We are seeking input from the field on the proposed requirements for the Reinvented Long Term Care Accreditation Program, and you are invited to comment through this on-line survey. We also encourage you to involve others from your organization when taking this survey. The survey is organized into the three areas described below.

**Core Requirements:** Starting in July 2013, all accredited nursing homes will be required to meet these core requirements that relate to high value quality and safety issues affecting all patients and residents in nursing home settings.

**Person-Centered Care Requirements:** These requirements are new and address the trend in long term care that seeks to create a less institutionalized and more person-centered environment. The focus of these requirements is on leadership-driven cultural transformation. Starting in July 2013, these requirements will be included in the core and all accredited nursing homes will be required to meet these requirements.

**Post Acute Care Requirements (Optional Certification):** These requirements are new and focus on the care provided to bridge the gap between intensive, acute care and home/home care services. This post acute care certification will apply to organizations providing this type of care, including organizations providing rehabilitation services. These requirements address four key concepts in the post acute care environment – leadership accountability, staff knowledge and competency, transitions of care, and provision of care for the high acuity resident. Starting in July 2013, accredited nursing homes will have the option to pursue an additional special distinction by demonstrating compliance with these requirements.

Comments will be gathered for 6 weeks beginning on July 2, 2012 and ending on August 13, 2012.

If you are unable to complete this survey in one sitting, the survey tool will automatically save your responses. When you are ready to continue, please click on the survey link and you will be directed to your remaining questions.

Thank you in advance for your time and thoughtful responses. If you have any questions, please contact Lauren Lentine at LLentine@jointcommission.org.
* Please select each area of the Long Term Care Reinvention project you would like to comment on. (You may select multiple areas to comment on.)

- **Core Requirements**
  - If selected, please answer the questions in Section 2 (page 4)

- **Person-Centered Care Requirements**
  - If selected, please answer the questions in Section 3 (page 10)

- **Post Acute Care Requirements (optional certification)**
  - If selected, please answer the questions in Section 4 (page 13)

### SECTION 1: DEMOGRAPHIC QUESTIONS

* Which of the following best represents your perspective?*
  - Accreditation Specialist/Professional
  - Administrator (not including nursing administrator)
  - Allied Health Professional (OT, PT, RT, etc.)
  - Infection Control Preventionist/Practitioner
  - Joint Commission Advisory Council Member
  - Joint Commission PTAC Member
  - Joint Commission Surveyor
  - Medical Director
  - Nurse (including nursing administrator)
  - Performance/Quality Improvement Professional
  - Physician
  - Other, please specify: ____________________

* Are you a member of an organization within the Veterans Health Administration (VHA) health care system?*
  - Yes
  - No

The Joint Commission is currently developing a customized approach to evaluating organizations in the VHA health care system. The proposed set of core requirements represented in this field review may not be all the requirements that will apply to Community Living Centers (CLCs) within the VHA health care system.

* Please select the response below that best describes your organization.*
  - Federal or state governmental agency
  - Joint Commission accredited Long Term Care Organization
  - Long Term Care Organization not accredited by The Joint Commission
  - Professional Association, please specify: ____________________
  - Other, please specify: ____________________
* What type of care do you provide? (Select all that apply.)

- Traditional long term care
- Skilled short-stay, post acute/subacute care in a distinct unit
- Skilled short-stay, post acute/subacute care in a non-distinct unit

How many beds does your organization have?

- Fewer than 50
- 50 – 99
- 100 – 200
- Greater than 200

Please indicate the structure below that best describes your organization

- Free-standing
- Hospital-based

Which type of Joint Commission Accreditation does your organization have?

- Long Term Care Accreditation
- Medicare/Medicaid Certification-Based LTC Accreditation

In July 2013, organizations that are currently accredited under the Medicare/Medicaid Certification-Based LTC Accreditation will begin to transition to the Long Term Care Program and will be required to comply with the entire set of core requirements.
SECTION 2: CORE REQUIREMENTS

Core Requirements

The proposed core will consist of a subset of existing Long Term Care requirements that directly contribute to the provision of safe, high-quality care and reduce redundancy between the Joint Commission survey and oversight by the Centers for Medicare and Medicaid Services (CMS), or another regulatory entity. In addition, new requirements which focus on industry transformation from institutional to person-centered care will be added to the core.

In this section of the survey, we would like you to review and answer questions about the proposed set of core requirements. You may review and comment on the proposed core in its entirety, or you may review and comment on select chapters. To make the task of your review easier, the proposed core can be downloaded with all the proposed core requirements in one document or it can be downloaded by chapter.

