Welcome!
Participating in today’s call
Attendee Control Panel

- Listen in through computer audio. Headset recommended.
- Select Phone Call to see the number to call, Access Code and PIN
- Type your questions or just say hello here.
Disclaimer

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Designed Specifically for Urgent Care Organizations: Value Beyond Accreditation

July 28, 2021
Presenter

Rommie Johnson, MPH, PMP
Associate Director, Business Development
Ambulatory Health Care Program
Key Take-Aways:

At the conclusion of this webinar, you will:

✓ Hear feedback on the value of accreditation from Urgent Care executives
✓ Get an understanding of the Joint Commission accreditation process for your organization
✓ Preview tools available to get you started with Joint Commission accreditation
Our Value

Our accreditation program incorporates nationally recognized standards and collaborative surveyors to educate and help ambulatory care organizations continuously improve performance and maintain quality in patient safety.

Accreditation for a wide variety of ambulatory settings including:

- Urgent care centers
- Surgery centers
- Primary care clinics
- Medical group practices
- Diagnostic Imaging

Optional certifications:

- Primary care medical home certification (PCMH)
- Orthopedic Certification

What sets us apart:

- Comprehensive, collaborative survey
- Excellent customer service: quick call-backs, access to various staff members for specific needs
- Prompt scheduling and processing of on-site survey findings to render accreditation decision quickly
Thoughts from Urgent Care Executives
Respondents Generally Find the Idea of Accreditation Attractive and Beneficial

✓ Accreditation can help improve processes, boost reputation and market perception, and lead to enhanced standardization

✓ In some markets, accreditation is increasingly important for relationships with network partners, payors and discerning patients

✓ The biggest drawback of accreditation is lack of differentiation, followed by a lack of focus on quality metrics that impact the patient experience
Urgent Care Centers are Interested in Improving Negotiating Power with Payors

Accreditors that can have an impact with payors, or create a consortium of their smaller accredited centers for the purposes of negotiating payor contracts, would be very appealing to some respondents.
Joint Commission Ambulatory Health Care Accreditation
How It Benefits Your Urgent Care

Robust Risk Reduction Framework

- Stronger Business Systems
- Expanded Reimbursement Options
- Resources to Help You in Your Journey
- Help in Standardizing Operations
Fundamental Approach
Identifying and Mitigating Risk

Top 10 Most Challenging Standards

The Joint Commission survey process is able to identify risk areas that may not have been previously considered.
Joint Commission Standards

- Evidence-Based
- Guides Organizational Development of Policies and Protocols
- Comprehensive Programs
- Useful in Developing Continuous Improvements
- Consistency that Minimizes Variation in Practice
Standards Overview
The Standards

- Comprehensive, non-prescriptive
- Applied by settings and services offered, so they are relevant to your Urgent Care setting
- Helps providers achieve, maintain, and demonstrate consistent excellence in the services they provide
- Can help develop strategies to address most complex issues and identified key vulnerabilities in patient care experience

New standards are added only if related to patient safety or quality of care, have a positive impact on health outcomes, meet or surpass law and regulation, and can be accurately and readily measured.
Stronger Business Systems
Build Stronger Business Systems

Tracer Method

**Patient:**
- Follows a patient receiving care, treatment, or services
- Patient selection varies based on services provided

**System:**
- Analyzes a high-risk process/system across the organization
- Examples
  - Medication Management
  - Infection Control
  - Data Management
  - Environment of Care
- Program specific: Analyzes unique characteristics of organization, to identify safety concerns
Build Stronger Business Systems

Organization-Wide Approach

By looking at the entire organization, we can help you minimize risk areas and instill a data-driven culture of excellence in everything you do.
Driving Quality Improvement through Technology

DASH™ is a collection of proprietary business intelligence tools developed to support our customers and empower them to make more informed decisions to drive quality improvement and reduce harm.

With DASH, leaders in the health care industry will be able to get a clearer and bigger picture of their performance improvements efforts.

