2013

Home Care
Accreditation Overview

A snapshot of the accreditation process

The Joint Commission
Accreditation
Home Care
Founded in 1951, The Joint Commission is the leader in accreditation, with more than 60 years of experience across the full spectrum of health care organizations. The Joint Commission is a non-governmental, not-for-profit organization.

The Joint Commission established the Home Care Accreditation program in 1986 to encourage safe, high quality patient care to patients served in the home. Today the Home Care program accredits over 7,000 organizations in a variety of settings.

The Value of Joint Commission Accreditation

The Joint Commission and its Gold Seal of Approval™ is the most widely recognized quality and safety benchmark in the health care industry. Joint Commission accreditation benefits your organization by:

- **Giving you a competitive advantage** Achieving accreditation is a visible demonstration to referral patients that your organization is committed to providing the highest quality services. It sets you apart from other providers in your market based on the quality of your services.

- **Assisting in recognition from insurers, associations, and other third parties** Many payers, regulatory agencies, and managed care contractors require Joint Commission accreditation for reimbursement, certification or licensure, and as a key element of their participation agreements.

- **Improving liability insurance coverage** By enhancing risk management efforts, accreditation may improve access to, or reduce the cost of liability insurance coverage. Find the latest list of liability insurers that recognize Joint Commission accreditation at www.jointcommission.org/liability_insurers.

- **Helping organize and strengthen your improvement efforts** Accreditation encompasses state-of-the-art performance improvement concepts that help you continuously improve quality and standardize your processes of care.

- **Enhancing staff education** The accreditation process is designed to be educational. Joint Commission on-site surveyors offer suggestions and strategies that may help your organization better meet the intent of the standards and, more importantly, improve performance of day-to-day operations.
Types of Services Eligible for Accreditation

Below is a list of services accredited under The Joint Commission’s Home Care program:

• Home health agencies
• Hospice
• Personal Care/Companion Care/Non-Medical Services
• DMEPOS
• Oxygen
• Infusion
• Mail order pharmacy
• LTC pharmacy
• Specialty pharmacy

Don’t see your setting? We can help. Call 630-792-5070.
Requesting an Application is Easy

Application
The application collects essential information about your organization, including ownership and management, demographics, and the types and volume of patient services provided. With this information, The Joint Commission determines the number of days required for a survey, the composition of the survey team and the services to be reviewed. The application:

• Is in an electronic format that can be accessed by any computer
• Is valid for one year from the date submitted; submit your application and still have time to finish your preparations before the on-site survey takes place
• Allows you to indicate the month/year when you would like the survey to take place, and/or specific dates you would like to avoid

Requesting an Application is easy!
The application is available on our website at www.jointcommission.org/accreditation/homecare

Accessing and Submitting the Application
After your request is processed, you will receive an email providing log-in information to access the application. (See next page). To process your application a nonrefundable deposit, which is applied toward your cost of accreditation, is required. Submitting the application without the deposit will delay the scheduling of your survey. Call us at 630-792-5070 to discuss the deposit.

Fees
The cost for Joint Commission home care accreditation is determined by the number of services you provide, daily patient volumes for each service (rentals or sales of equipment for DME providers) and the number of locations from which service is provided.

Accreditation is valid for a three-year cycle, and billed in four interest-free installments.

Some of the complimentary services that are part of your complete accreditation package include:

• Dedicated Account Executive to guide you through the survey process
• Dedicated extranet site which conveniently houses all your communications in one location
• 24/7 access to our Standards “Help Desk” that can provide insight on the application of requirements in your specific setting
• Print and electronic copies our requirements manual, including updates
• A collaborative, on-site survey conducted by seasoned industry professionals able to share innovative best practices
• Formal Certificate of Accreditation for posting
• Select newsletters to keep you informed of enhancements or updates to the survey process/requirements
• Online Media Kit with additional ideas to help publicize your achievement
• Marketing support via an online Listing on Quality Check website of accredited organizations accessed by numerous referral sources, payors and consumers
• Access to customer-only online educational tools including the Leading Practices Library

We encourage providers to contact us directly with their pricing questions. Having knowledge of your typical daily patient volume ranges will help ensure we can provide you with a more accurate estimate of fees. Call us at 630-792-5070.
Now You’ve Applied: Accreditation Preparation & Support

The Joint Commission wants you your organization to be successful with accreditation. To help you prepare, The Joint Commission offers a variety of hands-on support and technical resources.

