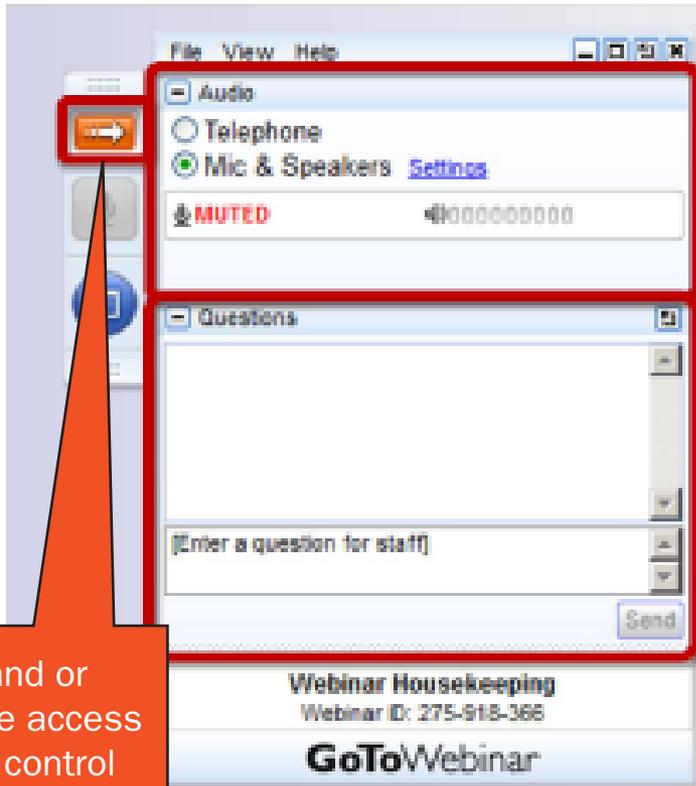




Virtual Education Event

Surveyor Says: Insights into the Accreditation Survey for Assisted Living Communities

Housekeeping Notes



Expand or minimize access to the control panel by clicking on this arrow

Your Participation

- Choose either the “Mic & Speakers” or “Telephone” audio option
- Lines will be muted so please submit questions or comments via your control panel.
- Presentation slides can be downloaded any time via the Handouts module.
- You will be provided a recording of today’s presentation and slides.



Virtual Education Event

Surveyor Says: Insights into the Accreditation Survey for Assisted Living Communities

The Agenda

Overview of Today's Presentation

- What the Future Holds for Assisted Living Communities
- An Overview of the Assisted Living Community Accreditation Program and Survey Process
- Helpful Tips and Resources
- Questions

Poll:
How familiar are
you with
The Joint
Commission?

Industry Leader



The World's Most Trusted Accreditation Organization



Our Roots

Founded in 1951, The Joint Commission is the nation's oldest and most trusted standards-setting body in health care.

Market Leader

The market leader in accreditation, The Joint Commission recognizes more than 22,000 health care organizations and has served nursing homes and community-based organizations for over 50 years.

Gold Seal Distinction

The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to meeting the highest national standards for safety and quality of patient care.

Full Service

The Joint Commission serves the full continuum of care for providers such as nursing homes, surgery centers, home care, laboratories, behavioral health treatment facilities and hospitals.

Competitive Advantage

Stand Out and Excel



Session Presenter

Beverly M. Belton MSN, RN



Beverly M. Belton is the Field Director Surveyor Management & Support Accreditation & Certification Operations responsible for the Nursing Care Center and Assisted Living Community programs at The Joint Commission.

In this role, she is responsible for management, support , and oversight of the surveyors in the Nursing Care Center and Assisted Living Community programs.

