the staff after achieving accreditation to thank them for the hard work



## The impact of accreditation on our organization

- Improved care planning process for better coordination of care for the patient and the family
- Contracts with managed care organizations, payers and partners in health care
- Offers potential to improve bottom line by making processes as clean and efficient as possible
- Surveyors were very positive and help you learn how to improve





## Advice and Tips

- Understand that it will require a lot of preparation but it results in better care for patients and families.
- Other accrediting bodies may be easier, but don't go for easy, do what's right.
- Let staff listen in on report-out at the end of the survey.
- Don't wait until you're perfect, just do it.



# ProHealth Pharmacy Solutions

## About our organization

- Founded 1989 in Orlando, FL
- Services: Hospital Infusion Pharmacy Solutions
- Serve approximately 150 hospitals, 13 health systems
- Average census is 2,000+
- Accredited since April 2013



OUR EXPERIENCE...YOUR OPPORTUNITY

# Why we chose The Joint Commission

- Wanted the same quality of care found in hospitals for the outpatient settings to meet needs of clients
- The Joint Commission is synonymous with quality – so switched accreditor to the Joint Commission.
- It sets us apart from the rest. When people see *The Gold Seal of Approval*® on our marketing materials, it definitely coincides with high quality care.



## How we achieved accreditation

- Made sure all of our policies and procedures were up to date with the standards that were released from The Joint Commission
- Held a weekly conference call between all of our directors
- Assembled clinicians from all sites and systematically reviewed standards to ensure compliance
- Ensured QA department was interacting with clinicians at the different hospitals



# The impact of accreditation on our organization

- Survey and standards define process for us to follow and hold us accountable to maintain
- Makes us vigilant on risk reduction
- We're more attractive to hospitals, payers and patients
- Allows us to speak the same language as inpatient providers
- Advocacy on behalf of the home infusion and the home care industry through The Joint Commission



### Advice and Tips

- Even with automation, there's risk for potential error that could be very detrimental to the patient's health.
- You need to commit to quality and look at your processes to make sure, you have vetted everything that can go wrong.
- Consistently review policies and procedures to make sure they're current and in-line with new standards
- Focus on continuous improvement every day, not just every three years



# Home Care Accreditation



## Settings we accredit

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



## Add on Certification:

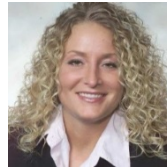
- Medicare certification for Home Health or Hospice
- Community-Based Palliative Care Certification



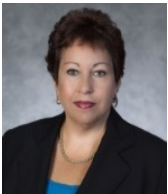
# Home Care Team Contacts



**Margherita Labson**  
BSN, MSHSA, CPHQ, CCM, CGB  
Executive Director  
630-792-5284 or  
[mlabson@jointcommission.org](mailto:mlabson@jointcommission.org)



**Melissa Basich, MBA**  
Associate Director  
630-792-5276 or  
[mbasich@jointcommission.org](mailto:mbasich@jointcommission.org)



**Brenda Lamberti, BS**  
Senior Business Development  
Specialist  
630-792-5252 or  
[blamberti@jointcommission.org](mailto:blamberti@jointcommission.org)



**Mala VonGunten BSN, MBA,  
CRNI**  
Associate Director  
630-792-5746 or  
[mvongunten@jointcommission.org](mailto:mvongunten@jointcommission.org)

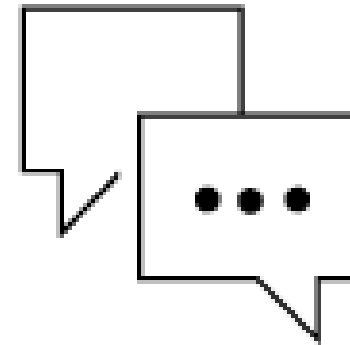
**Phone:** 630-792-5070

**Email:** [homecare@jointcommission.org](mailto:homecare@jointcommission.org)

**Web:** [www.jointcommission.org/accreditation/home\\_care.aspx](http://www.jointcommission.org/accreditation/home_care.aspx)

# 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
- Access additional webinar replays our [web site](#) under "Webinar Replays" section.
- Follow us on social media!



**@TJCHomeCare**



**LinkedIn Page**

Thank  
you!