



Nursing Care Center Overview Guide



A snapshot of the accreditation & certification
processes for nursing care centers



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Nursing Care Center
and Assisted Living Community
Accreditation Services

Dear Colleague,

Thank you for your interest in The Joint Commission's Nursing Care Center Accreditation program and its Specialty Certification options. Achieving Joint Commission accreditation and certification is an unmatched recognition of your commitment to consistent, high quality care for your patients/residents, their families, your staff and the community.

This guide will provide an overview of our program; eligibility requirements, the application process, the on-site survey and our standards, as well as information regarding additional resources and a list of contact numbers to call if you have additional questions.

We hope that this will provide you with the information necessary to guide you through your accreditation process decision. If you would like to speak with one of our team members regarding specific questions, please contact us by phone at 630-792-5020 or by email at NCC@jointcommission.org. We look forward to working with you.

Sincerely,

THE JOINT COMMISSION PAST AND PRESENT

Founded in 1951, The Joint Commission is the leader in accreditation, with more than 60 years of experience across the full spectrum of health care organizations. The Joint Commission is a non-governmental, not-for-profit organization.



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The Value of Joint Commission Accreditation



The Gold Seal of Approval® from The Joint Commission is the most widely recognized quality and safety distinction in the health care industry. Joint Commission accreditation benefits your organization by:

Giving you a competitive advantage

Achieving accreditation is a visible demonstration that your organization is committed to providing the highest quality services. It sets you apart from other providers in your market based on the quality of your services.

Assisting recognition from insurers, associations, and other third parties

Many payors, regulatory agencies, and managed care contractors require Joint Commission accreditation for reimbursement, certification or licensure, as a key element of their participation agreements.



Improving liability insurance coverage

By enhancing risk management efforts, accreditation may improve access to, or reduce the cost of liability insurance coverage.

Helping organize and strengthen your improvement efforts

Accreditation helps you continuously improve quality and standardize your processes of care. We also offer a collection of business intelligence tools and reports for deeper insight into health care performance and market intelligence.

Enhancing staff education

The accreditation process is designed to be educational. Joint Commission on-site surveyors offer suggestions and strategies that help your organization better meet the intent of the standards and, more importantly, improve performance of day-to-day operations.

Accreditation and Specialty Certification Options

Whether your organization needs to foster better outcomes, meet QAPI requirements or improve patient safety culture, The Joint Commission has a solution to meet your quality and business objectives.

Nursing Care Center Accreditation

The Nursing Care Center Accreditation program combines an enhanced patient- and resident-centered quality framework with collaborative on-site evaluation to help post-acute care, sub-acute and long term care facilities identify and address vulnerabilities to safeguard patients and residents.

Assisted Living Community Accreditation

The Assisted Living Community Accreditation Program helps providers achieve, maintain, and demonstrate consistent excellence in the services they provide as well as develop strategies to address challenging and complex issues impacting both staff and residents.

Memory Care Certification

Memory Care certification helps organizations minimize risk and improve care for patients and residents with all levels of cognitive impairment. Memory Care certification requirements include:

- Specialized care and service programming, centered around a patient or resident's unique needs, preferences, abilities and interests, that are led by a qualified individual experienced and trained in the care of patients or residents with dementia.
- Advanced staff training and demonstrated competence in current best practices of dementia care.
- Availability of support groups for family members of patients or residents with dementia.

Post-Acute Care Certification

Post-Acute Care certification helps organizations build an effective framework to address the unique care needs of higher acuity or short stay patients. The standards highlight the importance of effective care transitions with the goal of minimizing the risk of unnecessary hospitalizations. Post-Acute Care requirements include:

- The use and monitoring of clinical practice guidelines, established or specially developed protocols to guide the provision of post-acute care services.
- Documented training that helps staff identify early warning signs of a patient's change in condition and how to respond to the decline.
- A dedicated, qualified staff member responsible for the provision of post-acute care services.
- Established communication criteria and processes to facilitate effective transitions in a patient or resident's care.
- Data collection and performance monitoring relevant to patient readmissions.