Setting a New Standard for Assisted Living Communities

ALC Accreditation Program



Our Mission and Who We Serve

Assisted Living Community:

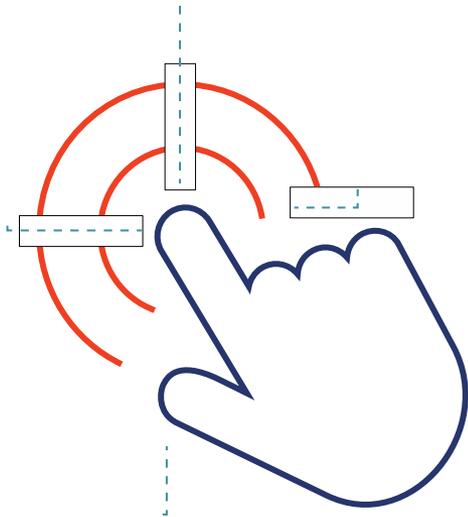
- Provides housing, meals, and a combination of supervision and personal care services
- Services may also include nursing care, dementia care, medication management, rehabilitation, and palliative care
- Care can be provided in freestanding communities, near or integrated with skilled nursing homes or hospitals, as components of continuing care retirement communities or life plan communities, or at independent housing complexes.



ALC Accreditation Program



Eligibility Requirements



- Is U.S.-based or is owned or operated by the US government.
- Must be operational and providing care
- Has satisfied state law or licensing requirements
- The organization assesses and improves the quality of its care, treatment, and/or services.
- Meets parameters for the minimum number of residents required:
 - For communities with up to 18 beds, it's 3 residents served, with at least 2 active at the time of survey.
 - For communities with 19 beds or more, it's 5 residents served, with at least 2 active at the time of survey.

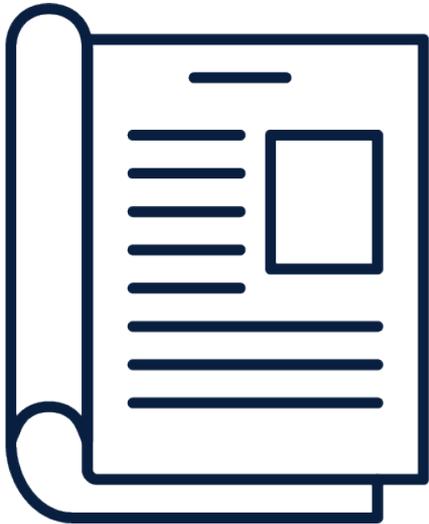
Quality Framework

Foundation to Improve Care, Reduce Risk



Accreditation Standards

Relevant, Peer-Reviewed Standards



- Developed with consideration to scientific evidence and best practices, as well as state regulations and safety codes
- Constructed with panels of experts with experience in the assisted living community setting
- Extensive field review and input from providers and key stakeholders
- Focus on areas critical to quality, safety and resident experience

Accreditation Standards

Standards Chapters

Gain visibility into the focus areas of our standards and how they impact your daily care processes, residents and staff.