Proposed Core Requirements – All chapters

**Environment of Care (EC)**
**Emergency Management (EM)**
**Human Resources (HR)**
**Infection Prevention and Control (IC)**
**Information Management (IM)**
**Leadership (LD)**
**Life Safety (LS)**
**Medication Management (MM)**
**Provision of Care, Treatment, and Services (PC)**
**Performance Improvement (PI)**
**Record of Care, Treatment, and Services (RC)**
**Rights and Responsibilities of the Individual (RI)**
**Waived Testing (WT)**

Please note: Accreditation Participation Requirements (APRs) and National Patient Safety Goals (NPSGs) are not included in the Long Term Care Reinvention project and will not be changed at this time. Therefore, the APR and NPSG chapters will not appear in these downloadable documents.
Core Requirements

The proposed core will consist of requirements that directly contribute to the provision of safe, high-quality care and reduce redundancy between the Joint Commission survey and oversight by the Centers for Medicare and Medicaid Services (CMS), or another regulatory entity. Some of the requirements in this proposed core are currently applicable to organizations surveyed under the Medicare/Medicaid Certification-Based LTC Accreditation, while others will be new for such organizations. In addition, new requirements which focus on industry transformation from institutional to person-centered care will be added to the core.

In this section of the survey, we would like you to review and answer questions about the proposed set of core requirements. You may review and comment on the proposed core in its entirety, or you may review and comment on select chapters. To make the task of your review easier, the proposed core can be downloaded with all the proposed core requirements in one document or it can be downloaded by chapter.

Proposed Core Requirements – All chapters

Environment of Care (EC)
Emergency Management (EM)
Human Resources (HR)
Infection Prevention and Control (IC)
Information Management (IM)
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Provision of Care, Treatment, and Services (PC)
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Record of Care, Treatment, and Services (RC)
Rights and Responsibilities of the Individual (RI)
Waived Testing (WT)

Please note: Accreditation Participation Requirements (APRs) and National Patient Safety Goals (NPSGs) are not included in the Long Term Care Reinvention project and will not be changed at this time. Therefore, the APR and NPSG chapters will not appear in these downloadable documents.
Overall, please indicate your level of agreement with the following statement. The proposed set of core requirements will focus accreditation on the most critical issues in long term care.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Please elaborate.

Please identify which, if any, of the requirements in the proposed core should be excluded for one or more of the following reasons. Please note that you may review and comment on the proposed core in its entirety, or you may review and comment on select chapters.

- Resident Safety and Quality of Care – Requirements that do not substantially contribute to your organization's achievement of quality care and resident safety.
- CMS Evaluation Redundancy – Requirements that are redundant to issues addressed by CMS (or another regulatory entity) during its inspections, and an additional evaluation of these issues by The Joint Commission would not be valuable to long term care organizations.
- Relevancy to Post Acute Care Services – Requirements that address short stay, medically complex services and should be made applicable to only the post-acute certification product.

**Downloadable Reports:**

- Proposed Core Requirements – All chapters

- Environment of Care (EC)
- Emergency Management (EM)
- Human Resources (HR)
- Infection Prevention and Control (IC)
- Information Management (IM)
- Leadership (LD)
- Life Safety (LS)
- Medication Management (MM)
- Provision of Care, Treatment, and Services (PC)
- Performance Improvement (PI)
- Record of Care, Treatment, and Services (RC)
- Rights and Responsibilities of the Individual (RI)
- Waived Testing (WT)
Once you have reviewed the proposed core, either in its entirety or for select chapters, please indicate which chapters contain requirements that should be excluded for the reasons described above. (select all that apply)

- Environment of Care (EC)
- Emergency Management (EM)
- Human Resources (HR)
- Infection Prevention and Control (IC)
- Information Management (IM)
- Leadership (LD)
- Life Safety (LS)
- Medication Management (MM)
- Provision of Care, Treatment, and Services (PC)
- Performance Improvement (PI)
- Record of Care, Treatment, and Services (RC)
- Rights and Responsibilities of the Individual (RI)
- Waived Testing (WT)
- None of the requirements in the proposed core should be excluded.

If None of the requirements in the proposed core should be excluded is selected, then skip to [Current Long Term Care Accreditation Requirements Not Included in the Proposed Core]

Answer for each chapter selected above - a response is not required for every chapter.

Please identify which requirements (preferably by standard and/or Element of Performance number) from each chapter should be excluded from the core and the reason for exclusion.

Possible Reasons for Exclusion:

- **Resident Safety and Quality of Care** – Requirements that do not substantially contribute to your organization's achievement of quality care and resident safety.

- **CMS Evaluation Redundancy** – Requirements that are redundant to issues addressed by CMS (or another regulatory entity) during its inspections, and an additional evaluation of these issues by The Joint Commission would not be valuable to long term care organizations.

- **Relevancy to Post Acute Care Services** – Requirements that address short stay, medically complex services and should be made applicable to only the post-acute certification product.

