

Health Care Staffing Certification and Discounted Business Insurance Pricing Webinar

The Joint Commission Certification Process



Joint Commission Health Care Staffing Certification

Today Presenters



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Why Achieve the Gold Seal for Certification?

For more than 60 years, the name “Joint Commission” has been synonymous with unparalleled quality, safety and performance improvement. No other “seal of approval” is as widely recognized by peers, payers, insurers and the public as the **Joint Commission’s Gold seal of Approval®**. Earning this accolade means that our accredited and certified health care organizations are among the top in their marketplaces.



Accreditation vs. Certification

Accreditation Surveys

- Organization-wide evaluation of care processes and functions

Certification Reviews

- Product or service-specific evaluation of care and outcomes



Today's Agenda

- Review Benefits of Achieving Certification
- Health Care Staffing Standards (Requirements
- The Off-site Review- Before, During, Post Review
- Standardize Performance Measurements
- Knowing Your Central Office Resources
- Helpful Hints
- Q & A

Benefits of Certification

- Certification reduces risk
- Certification opens doors
- Certification attracts the best staff
- Certification builds your business from the inside out
- Demonstrate Internal and External Commitment to a Higher Standard of Services
- Differentiates your company in the marketplace
- Promotes achievement to community

Certification by the Numbers

3987 certified programs

- In all 50 states, DC and Puerto Rico
- 1,400 organizations
- 110 disease programs

Health Care Staffing Certifications Programs

- 500+ Certified Health Care Staffing Programs
- For a complete list: www.jointcommission.org/certified

Certification Eligibility for Health Care Staffing Companies



You are required to have placed at least 10 individual clinical employees on assignments to be eligible for Certification

Your firm must place clinical staff who either provide patient care directly or direct patient care within a contracted organization.

Health Care Staffing Standards

Leadership

9 standards

Human Resources Management

6 standards

Information Management

4 standards

Performance Improvement and Measurement

4 standards

Before The Review

HCSS Program permanently shifts to Off- Site Review beginning January 2020.

HCSS firms need to meet criteria to participate

Sign Contract – Amendment to Permit Virtual Review

Off-Site Review is conducted using Zoom as meeting platform

Must download Zoom application to device used for review

Must be able to share video through camera device

Before For the Review

Organization given access to secure SharePoint folder only accessible to firm and assigned reviewer

Organization provided Readiness checklist

Documents must be uploaded no later than 72 hours prior to review

Must have current application information and CMIP submission

Reviewer will contact organization prior to sending Zoom invite.

During The review

Power Point TJC

Review Agenda

Review TJC Connect

Frequent Findings

Helpful Hints

After the Review

Areas of non compliance with TJC standards are documented and discussed.

Summary of review preliminary findings report found under Notification of Scheduled Events

Certification Logistics

Pre

- Gap analysis to standards and guidelines; resolution of any gaps
- Apply 4-6 months before desired review date
- Data Collection (four months at a minimum)

