



Accreditation as a Tool for Growth

Ignite Medical Resorts' Adams Parc facility in Bartlesville, Oklahoma is the first in the state to be accredited by The Joint Commission.

The boutique post-acute care facility operator's partnership with The Joint Commission is representative of the growing number of such facilities seeking accreditation, which grew by approximately 70% from 2016 to 2021. Ignite is growing rapidly, too, and sees Joint Commission accreditation as key to their reputation for quality, as well as business development efforts.

"Joint Commission Accreditation is the highest recognition you can have in our industry," says CEO Tim Fields. "State and federal survey compliance is based on minimal compliance, where Joint Commission accreditation is based on achievable optimums. This makes Adams Parc the best of the best."

Revel Castillo-Simon is the General Manager of Adams Parc and Shelby Garrison is Director of Nursing of the 56-bed facility. They recently talked with The Joint Commission about the accreditation process and their organization's experience.

Joint Commission Accreditation Helps an Expanding Organization in an Expanding Marketplace

Q. Tell me about your organization's decision to work with The Joint Commission.

Simon: Several Ignite facilities were already accredited by The Joint Commission and we wanted the facility in Bartlesville to be the first one in Oklahoma to have that distinction, too. Shelby and I were probably the most hands-on in the organization when it came to prepping for the survey, first on the nursing side and then for the entire building. We tried to make sure that we were as compliant as possible before the survey even began.

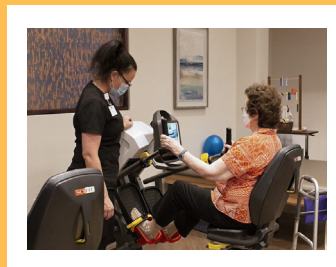
Garrison: We began the process by reviewing all the regulations and what The Joint Commission looks for. Ignite was going through a lot of changes at the time, so much of our preparation included updating employee files to make sure that all of HR's data was up to date.

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Q. What other steps did you take to prepare?

Simon: We did a virtual mock survey, and there were issues that we discovered in the process. So, that was a great learning experience as well. It gave us time to address those issues and be even more prepared for the actual survey.

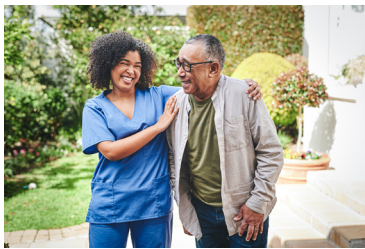
Garrison: It reminded us of some practices and procedures that we had not done for a while because they weren't patient care related, like storage buildings and closets that tend to become cluttered. The mock survey helped us focus on areas that are less crucial on a day-to-day basis, but needed to be addressed.



Q. What was the survey experience like?

Garrison: The surveyor wanted to know as much as possible about us: our roles, how long we've been with the company, and about our experiences with COVID. She obviously wanted to educate us and everyone out on the floor, wholeheartedly.

Simon: I agree. She was very hands-on with all staff, which was great because we were a little nervous. We had been through several state surveys, of course, but we weren't sure what to anticipate with a Joint Commission survey. But it couldn't have gone any better. The surveyor was very compassionate and personable. She obviously loved educating us, and that really put us at ease as the survey proceeded.



Q. How did Joint Commission accreditation impact patients?

Garrison: Patient education, for one. Making sure that if a patient is diabetic or on dialysis, for instance, that we focus on helping that patient in the long term, even though we are not a long-term care facility. It helped us reinforce parameters around pain scale and medications, from Tylenol to Norco.

Q. What advice would you give organizations considering accreditation through The Joint Commission?

Simon: All our prep work definitely helped. Also, we engaged a consulting firm to help us prepare, and they used the forms that The Joint Commission provides. That certainly helped make the process easier. We had a great experience and the entire staff learned from it. It helped make us a bigger, stronger team, so I would definitely say “do it.”

Q. Your facility is the first of its kind accredited by The Joint Commission in Oklahoma. What does that mean to your organization, staff and patients?

Simon: We have always been proud of providing the best quality care, and accreditation was one more way to stand by that. We have an awesome team that are always striving to improve where we can. We are especially proud being the first in Oklahoma to obtain this accreditation as it is one more tool that we can use to not just promote ourselves, but to help show that we provide the best care possible.

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-- Revel Castillo Simon, General Manager