Environment of Care (EC)
### Field Engagement on the Reinvented Long Term Care Accreditation Program Requirements

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
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<td>Human Resources (HR)</td>
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<td>Record of Care, Treatment, and Services (RC)</td>
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</tbody>
</table>
Rights and Responsibilities of the Individual (RI)

Waived Testing (WT)

Current Long Term Care Accreditation Requirements Not Included in the Proposed Core

The proposed core will consist of a subset of existing Long Term Care requirements that directly contribute to the provision of safe, high-quality care and reduce redundancy between the Joint Commission survey and CMS (or another regulatory entity) oversight. In addition, new requirements that focus on industry transformation from institutional to person-centered care will be added to the core.

The entire set of current Long Term Care Accreditation requirements was considered when developing the core. The report titled “Requirements Not Included in the Proposed Long Term Care Core” lists the requirements that were considered but ultimately not included in the proposed set of core requirements. The report also contains rationales explaining why each requirement was not included.

Overall, please indicate your level of agreement with the list of requirements not included in the proposed core.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Answer If Strongly Agree Or Agree Or Neither Agree nor Disagree Is Selected

Please elaborate.
SECTION 3: PERSON-CENTERED CARE REQUIREMENTS

Person-Centered Care Requirements

The new, proposed person-centered care requirements focus on leadership-driven cultural transformation towards a less institutionalized and more person-centered environment in long term care organizations. These requirements will be incorporated into the proposed Long Term Care Core as part of the Long Term Care Reinvention project.

Please review the “Proposed Person-Centered Care Requirements” report prior to answering the following questions.

To what extent do you agree or disagree that the proposed person-centered care requirements are written in a way that supports an organization’s culture transformation to a person-centered care approach.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Please elaborate.
Please indicate your level of agreement with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
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<tbody>
<tr>
<td>In the proposed person-centered care requirements, the role and responsibilities of the leader(s) in transforming their organization to a person-centered care organization are clear.</td>
<td></td>
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<tr>
<td>In the proposed person-centered care requirements, the roles and responsibilities of staff providing person-centered care are clear.</td>
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<tr>
<td>The introduction to Standard LD.03.01.02 helps clarify the role of the organization’s leaders regarding culture transformation.</td>
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</tbody>
</table>

Answer If [In the proposed person-centered care requirements, the role and responsibilities of the leader(s) in transforming their organization to a person-centered care organization are clear.] Strongly Disagree Or Disagree Is Selected

Please explain what is unclear regarding the role and responsibilities of the leader(s) in transforming their organization to a person-centered care organization.

Answer If [In the proposed person-centered care requirements, the roles and responsibilities of staff providing person-centered care are clear.] Strongly Disagree Or Disagree Is Selected

Please explain what is unclear regarding the roles and responsibilities of staff providing person-centered care are clear.

Answer If [The introduction to Standard LD.03.01.02 helps clarify the role of the organization’s leaders regarding culture transformation.] Strongly Disagree Or Disagree Is Selected

Please explain why the introduction to Standard LD.03.01.02 does not help clarify the role of the organization’s leaders regarding culture transformation.
Please indicate your level of agreement with the following statements.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The proposed person-centered care requirements are written in such a way that I understand what my organization is required to do.</td>
<td>○</td>
<td>○</td>
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</tr>
<tr>
<td>The proposed person-centered care requirements can be met using my organization’s existing resources and processes.</td>
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<td>○</td>
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</table>

Answer If [The proposed person-centered care requirements are written in such a way that I understand what my organization is required to do.] Strongly Disagree Or Disagree Is Selected

You responded that the proposed person-centered care requirements are written in such a way that you do not understand what your organization is required to do. Which requirements should be written more clearly?

Answer If [The proposed person-centered care requirements can be met using my organization’s existing resources and processes.] Strongly Disagree Or Disagree Is Selected

Which proposed person-centered care requirements cannot be met using your organization’s existing resources and processes? Please refer to the specific standard and EP number in your response.

Answer If [The proposed person-centered care requirements can be met using my organization’s existing resources and processes.] Strongly Disagree Or Disagree Is Selected

To implement the proposed person-centered care requirements that are not currently addressed by your organization’s processes, which of the following would be needed? (select all that apply)

- Additional staff
- Changes to existing policies and procedures
- Changes to physical environment
- Equipment
- IT infrastructure
- New policies and procedures
- Staff education and training
- Other, please specify: ____________________
SECTION 4: POST ACUTE CARE REQUIREMENTS
(OPTIONAL CERTIFICATION)

Post Acute Care Requirements
(Optional Certification)

In addition to Long Term Care Accreditation, organizations may decide to pursue a new, optional certification for post acute care. This certification will only be available to organizations that have achieved Long Term Care Accreditation from The Joint Commission.