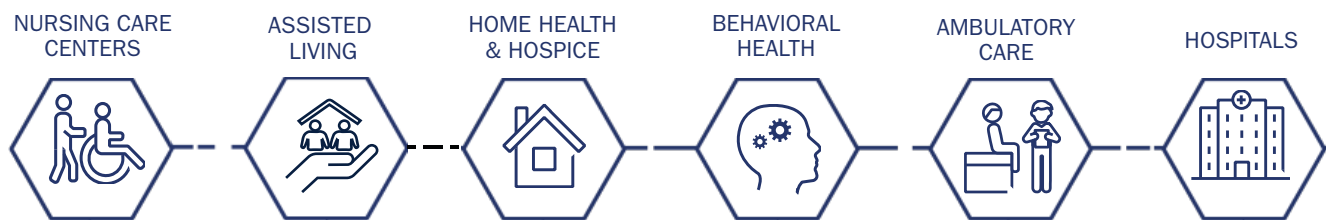
Accreditation For Multi-Site Corporates

For nursing homes with multiple sites, Joint Commission accreditation offers the optimal benefit of standardization through a streamlined survey process. Having a single point of reference across multiple organizations promotes consistency and stability in processes for improved outcomes, operational efficiencies and ultimately, cost-savings for the organization. When combined with opportunities for increased referrals, value-based reimbursement and post-acute network participation, Joint Commission accreditation can be key element to securing financial viability for your nursing home corporation.



Accreditation For Nursing Homes Spanning The Continuum of Care

The Joint Commission also offers efficient survey options for organizations delivering care across multiple service lines. Whether offering services within your nursing home (skilled nursing, memory care, post-acute care) or offering services across a larger network (assisted living, home care, behavioral care), The Joint Commission can provide a survey that is tailor-made for your organization's unique needs and services.



Standards and Other Requirements

Joint Commission standards reflect the key components to delivering consistent, safe, high quality care and service. Our *Comprehensive Accreditation Manual* contains patient-focused standards organized around health care functions and processes. Standards address:

| ACCREDITATION MANUAL CHAPTERS | |
|---------------------------------------|---|
| Environment of Care | Fosters a safe, functional and effective environment for patients, staff, and other individuals in the organization. |
| Emergency Management | Effective disaster preparedness. |
| Human Resources | Processes for staff and staff management. |
| Infection Prevention and Control | How the provider obtains, manages, and uses information to provide, coordinate, and integrate services |
| Information Management | How well the provider obtains, manages and uses information to provide, coordinate, and integrate services. |
| Leadership | Reviews structure and relationships of leaderships, the maintenance of a culture of safety, quality, and operational performance. |
| Life Safety | Covers requirements for ongoing maintenance of building safety requirements during and after construction. |
| Medication Management | Addresses the stages of medication use, including: selection, storage, and safe management of medications, ordering, preparing, and dispensing, administration, and monitoring of effect and evaluation of the process. |
| National Patient Safety Goals® (NPSG) | Specific actions health care, organizations are expected to take in order to prevent medical errors, such as medication errors, health-care acquired infections, resident falls and pressure ulcers. |

Your On-site Survey Process

The Joint Commission's accreditation process helps organizations improve the safety and quality of care and services. The process begins with an on-site survey that assesses compliance with Joint Commission standards. Typically, on-site surveys are conducted by one surveyor for two days and involve:

- ‘Tracing’ the patient’s or resident’s experience - looking at services provided by various care providers and departments within the organization as well as ‘hand-offs’ between them
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility

Scheduling your First Survey

Your first Joint Commission accreditation survey needs to be scheduled within twelve months from the time we receive your application. In the application, you’ll indicate the date you will be ready for your initial on-site survey. The Joint Commission will then schedule the survey as soon thereafter as possible.

You can also indicate 15 dates that you would not like the survey to be conducted. Your account executive will work with you to schedule your survey, and you will have at least 30 days notice for initial surveys that the surveyor(s) will be there.

ACCREDITATION MANUAL CHAPTERS

| | |
|--|---|
| Provision of Care | Covers four basic areas: planning care, implementing care, special conditions, and discharge of transfer. |
| Performance Improvement | Focuses on using data to monitor performance, compiling, and analyzing data to identify improvement opportunities, and taking action on improvement priorities. |
| Record of Care | Covers the planning function (components of clinical records, authentication, timeliness, and record retention) as well as documentation of items in the patient records. |
| Rights of the Individual | Informed consent, receiving information, participating in decision making, and services provided to respect patient rights. |
| Waived Testing | For CLIA-approved laboratory testing, covers: policies, identifying staff responsible for performing and supervising waived testing, competency requirements, quality control, and record keeping. |
| Required Written Documentation | Identifies elements of performance requiring written documentation. See the Required Written Documents chapter in the manual for complete details. |
| Optional Certification Requirements | <p>Post-Acute Care Certification</p> <ul style="list-style-type: none"> Addresses processes key to safe, effective transition from acute care to a lower level of care setting or a return home <p>Memory Care Certification</p> <ul style="list-style-type: none"> Addresses processes key to patients or residents with all levels of memory impairment |

Your Surveyors: Seasoned Industry Professionals

Joint Commission surveyors are experienced in the industry, understand the day-to-day issues that confront providers, and have the hands-on expertise to help organizations resolve them. The Joint Commission organizes a surveyor, or team of surveyors, to match an organization's needs and unique characteristics.