Visit

- 30 days advance notice of date
- One reviewer for one day

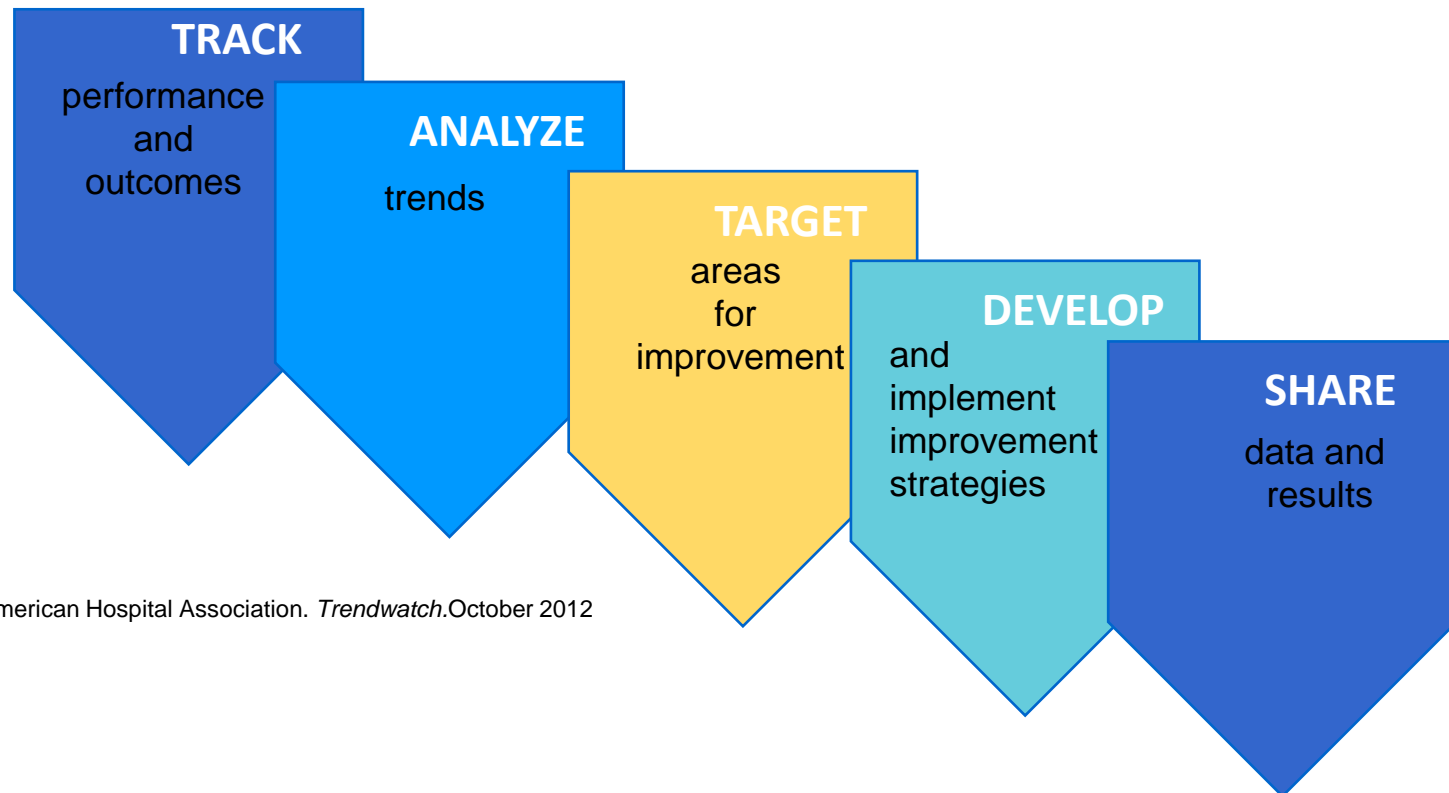
Post

- Data collection and submission
- Intracycle conference call 12 months after visit
- Apply for recertification

Visit

- Recertification visit occurs 2 years after initial visit
- To be scheduled within 90 day window around anniversary date
- 7 days advance notice of date

Tracking Metrics Can Help Identify Opportunities to Improve



American Hospital Association. *Trendwatch*. October 2012

What Do We Track?

The Joint Commission Certification for Health Care Staffing Services requires the use of the following performance measures in order to meet the performance measurement requirements for Health Care Staffing Services Certification:

- HCSS-4 Do Not Return – Per Diem
- HCSS-5 Do Not Return – Travel
- HCSS-6 Completeness of Personnel File – Per Diem
- HCSS-7 Completeness of Personnel File – Travel

HCSS Performance Measurement Implementation Guide

On The Joint Commission Web Site:

→ Certification Programs

→ Healthcare Staffing Services

→ HCSS Performance Measure

Implementation Guide (PMIG)

[http://www.jointcommission.org/CertificationPrograms/
HealthCareStaffingServices/HCSS...](http://www.jointcommission.org/CertificationPrograms/HealthCareStaffingServices/HCSS...)

Roadmap to Certification

Steps to Application and Certification

Pre-Application

- Review Standards and analyze gaps
- Complete Performance Improvement Plan
- Establish a Ready Date
- Complete Application

Complete Application on Connect® portal

- No Performance Measure data required

Onsite Review

- Use the Review Process Guide on Connect® portal
- Upload most recent 4 months of measure data

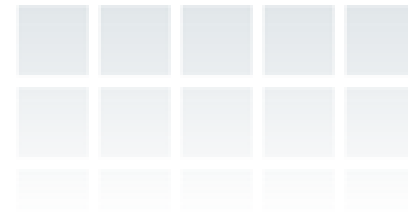
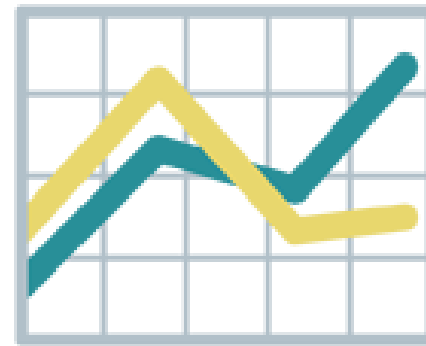
Standards Interpretation Group (SIG)

- Able to submit questions online for follow up and clarification
- Can request a telephone or email response
- Responses are not tied in any way to your review or certification
- Strongly encourage you to use this group of experts

Review Process Guide

The review process guide walks you through the entire process from preparation to onsite review to follow up.

Your account executive is your guide, do not hesitate to contact them!



Advertise Your Achievement



Manchester

- The Joint Commission and Manchester Specialty Programs have worked together to provide pricing benefits to eligible Joint Commission-certified health care staffing services. This valuable insurance premium savings helps to offset the cost of certification, which can translate into advantages such as scheduling credits on workers' compensation and professional liability insurance premiums.
- This includes a discount of up to 5%

Resources

Standards Interpretation Group:

[www.jointcommission.org/standards information](http://www.jointcommission.org/standards_information)

Performance Measure Online Q&A Forum:

manual.jointcommission.org

Pricing Unit: (630) 792-5115

Initial applications:

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