The following questions pertain to the optional certification. If you have not already reviewed these requirements, please review the report titled “Proposed Post Acute Care Requirements” prior to answering the following questions.

Please select your level of agreement with the following statements.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
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</thead>
<tbody>
<tr>
<td>The proposed post acute care requirements are written in such a way that I understand what my organization is required to do.</td>
<td>○</td>
<td>○</td>
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<tr>
<td>The post acute care requirements can be met using my organization’s existing processes.</td>
<td>○</td>
<td>○</td>
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</table>

Answer If [The proposed post acute care requirements are written in such a way that I understand what my organization is required to do.] Strongly Disagree Or Disagree Is Selected

You responded that the proposed post acute care requirements are written in such a way that you do not understand what your organization is required to do. Which requirements should be written more clearly?
Answer If [The post acute care requirements can be met using my organization’s existing processes.] Strongly Disagree Or Disagree Is Selected

Which proposed post acute care requirements cannot be met using your organization’s existing resources and processes? Please refer to the specific standard and EP number in your response.

Answer If [The post acute care requirements can be met using my organization’s existing processes.] Strongly Disagree Or Disagree Is Selected

To implement the proposed post acute care requirements that are not currently addressed by your organization’s processes, which of the following would be needed? (select all that apply)

- Additional staff
- Changes to existing policies and procedures
- Changes to physical environment
- Equipment
- IT infrastructure
- New policies and procedures
- Staff education and training
- Other, please specify: ____________________

Please select the response below that best describes how the benefits of complying with the proposed post acute care requirements would relate to the amount of resources that would be consumed.

- Benefits would substantially outweigh the cost of resources
- Benefits would moderately outweigh the cost of resources
- Benefits would minimally outweigh the cost of resources
- Benefits would not outweigh the cost of resources
- I am unsure

Please elaborate on your response regarding how the benefits of complying with the proposed post acute care requirements would relate to the amount of resources that would be consumed.

__________________________
Field Engagement on the Reinvented Long Term Care Accreditation Program Requirements

Standard PC.02.01.06, EP 2 states “For post acute care: The post acute care services coordinator is a registered nurse who is educated, experienced, and skilled in the care of residents with multiple complex post acute and chronic conditions.”

To what extent do you agree that a registered nurse should be responsible for this role?
- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

Please elaborate on your response above regarding the requirement that the post acute care services coordinator must be a registered nurse who is educated, experienced, and skilled in the care of residents with multiple complex post acute and chronic conditions.

Please select your level of agreement with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
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<tr>
<td>The proposed post acute care requirements will improve (internal)</td>
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<td>communication for interdisciplinary care planning.</td>
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<tr>
<td>PC.04.01.05, EPs 15 and 16 and PC.04.02.01, EP 7 will improve (external)</td>
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<td>communication with providers in other care settings at transfer or</td>
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<td>discharge.</td>
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Please elaborate on your answers above.
PC.04.02.02, EP 2 requires that:

“The organization communicates with the resident and/or family following the resident’s discharge from the organization to:
- Evaluate compliance with discharge instructions
- Inquire about the resident’s current status
- Identify opportunities for improvement related to their stay (See also PI.01.01.01, EP 44)
- Inquire if equipment/services, as indicated at discharge, were provided”

Should anything else be added to this EP that would further contribute to resident safety and quality care?
☐ Yes, please specify: ____________________
☐ No
☐ I am unsure

Which term best describes the short-term, medically complex care, treatment, and services in the long term care setting?
☐ Post acute
☐ Sub acute
☐ Transitional Care
☐ Other, please specify: ____________________

SECTION 5: END OF SURVEY QUESTIONS

Which additional area(s) would you like to comment on before completing the survey?
Display If [Please select each area of the Long Term Care Reinvention project you would like to comment on.] Core Requirements Is Not Selected
☐ Core Requirements

Display If [Please select each area of the Long Term Care Reinvention project you would like to comment on.] Person-Centered Care Requirements Is Not Selected
☐ Person-Centered Care Requirements

Display If [Please select each area of the Long Term Care Reinvention project you would like to comment on.] Post Acute Care Requirements (optional certification) Is Not Selected
☐ Post Acute Care Requirements (optional certification)

☐ I would not like to comment on additional area(s)
If needed, may we contact you about your responses to the survey questions?
- Yes, I would be willing to provide further assistance or input
- No, I prefer to remain anonymous

**Answer If Yes, I would be willing to provide further assistance or input Is Selected**

*Contact Information:*

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<table>
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<tbody>
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<td>(<a href="mailto:johnsmith1@gmail.com">johnsmith1@gmail.com</a>)</td>
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