

Spotlight on Success

Serenity Hospice
and Home



Serenity Hospice and Home reduces fire risk and optimizes survey readiness.

At Serenity Hospice and Home, we have always been an organization committed to quality with great support from our leadership team. Achieving Joint Commission accreditation has heightened our awareness of safety and quality in every aspect of our daily work and helped us develop tools that continue to add value to our organization and for our patients every day.

Q: Why work with The Joint Commission for your accreditation needs?

A: As the Executive Director, it was part of my strategic plan for our organization to achieve accreditation. Who we chose to work with was a big decision for our organization. We looked at a couple of different accreditation options, but we felt strongly that we wanted to work with an organization that was well known in our community as an indicator of unmatched quality. Additionally, several of our referral sources are Joint Commission-accredited. We felt aligning to the same quality framework as our care partners would foster continuity of care while strengthening our competitive position.

“We felt aligning to the same quality framework as our care partners would foster continuity of care when strengthening our competitive position”

Lynn Knodle
Executive Director
Serenity Hospice and Home

Q: What process enhancement opportunities were uncovered during the on-site survey?

A: From the start, our team felt like the surveyor wanted our organization to become accredited as much as we did. They offered our organization best practices found at other facilities to strengthen processes currently in place. Our surveyor identified an opportunity to bring our environment assessment to the next level and further minimize fire risk for patients, families and staff. The Joint Commission’s oxygen rule standards guided our efforts to provide a more detailed evaluation. From that, we incorporated the more robust data collected into a screening tool within our electronic records, which our nurses access when visiting a patient. The environment assessment has now become a more collaborative, patient-centric risk management tool for our organization.

Q: What are some of the ways Serenity stays survey-ready?

A: Recently we attended Joint Commission Resources Home Care Executive Briefings, an in-person educational event that provides key information on changes being made to the survey process, the top 10 survey deficiencies for home care, and helpful preparation strategies. There, we were also able to network with other organizations who have, or are considering accreditation with The Joint Commission. We connected with another provider currently seeking The Joint Commission’s new Community-Based Palliative Care (CBPC) Certification in our area. It’s something we are also interested in achieving. We have been able to help them prepare for accreditation and in the process, educated ourselves on optimal strategies to become CBPC certified. Networking with fellow accredited organizations helps us to stay sharp and learn new things.

Q: What advice do you have for those considering accreditation for their hospice organization?

A: Involve your entire organization in the process from the very beginning. We held several staff training sessions when making larger changes and continually talked about our progress in our interdisciplinary sessions. Our leaders were key in making sure that staff knew they were on board with the process. We are fortunate to have always been an organization committed to quality, so getting staff buy-in really was not difficult for us. We also took a practical and inclusive approach to assessing survey readiness. We divided up standards chapters among our leaders and worked together to create processes for areas that needed strengthening. We improved systems and promote compliance throughout our organization.

RESULTS



SUPERIOR SURVEYOR VALUE

Best practices help strengthen our current processes and survey insights led to a new patient-centric risk management tool.



LEARNINGS FROM EVENTS

Educational events offered the opportunity to exchange experiences with peers and to learn new approaches.



NEXT STEPS

Building on accreditation to achieve our next goal of Community-Based Palliative Care Certification.

For more information on Joint Commission Home Care Accreditation, please call (630) 792-5070.

