Why We Chose The Joint Commission and How We Achieved Accreditation

**Presented by:**

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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.
The Elizabeth Hospice

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
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
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
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

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