Joint Commission Connect™
Joint Commission Connect is a personalized extranet site, dedicated to supporting your organization. Here your organization can access the application, make fee payments, and maintain accreditation expectations throughout your ongoing relationship with The Joint Commission.

A Dedicated Account Executive
When you gain access to Joint Commission Connect, you will be assigned an Account Executive who will:
• Answer your questions about survey preparation, and help you through each step of the process
• Analyze your Application and contact you if there are any questions or items requiring clarification
• Update changes to your demographic information including address, contact name(s), services, etc.
• Assist you with other Joint Commission contacts and questions
• Support your post-survey activities

Survey Activity Guide
Accessible via Joint Commission Connect and our website, the Survey Activity Guide is dedicated to preparing you for the on-site visit and includes:
• Survey Activity Details
  A thorough, individualized description of the specific events that comprise a typical, 2-day on-site review.
• Sample Survey Agenda
  A helpful, hour-by-hour outline of the survey, showing you what to expect, whom to have available and what you’ll need throughout the on-site visit.
• Ready-to-Go List
  A list of specific documents and information you’ll need for the surveyor planning sessions on Day One of your survey.

Standards Help Desk
Call our standards help desk for information about applying specific standards to your setting. This resource is available by phone 630-792-5900, option 6, or through the Joint Commission website at www.jointcommission.org/Standards/OnlineQuestionForm.

Frequently Asked Questions (FAQs)
Answers to FAQs for many areas of potential importance to home care organizations are posted on our website. You may find answers to your specific questions by checking the FAQs section of our website before calling or e-mailing us. Visit: www.jointcommission.org/standards.
Your On-site Survey Process

The Joint Commission’s accreditation process helps organizations improve the safety and quality of care and services. The process begins with an on-site survey that assesses compliance with Joint Commission standards. Typically, on-site surveys are conducted by one surveyor for two days, and involve:

- ‘Tracing’ the patient’s experience - looking at services provided by various care providers and departments within the organization, as well as ‘hand-offs’ between them
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility (if applicable).

Your Home Care Surveyors: Seasoned Industry Professionals

Joint Commission home care surveyors are employees, not volunteers, and are experienced in the home care industry. As they are also currently practicing in the field, Joint Commission surveyors understand the day-to-day issues that confront providers and have the hands-on expertise to help organizations resolve them. The Joint Commission organizes a surveyor, or team of surveyors, to match an organization’s needs and unique characteristics.

The collaborative, on-site education provided by surveyors offers strategies that help your organization better meet the intent of the standards and, more importantly, improve performance.

The Joint Commission ensures surveyor consistency by providing a minimum one week of initial training and a minimum of 10 days of continuing education annually to keep surveyors up-to-date on advances in quality-related performance evaluation. All surveyors must also pass a rigorous Certification Exam. Part of the training is ensuring that your on-site survey is an educational process. The Joint Commission evaluates its surveyors’ performance continually throughout the year.

Special Accreditation Options

Deemed Status for Home Health or Hospice Centers
A home health or hospice may choose to participate in a Joint Commission accreditation survey that can be used for both Medicare certification and accreditation to ensure a timely a survey. A provider seeking Medicare certification through The Joint Commission must first complete and receive verification of their 855a form from CMS before applying for accreditation. This can be found at www.cms.gov. Additional steps regarding this special survey process can be found on our website.

