



Informational Teleconference for DMEPOS Providers Preparing for or Considering Joint Commission Accreditation

Jasmina Juric, MPA
Senior Accreditation Specialist

Linda Morgan, BS, RRT
Associate Director, Standards Interpretation





Objectives for today's call:

- ▶ Identify what happens before, during and after the onsite survey
- ▶ Describe tips for compliance with historically challenging requirement areas for DMEPOS providers
- ▶ Identify the free resources available from The Joint Commission to help DMEPOS providers have a successful accreditation experience

How do you know we'll be arriving? Check your extranet site at 7:30 am beginning at your noted "ready month"



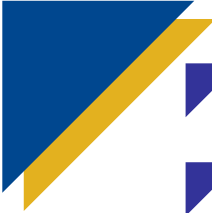
The screenshot shows the 'Connect' extranet interface. At the top, it identifies the user as 'ABC Healthcare' at '11 Main St. Anytown, USA' with HCO: 00000. A navigation bar includes 'Accreditation Home' and 'WHAT'S DUE' (MOS, 10/29/2008) and 'NEW REPORTS' (No new reports posted in last 30 days). The main content area is titled 'Accreditation Tools' and is organized into several columns of links:

- Continuous Compliance Tools:**
 - ▶ Periodic Performance Review (PPR)
 - ▶ e-Statement of Conditions
 - ▶ Complaint Response
 - ▶ Self-Report Sentinel Event
 - ▶ Sentinel Event Activities
- Application for Accreditation:**
 - ▶ Application
 - ▶ Quality Check Service Profile
- Reports:**
 - ▶ Accreditation Report
 - ▶ Priority Focus Process
 - ▶ Accreditation Quality Report
 - ▶ ORYX Performance Measure Report
 - ▶ Correspondence
 - ▶ Sentinel Event Correspondence
- Accreditation Contracts and Fees:**
 - ▶ Contracts
 - ▶ Fee, Billing and Invoice Information
- Quality Improvement Tools:**
 - ▶ Strategic Surveillance System
- Pre-Survey:**
 - ▶ Survey Agenda
 - ▶ Survey Activity Guide
- Post-Survey:**
 - ▶ Evidence of Standards Compliance
 - ▶ Measure of Success
 - ▶ Publicity Kit
 - ▶ Survey Evaluations
- Performance Measurement (ORYX):**
 - ▶ ORYX Measure Selection
 - ▶ ORYX Performance Measure Report
 - ▶ Documentation and Related Links

On the left side of the interface, there are several utility sections:

- Notification of Scheduled Events:** Click Here
- Multiple Org Access:** Click on the dropdown list below to view another organization. A dropdown menu shows '337843'.
- Your Account Representative:** Darling, Pearl (630) 792-5254, pdarling2@JointCommission.org. Account Representatives are available for support Monday - Friday, 8:30 a.m. - 5 p.m. CT.
- Quicklinks:**
 - ▶ Official Email
 - ▶ View Contacts/Access

Home Care Survey Agenda

- 
- ▶ **Surveyor arrival & preliminary planning**
 - ▶ **Opening conference & orientation to the organization**
 - ▶ **Continued surveyor planning**
 - ▶ **Individual tracer activity**
 - ▶ **System tracers**
 - ▶ **Leadership session**
 - ▶ **Surveyor report preparation**
 - ▶ **CEO exit briefing & organization exit conference**



2009 Challenging Compliance Areas for DMEPOS Providers

- ▶ **HR 01.02.01 The organizations defines staff qualifications.**
- ▶ **HR.01.02.05 The organization verifies staff qualifications.**
- ▶ **HR 01.03.01 Staff are supervised effectively.**



2009 Challenging Compliance Areas for DMEPOS Providers

- ▶ **PC 02.01.03** The organization provides care, treatment, or services in accordance with orders or prescriptions, as required by law and regulation.
- ▶ **PC 04.01.01** The organization has a process that addresses the patient's need for continuing care, treatment, or services after discharge or transfer.
- ▶ **NPSG Requirement 07.07.01** Comply with current World Health Organization (WHO) Hand Hygiene Guidelines or Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.



2009 Challenging Compliance Areas for DMEPOS Providers

- ▶ **LD.04.01.01** - The organization complies with law and regulation.
 - EP 13: For DMEPOS suppliers serving Medicare beneficiaries: The supplier complies with Medicare coverage, claim processing, and payment policies.

- ▶ **LD.04.01.03** - The organization develops an annual operating budget and, when needed, a long-term capital expenditure plan.

2009 Challenging Compliance Areas for DMEPOS Providers

- ▶ **EM.01.01.01** - The organization engages in planning activities prior to developing its written Emergency Operations Plan.

Note: An emergency is an unexpected or sudden event that significantly disrupts the organization's ability to provide care, or the environment of care itself, or that results in a sudden, significantly changed or increased demand for the organization's services. Emergencies can be either human-made or natural (such as an electrical system failure or a tornado), or a combination of both, and they exist on a continuum of severity. A disaster is a type of emergency that, due to its complexity, scope, or duration, threatens the organization's capabilities and requires outside assistance to sustain patient care, safety, or security functions.


- EP 4: The organization determines what its role will be, if any, in the community response plan. A community response plan is the response plan of the organization's city, county, region, or state, whichever plan is activated by community leadership.



2009 Challenging Compliance Areas for DMEPOS Providers

- **EQ.02.01.01** - The organization maintains, tests, and inspects medical equipment used by staff in the provision of care, treatment, or services.

2009 Challenging Compliance Areas for DMEPOS Providers

- 
- ▶ **NPSG.09.02.01** The organization implements a fall reduction program that includes an evaluation of the effectiveness of the program.

Rationale: Falls account for a significant portion of injuries in home care patients. An organization should evaluate a patient's risk for falls and take action to reduce the risk of falling and injury, should a fall occur.

An evaluation could include: a patient's fall history; review of medications and alcohol consumption; gait and balance screening; assessment of walking aids, assistive technologies, and protective devices; and environmental assessments.

2009 Challenging Compliance Areas for DMEPOS Providers

- EP 6: The organization evaluates the fall reduction program to determine the effectiveness of its program.

Outcome indicators such as decreased number of falls and decreased number and severity of fall-related injuries could be used.



Resources Available to You

- ▶ Visit the online toolkit for the most up to date information **www.jointcommission.org/hctoolkit**
- ▶ Jasmina Juric 630-792-5251 or e-mail at **JJuric@jointcommission.org**
- ▶ Standards Interpretation Group (SIG) 630-792-5900
- ▶ Pricing Unit 630-792-5115
- ▶ Account Representative 630-792-3007



Home Care Resources

▀ **Standards**

http://www.jointcommission.org/Standards/SII/sii_hc.htm

▀ **NPSGs**

http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals/09_ome_npsqs.htm

www.jointcommission.org