Environment of Care

Emergency Management

Human Resources

Infection Prevention and Control

Information Management

Leadership

Life Safety

Medication Management

National Patient Safety Goals

Provision of Care

Performance Improvement

Record of Care

Rights of Individual

Waived Testing

Survey Process: What to Expect

Survey Process

Advice from Experts in Your Industry

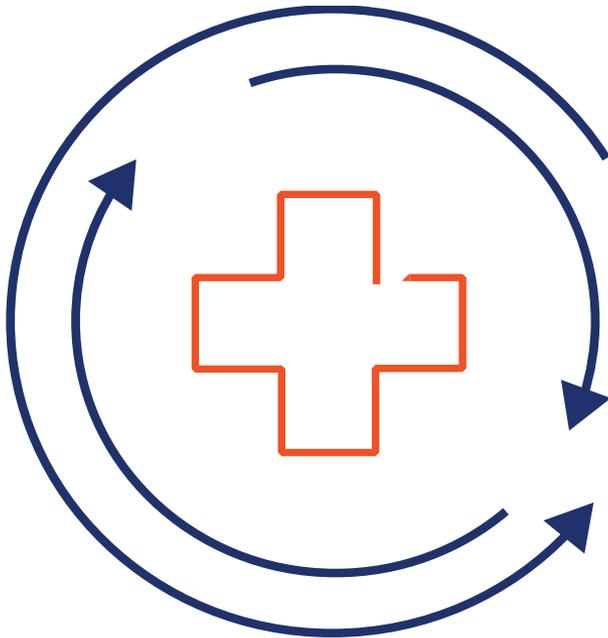


Our Surveyors Are Experienced Industry Professionals

- Employed by The Joint Commission, not independent contractors
- Masters and PhD prepared RNs and administrators
- Careers have focused on the senior care portion of the healthcare continuum; including, but not limited to Assisted Living Communities, and Skilled Nursing Facilities/Nursing Care Centers (SNF/NCC)
- Understand details and challenges associated with the day-to-day activities at ALCs and NCCs
- Knowledgeable of regulations impacting ALCs and NCCs
- Expertise in The Joint Commission ALC and NCC Standards
- Continuous training and education to provide consistent, current and relevant insights

