Positioning Your Organization as a Quality Partner: Transitioning into Skilled Services

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Objectives:

- Identify the impact of health reform on the demand for quality health care providers.
- Recognize how the addition of skilled services may enhance your attractiveness as a provider partner.
- Describe how Joint Commission accreditation can help position your organization as quality health care provider partner.
Patient Protection and Affordable Care Act (PPACA)

- Improve the Delivery of Health Care Services
- Improve Health Outcomes & Population Health
- Affordable Care through Cost Control
Improving the Delivery of Services

- Rethinking Models of Care
- Partnering through Affiliation
- Essential Provider Capabilities
Evaluating the Current Health Care Environment

- Caring for Populations
- Payment reform
- Risk bearing and sharing
- Health care as a commodity
Achieve, Maintain and Demonstrate Consistent Excellence

An Overview of The Joint Commission Accreditation Process For Home Care Providers

**Standards**
- Nationally Recognized Standards
  - Enhanced requirements address critical patient safety and overall quality issues including staff competency, medication management, infection control, and patient education
  - Process-focused; elements of performance and safety provide a comprehensive foundation for quality

**On-site Evaluation**
- On-site Evaluation
  - Patient and system tracers to proactively identify risks and high-performing areas
  - Experienced surveyors share best practices and insights to help you address challenging areas
    - Collaborative learning environment for leadership and staff

**Tools & Resources**
- Tools & Resources
  - Center for Transforming Healthcare provides interactive tools that help accredited organizations achieve high reliability and address challenging areas
  - Leading Practice Library
  - TST™ tool provides interactive online method to address infection control and hand-off communication challenges

**Intracycle Monitoring**
- Intracycle Monitoring
  - Process guides and supports your ongoing quality improvement efforts
  - Opportunities at 12 and 24 months post survey for dedicated Touch Point session with our experienced Standards Interpretation Group

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Key Risk Points to Manage:

- Assessing capabilities
- Balancing interests and engaging stakeholders
- Recognizing interdependence
Assessing Capabilities

- Patient Centered Care
  - The role of leadership
  - Effective management of resources
  - Capable and confident caregivers
LD 01.03.01 Governance is ultimately accountable for the safety and quality of care, treatment, or services

- Define responsibilities in writing
- Provide for organization management and planning
- Approve the services to be delivered
- Provide the resources necessary for safe, quality care
- Annually evaluate performance of the organization
Capability Checklist for Leadership

- Leadership self-appraisal
- Organization resilience
- Training and development
- Operational efficiency
- Ability to manage serious hazards well
- Capable and confident staff
- Current outcomes of care
Balancing interests and engaging stakeholders

- Understanding stakeholder needs
- Transparent leadership
- Communication
- Verify and validate
- Balanced scorecards and dashboards
- Recognize and celebrate
Standards provide guidance

- Patient/Client Rights
- Leadership
- Information Management
- Human Resources
- Infection Control
- Patient Care, Treatment and Services
Facilitating Engagement

- Walk-arounds
- Motivational interview techniques
- Pair Senior Leadership w/ frontline
- Communication is 90% non-verbal
- Confidentiality
- Transparency
Recognizing Interdependence

- Patients and caregivers
- Caregivers and leadership
- Leadership and the community served
Standards supporting patient & caregiver

- RI 01.02.01 Respecting the right of patients to participate in their health care decisions

- PC 01.01.01 Accepting patients based on ability to provide care.

- IM 02.01.01 Protecting patient information
Standards supporting caregiver & leader

- LD 03.01.01 Maintaining a culture of safety
- HR 01.03.01 Staff are supervised effectively
- EC 02.01.01 Managing safety & security risks
Standards supporting leader & community

- IC. 02.04.01 Influenza vaccination
- LD. 04.01.01 Comply with law & regulation
- PI. 01.01.01 Collect data to monitor performance
How the Joint Commission accreditation process guides you towards success

- National Patient Safety Goals
- Accreditation Standards
  - Policies
  - Programs
  - Processes critical to care provided
- First to embrace efforts that improve client/patient safety
Leveraging your accreditation

- Provides a method of continually evaluating your capability to expand your services
- Demonstrates your level of commitment to performance excellence
- Affords you regular opportunity to engage with experts working on your behalf
For More Information:
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