System Accreditation
System accreditation awards a single accreditation decision to a home care system, usually a large organization, composed of a corporate office or a main site, and multiple sites. Under this option, the main site is visited to assess system-wide policies and functions and then a random sample of sites are visited to assess the execution of the policies and the delivery of care.

Early Survey Option
The Early Survey Option is utilized by organizations not actively caring for patients, but needing to provide evidence (to payers, state and/or federal regulators) of their intent to obtain ‘full’ accreditation.

For additional information on these survey options, please call us at 630.792.5070.
Joint Commission standards reflect the key components to delivering consistent, safe, high quality care and service.

The Comprehensive Accreditation Manual for Home Care (CAMHC) contains patient-focused standards organized around healthcare functions and processes:

<table>
<thead>
<tr>
<th>Chapters Include:</th>
<th>Summary</th>
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<tbody>
<tr>
<td>Environment of Care</td>
<td>How safe, functional and effective the environment for patients, staff and other individuals is in the organization.</td>
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<tr>
<td>Emergency Management</td>
<td>Ensures the provider has a disaster plan in place.</td>
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<tr>
<td>Human Resources</td>
<td>Processes for staff and staff management.</td>
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<tr>
<td>Infection Prevention and Control</td>
<td>How the provider identifies and reduces the risk of acquiring and transmitting infections.</td>
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<tr>
<td>Information Management</td>
<td>How well the provider obtains, manages and uses information to provide, coordinate and integrate services.</td>
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<tr>
<td>Leadership</td>
<td>Reviews structure and relationships of leadership, the maintenance of a culture of safety, quality and operational performance.</td>
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<tr>
<td>Life Safety</td>
<td>Covers requirements for ongoing maintenance of building safety requirements during and after construction.</td>
</tr>
<tr>
<td>Medication Management</td>
<td>Addresses the stages of medication use, including: selection, storage and safe management of medications, ordering, preparing and dispensing, administration, and monitoring of effect and evaluation of the processes.</td>
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<tr>
<td>National Patient Safety Goals (NPSG)</td>
<td>Specific actions home care organizations are expected to take in order to prevent medical errors, such as miscommunication and medication errors.</td>
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<tr>
<td>Provision of Care</td>
<td>Covers four basic areas: planning care, implementing care, special conditions, and discharge or transfer.</td>
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<tr>
<td>Performance Improvement</td>
<td>Focuses on using data to monitor performance, compiling and analyzing data to identify improvement opportunities, and taking action on improvement priorities.</td>
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<tr>
<td>Record of Care</td>
<td>Covers the planning function (components of clinical records, authentication, timeliness, and record retention) as well as documentation of items in the patient record.</td>
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<tr>
<td>Rights of the Individual</td>
<td>Informed consent, receiving information, participating in decision making, and services provided to respect patient rights.</td>
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<tr>
<td>Waived Testing</td>
<td>For CLIA-approved laboratory testing, covers: policies, identifying staff responsible for performing and supervising waived testing, competency requirements, quality control, and record keeping.</td>
</tr>
<tr>
<td>Required Written Documentation</td>
<td>Identifies elements of performance in the manual requiring written documentation. See the Required Written Documents chapter in the manual for complete details.</td>
</tr>
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Accessing the Standards

Joint Commission standards for home care settings are available in both print and electronic format.

CAMHC

Attributes
• Standards for all Home Care settings
• An applicability grid determines which standards apply to certain home care settings (CAMHC only)

How to Access
• One FREE manual sent upon receipt of application AND deposit
• To purchase additional manuals, contact JCR at www.jcrinc.com.