Survey Process

Actionable Insights, Collaborative Process

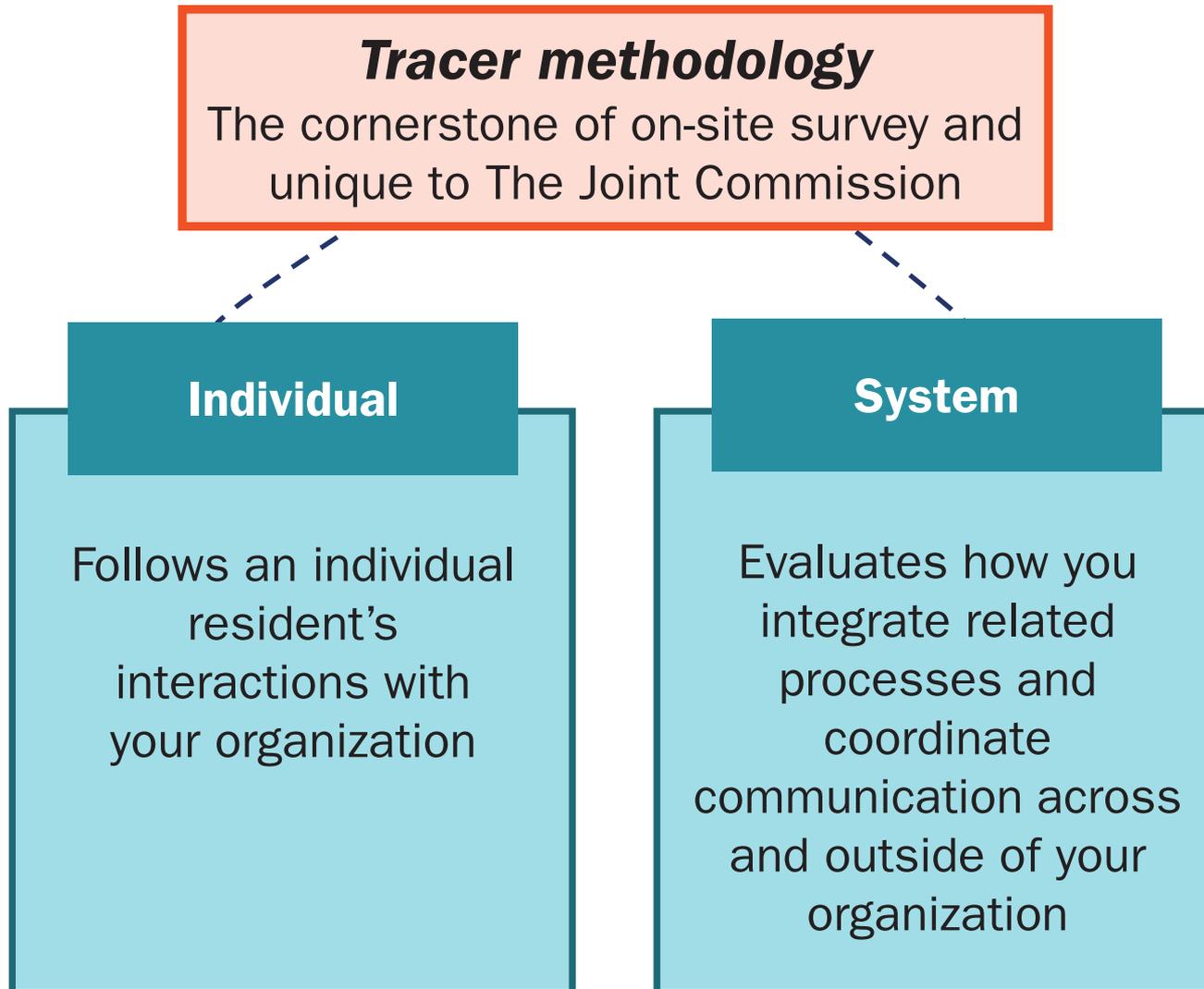


The On-Site Survey Process

- Offers in-depth, real-time analysis of your organization's compliance with Joint Commission standards and related regulations
- Identifies your strengths and challenges
- Provides thorough, written evaluation
- Shares practical, evidence-based strategies, and “better” practices gleaned from our extensive survey experience

Survey Process

Individual/System Tracers



Survey Process

System Tracers

- Focused facilitated conversations between the surveyor and members of your team
- Evaluates how you integrate related processes and coordinate communication across and outside of your organization

- | | | |
|-------------------------------|------------------------------|--|
| • Emergency Management | • Environment of Care | • Independent Practitioner License Review |
| • Data Use | • Competence | • Leadership |

Survey Process

Sample Agenda



Day 1

Time	Activity
9:00 – 9:30 a.m.	Introductions, Discussion of your experience with COVID-19, survey overview, agenda review, Q&A
9:30 – 10:15 a.m.	<ul style="list-style-type: none"> Opening Conference and Orientation to Organization Brief Orientation of the Organization <ul style="list-style-type: none"> Size of facility, number of apartments Scope of services offered Population-served Staffing
10:15 – 12:15 p.m.	Individual Tracer Activity
12:15 – 12:45 p.m.	Dining service, meal assistance; kitchen sanitation, food preparation
12:45 – 1:30 p.m.	Lunch
1:30 – 3:30 p.m.	Individual Tracer Activity
3:30 – 4:15 p.m.	Document Review
4:15 – 4:45 p.m.	Special Issue Resolution or Surveyor Planning (document review)

Day 2

Time	Activity
9:00 – 10:00 a.m.	Life Safety Building Tour
10:00 – 10:30 a.m.	Environment of Care and Emergency Management
10:30 – 11:30 a.m.	Leadership and Data Use Session
11:30 – 12:15 p.m.	Competence Assessment Session
12:15 – 12:45 p.m.	Independent Practitioner License Review
12:45 – 1:30 p.m.	Lunch
1:30 – 2:30 p.m.	Report Preparation
2:30 – 3:00 p.m.	Organization Exist Conference