Helps save time  
Boosts efficiency  
Provides visuals

Health care organizations can use this insightful data to strengthen decision-making capabilities that can ultimately lead to more informed decisions when it comes to health care quality and safety.
SAFER (Survey Analysis For Evaluating Risk) Matrix Analysis

The SAFER Matrix:
- Organizes Requirements for Improvement (RFI) by scope of risk
- Organizes RFIs by level of potential patient harm

The SAFER Matrix helps organizations:
- Communicate survey results
- Prioritize resources
- Focus corrective action plans

<table>
<thead>
<tr>
<th>IMMEDIATE THREAT TO LIFE</th>
<th>LIMITED (Unique occurrence that is not representative of routine/regular practice and that has the potential to impact only one or a very limited number of patients/visitors/staff)</th>
<th>PATTERN (Multiple occurrences of the deficiency, or a single occurrence that has the potential to impact more than a limited number of patients/visitors/staff)</th>
<th>WIDESPREAD (Deficiency is pervasive in the facility, or represents systemic failure, or has the potential to impact most or all patients/visitors/staff)</th>
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<tbody>
<tr>
<td>LOW (Harm could happen but would be rare)</td>
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<td>MODERATE (Harm could happen occasionally)</td>
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<tr>
<td>HIGH (Harm could happen at any time)</td>
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SAFER® Dashboard

Using the data DASH provides can be a driver for growth, change and success by:
- Saving time
- Boosting efficiency
- Providing dynamic visuals to focus on areas that need the most attention
Expanded Reimbursement Options
Expanded Reimbursement Options

Many regulatory agencies, payers and managed care contractors require Joint Commission accreditation for reimbursement, certification or licensure, and as a key element of their participation agreements.
Sample of Payors Recognizing Urgent Care Accreditation through Joint Commission

Louisiana, EmblemHealth, Excellus, Highmark Delaware, Highmark West Virginia, BlueCross Northeastern Pennsylvania
Getting to Gold
Application to Accreditation Timeline

- Final Survey Report is provided 10 business days post survey
- If there are findings, you will have up to 60 days to submit Corrective Action & Evidence of Standards Compliance (ESC)
Resources – Dedicated Support Staff

Pre-application
✓ For initial questions, access to standards, resources, and access to application

Post-application ➔ Account Executive
✓ Your dedicated point-of-contact, from application onward
✓ Guides you through certification policies and procedures as you prepare for review
✓ Update changes to demographic information including address, contact name(s), services, etc.
✓ Assist you with other Joint Commission contacts and questions
Resources – Ambulatory Healthcare Surveyors

By Ambulatory for Ambulatory

- Cadre of 50 surveyors: MD’s, RN’s, NP’s, and administrators with previous ambulatory experience

- Clinical experience: urgent care, surgery center administration, nursing, VA, podiatrist, surgeons, anesthesiologists, community clinics, internal medicine, dentists, radiologists

- “Employee” Surveyors – ambulatory care professionals, many employed in ambulatory settings and working as part-time surveyors

- Survey 30-120+ organizations annually

- Sources for consultation & education
Resources

E-dition
Access to electronic version of standards

Survey Activity & Review Process Guides

Document List or “Ready-to-Go List” helps your organization and survey/review team prepare

Perspectives
Joint Commission’s official monthly e-periodical
Resources: Standards Support

Standards Interpretation Group

- Standards Support
- On-Line FAQs
- Standards Interpretation Group/Engineers
Resources

- Developed by the Joint Commission Center for Transforming Health Care
- Innovative, online application
- Separate from Accreditation
- Complimentary to Joint Commission Accredited organizations

Guides
organizations in accurately measuring their actual performance

Identifies
barriers to excellence performance

Directs
organizations to proven solutions customized to address particular barriers
Joint Commission Value to Your Urgent Care

- Robust Risk Reduction Framework
- Resources to Help You in Your Journey
- Stronger Business Systems
- Help in Standardizing Operations
- Expanded Reimbursement Options
Q&A

Time for your questions!

Attendee Participation

Please continue to submit your text questions and comments using the Questions Panel
Additional Questions about Process and Pricing? Contact Our Team Today

Phone: 630.792.5286

Email: ahcquality@jointcommission.org

Website: www.jointcommission.org/AHCP</noinput>
Our vision is that all people always experience the safest, highest quality, best-value health care across all settings. That’s the promise we’ve made. That’s the promise we must deliver on each and every day.

- Mark Chassin, MD, FACP, MPP, MPH
President and Chief Executive Officer of The Joint Commissions
Thank You!