E-dition (Electronic Standards Manual)

Attributes
• Web-based version accessed electronically
• Filters applicable standards by selection of setting (e.g., Home Health, DME)

How to Access
• Request a free 60-day trial at our website
• One FREE license sent upon receipt of application AND deposit

Niche Manuals

Attributes
• Handy, spiral-bound paperback
• Features standards exclusive to certain home care settings
• Currently available for these settings: Home Health, Personal Care & Hospice, DME and Clinical Respiratory

How to Access
• Visit www.jcrinc.com

Want to see the standards for free? Request a free 60-day trial at our website.
Accreditation Decisions

The final accreditation decision, which is valid for approximately three years, is based on an organization’s compliance with Joint Commission standards. Accreditation decisions are awarded in one of these six categories:

- Accredited
- Preliminary Accreditation
- Accreditation with Follow-up Survey
- Contingent Accreditation
- Preliminary Denial of Accreditation
- Denial of Accreditation

At the end of the on-site survey, a “Summary of Survey Findings Report” is left with the organization to identify any Requirements for Improvement (RFIs). Organizations with RFIs will have a set period of time to submit evidence to show that the organization is now in full compliance with those standards.

When is your accreditation decision effective?
See CAMHC, E-dition or call your Account Executive.

Tools and Resources Created Exclusively for Joint Commission Customers

Center for Transforming Healthcare
The Joint Commission Center for Transforming Healthcare works to solve health care’s most critical safety and quality problems. With its Targeted Solutions Tool™ the Center uses a systematic approach to analyze specific breakdowns in care and their causes, and provide solutions to these problems for Joint Commission customers. Learn more about Center projects at www.centerfortransforminghealthcare.org.

The Leading Practice Library
The Leading Practice Library offers real life solutions successfully implemented by accredited health care organizations that support patient safety and quality health care. The documents are cross-referenced to corresponding chapters in Joint Commission standards manuals.

Newsletters
Sign up on our website to receive email alerts and free newsletters to keep informed of updates to our program.
You’re Accredited - Make the Most of It!

Publicize your achievement of national accreditation and receiving The Joint Commission’s Gold Seal of Approval™ by notifying patients, the public, the local media, third-party payers and referral sources. Available at www.jointcommission.org/publicitykit, The Joint Commission offers free publicity assistance including:

- Suggestions for celebrating your accreditation
- Guidelines for publicizing your Joint Commission accreditation
- Sample news releases
- Gold Seal of Approval™ downloadable artwork.

Following your survey, information about your accreditation status will be posted on Quality Check® at www.qualitycheck.org. Quality Check® allows anyone to search for accredited organizations within a city or state, or by type of setting.
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<th>I have a question about...</th>
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<td><strong>Getting Started</strong></td>
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<tr>
<td>• How to get started</td>
<td>Home Care Business Development Team</td>
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<tr>
<td>• Overall accreditation process</td>
<td>Call: 630-792-5070</td>
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<tr>
<td>• What accreditation costs</td>
<td>Email: <a href="mailto:homecare@jointcommission.org">homecare@jointcommission.org</a>.</td>
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<tr>
<td>• Receiving a free trial of the standards</td>
<td>Website: <a href="http://www.jointcommission.org">www.jointcommission.org</a></td>
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<tr>
<td>• Requesting an application</td>
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<tr>
<td><strong>Managing the Accreditation Process</strong></td>
<td>Account Executive</td>
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<tr>
<td>• Completing my application</td>
<td>Call: 630-792-3007</td>
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<tr>
<td>• Scheduling a survey date</td>
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<tr>
<td>• Specific issues related to ongoing accreditation</td>
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<td><strong>Standards</strong></td>
<td>Standards Help Desk</td>
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<tr>
<td>• Complying with specific home care standards</td>
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<td><strong>Manuals, Education and Training</strong></td>
<td>Joint Commission Resources (JCR)</td>
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<tr>
<td>• Obtaining standards manual</td>
<td>Call: 877-223-6866</td>
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<tr>
<td>• Registering for a Joint Commission education program</td>
<td>Email: <a href="mailto:jcrcustomerservice@pbd.com">jcrcustomerservice@pbd.com</a></td>
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<tr>
<td>• Training resources for my staff</td>
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