Survey Process

SAFER Matrix

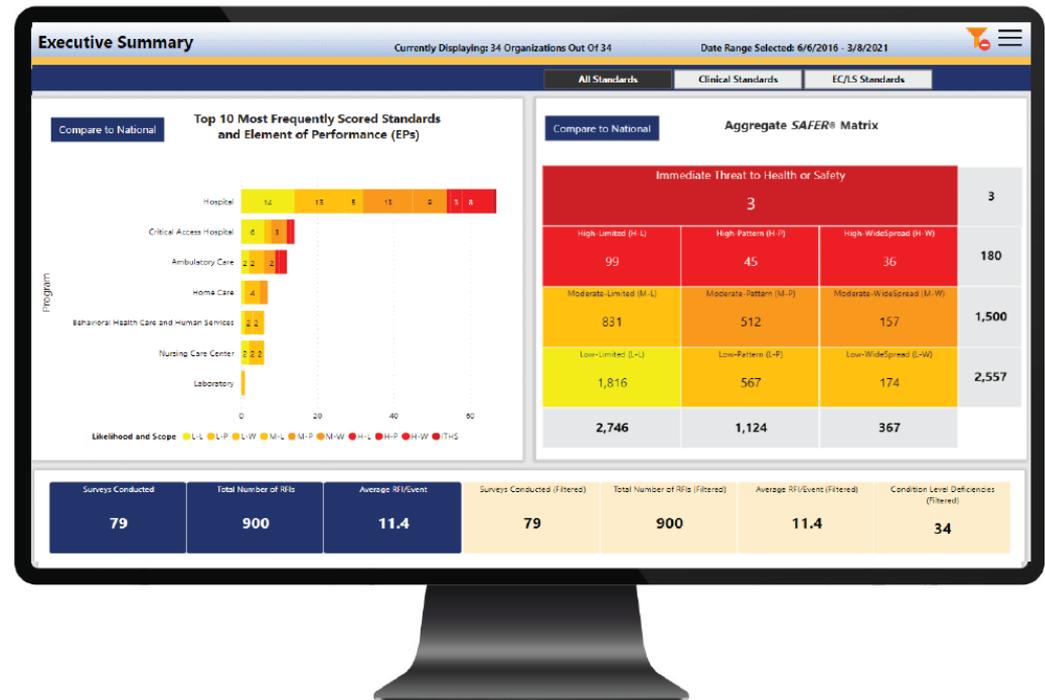
	<i>Immediate Threat to Life</i>		
HIGH	MM.03.01.01, EP8	MM.03.01.01, EP7	
MODERATE	MS.01.01.01, EP5 PC.01.02.01, EP4 PC.01.02.03, EP6 PC.01.03.01, EP1 PC.01.03.01, EP5	IM.02.02.01, EP3 MS.08.01.01, EP1 MS.08.01.03, EP3	IC.02.01.01, EP2 IC.02.02.01, EP4
LOW	RC.01.01.01, EP19 RC.02.03.07, EP4		
	LIMITED	PATTERN	WIDESPREAD

- Identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- View [portal](#) for more information

Survey Process

SAFER Dashboard

- Aggregate survey findings at the organization, multi-organization and program levels.
- Includes national comparison data and organization level comparison data
- Survey metrics including number of surveys, total survey findings and most frequently scored findings
- Visit [web page](#) for more information.



Survey Process

Share Your Opinion

Your Feedback Matters



**Post-Survey
Evaluations**



**Calls with Staff
Members**

Survey Tips for Success

Survey Preparation

Tips for Success

Have the Right Mindset

- Don't prepare for survey, make quality and safety a tangible part of your resident's and your entire team's daily routine
- Remind yourself, your staff, and your residents, that The Joint Commission is your partner
- Get to know the standards

Involve Your Team

- Have huddles
- “Write it on the Walls”
- Create multiple champions

Get Organized

- Develop a roadmap that:
 - everyone on your team knows about
 - is transferrable
 - serves as a key storage point for tools and documents important to the survey process

Make the Most of Your Survey

- Ask questions during the survey process!

Accreditation Standards

Standards Chapters

Gain visibility into the focus areas of our standards and how they impact your daily care processes, residents and staff.

Environment of Care

Emergency Management

Human Resources

Infection Prevention and Control

Information Management

Leadership

Life Safety

Medication Management

National Patient Safety Goals

Provision of Care

Performance Improvement

Record of Care

Rights of Individual

Waived Testing

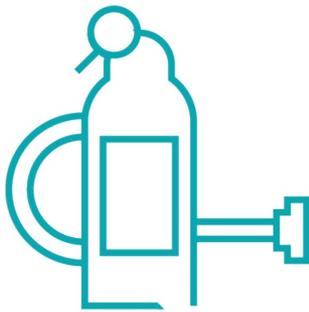
Poll:

Can you find the
most often scored
chapters?

Areas to Focus On

Most Often Scored Standards

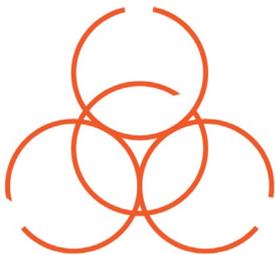
Emergency Management



EM.03.01.03

- What opportunities for improvement did you identify after your last emergency management drill?
- What have you done about them?

Environment of Care



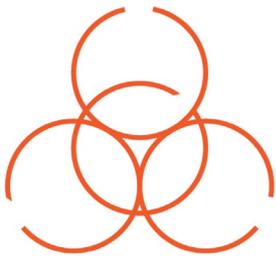
EC.02.02.01
EPs 4 & 5

- Are laundry and cleaning chemicals stored appropriately?
- Are Safety Data Sheets available?
- How do staff know what to do if bleach or detergent gets into someone's eyes?

Areas to Focus On

Most Often Scored Standards

Environment of Care



EC.02.02.01
EP11

- How are manifests for the destruction of biohazard waste managed?
- Who signs them?
- What type of training have they had?

Human Resources



HR 01.02.07
EP1

- What is your process for ensuring staff have current required license, certification or registration?

Areas to Focus On

Most Often Scored Standards

Infection Control

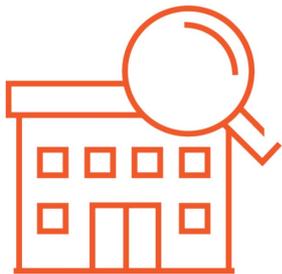


IC.02.02.01



- How do you ensure any medical equipment, supplies, or devices are stored in a manner that minimizes the potential for transmission of infection?

Life Safety



LS.02.01.10 EP9

LS.02.01.20 EP 14



- Are the fire ratings on fire doors visible or painted over?
- Is there anything obstructing your exits?

Areas to Focus On

Most Often Scored Standards

Medication Management



- If you have controlled medications, what is your process for storing them and minimizing the chance of diversion?

MM.03.01.01 EPs 3&8

Provision of Care



- What's your process for ensuring food and nutrition products are stored appropriately?

PC.02.02.03 EP 11

Rights and Responsibilities of Individual



- How do you communicate with residents with vision, speech, hearing or cognitive impairments?

RI.01.01.03 EP3

Resources

Resources and Tips

Dedicated Staff/Tools to Support You

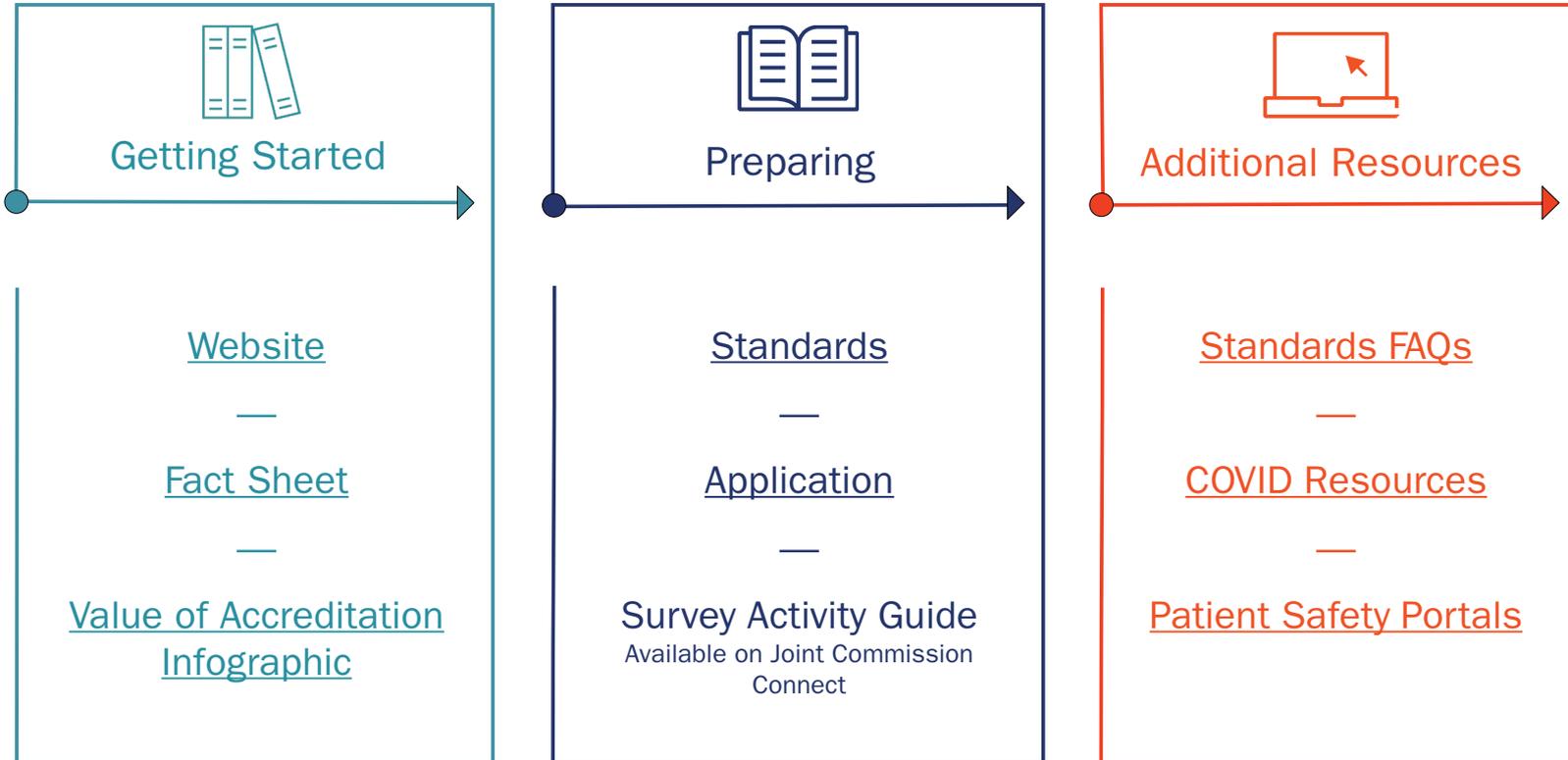


Dedicated Staff Resources	Accreditation and Certification Preparation	Supplemental Educational Resources
<ul style="list-style-type: none"> - Business Development Staff answer initial questions and provides access to standards and application - Account Executive is your dedicated point-of-contact, from application onward - Standards Interpretation Group to assist with questions related to compliance of Joint Commission standards - State/Federal/Payor Relations interfaces with stakeholders on key legislative, regulatory, and public policy issues to promote safe and high-quality health care 	<ul style="list-style-type: none"> - Joint Commission Connect™ Personalized page to access pertinent accreditation documents and resources: - E-dition - electronic standards manual - Survey Activity Guide - The Joint Commission Perspectives® - official monthly e-periodical 	<ul style="list-style-type: none"> - Publications - Software - Seminars/ Webinars - Environment of Care® /Life Safety - Infection Prevention - Custom Education - Advisory Services*

*The use of Joint Commission Resources (JCR) consulting services is not necessary to obtain a Joint Commission Accreditation award, nor does it influence the granting of such awards.

Resources and Tips

Tools to Guide You Every Step of the Way



Click on each resource for easy access!

Questions?

As We Conclude

Last-Minute Reminders

- Please complete a brief survey upon exit from today's presentation
- A recording and PDF of today's presentation will be emailed to all attendees
- Contact Us!
Phone: 630-792-5020
Email: alc@jointcommission.org
- Web: www.jointcommission.org/alc
- Follow us on social media!



Thank
You!