The Joint Commission provides a minimum one week of initial training and a minimum of 10 days of continuing education annually to keep surveyors up-to-date on advances in quality-related performance evaluation. The Joint Commission evaluates its surveyors' performance continually throughout the year.

The collaborative, on-site education provided by surveyors offers strategies that help your organization better meet the intent of the standards and, more importantly, improve performance.

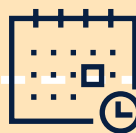
Steps to Accreditation

A snapshot of the process to achieve Joint Commission Nursing Care Center Accreditation



1 Explore your options with us

To get started, simply call 630.792.5020 to discuss which program and survey options are the best fit for your needs.



2 Review the requirements

Request free 90-day access to our online standards manual (E-edition).



3 Assess your readiness

Determine areas of compliance and non-compliance and where policies/procedures might need to be changed.



4 Submit application with your deposit

To request an application, call 630.792.5020 or email ncc@jointcommission.org.



5 Review & address any identified gap areas

Establish a timeline to comply with all the standards by the time of your on-site accreditation survey.



6 Prepare for your on-site survey

Access your organization's extranet site to access resources like the Survey Activity Guide which provides all the details of the surveyor(s) onsite agenda.



7 Participate in your first Joint Commission survey

Undergo the comprehensive on-site review. A preliminary, written accreditation report will be made available to you at the end of the survey.



8 Complete any post-survey follow up

If changes are requested, resolve the issues and report back to your Account Executive within the requested time period, usually about 60 days.



9 Celebrate/publicize your accomplishments

When you've attained "The Gold Seal of Approval®" – let the world know!



10 Maintain survey readiness

Take advantage of the many resources to maintain your compliance with Joint Commission requirements.

Complimentary Services Part of Your Complete Accreditation Package

- Dedicated account executive to guide you through the survey process
- Dedicated extranet site which conveniently houses all your Joint Commission activities in one location
- Access to our “Standards Help Desk” to provide insight on the application of requirements in your specific setting
- 24/7 access to the electronic version of the standards manual, including updates
- A collaborative, on-site survey conducted by seasoned industry professionals able to share innovative best practices
- Formal Certificates of Accreditation and Certification for display in your facility
- Newsletters to keep you informed of enhancements or updates to the survey process and requirements
- Online media kit with ideas to help you publicize your achievement
- Marketing support via the Quality Check® website listing of accredited organizations accessed by numerous referral sources, payors and consumers
- Accelerate PI™ which provides performance measurement data on a select subset of measures allowing organizations to compare themselves to national, state, and Joint Commission accredited organization averages



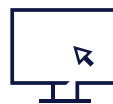
24/7 CUSTOMER
PORTAL ACCESS



STANDARDS
SUPPORT



CERTIFICATIONS



ONLINE MEDIA
KIT



PUBLICATIONS



PERFORMANCE
MEASUREMENT
DATA

FEES

Accreditation and certification is awarded for a three year period. Annual fees are invoiced each year during the accreditation cycle. An on-site fee is invoiced during the year your survey is conducted. Onsite surveys are conducted once every three years. Both components of our fee — the annual and onsite, are calculated based on the services provided and your “average daily census.” Volume discounts may be available for multi-site organizations.

We encourage providers to contact us directly with any pricing questions. Having knowledge of your typical daily patient volume will help us to provide you with a more accurate estimate of your fees. Call us at 630-792-5020.

Eligibility Requirements

Organizations may apply for Joint Commission accreditation if all of the following requirements are met:

- The organization is in the United States or its territories or, if outside the U.S., is operated by the U.S. government or under a charter of the U.S. Congress.
- The organization is identified as a nursing home, skilled nursing facility, or as having long-term care beds as designated by the state, Medicare/Medicaid, or another government agency.
- The organization assesses and improves the quality of its care, treatment, and/or services.
- The organization identifies the services it provides, indicating which care, treatment, and/or services it provides directly, under contract, or through some other arrangement.
- The organization provides services addressed by Joint Commission standards.
- The organization has served at least five patients/residents, and has at least two active patients/residents at the time of survey.
- For small homes with up to 18 beds, the minimum number of patients or residents required for organizations seeking accreditation for the first time is 3, with at least 2 active at the time of survey.

QUESTIONS ABOUT ELIGIBILITY?
CALL US 630-792-5020

Requesting an Application is Easy

Application

To request an application, simply call 630-792-5020. The application collects essential information about your organization, including ownership and management, demographics, and the types and volume of patient services provided. With this information, The Joint Commission determines the number of days required for a survey, the composition of the survey team and the services to be reviewed.

The application:

- Is in an electronic format (accessible from any computer with internet connectivity)
- Can be submitted throughout the year - no deadlines or restrictions dictate when you can apply
- Is valid for one year from the date submitted. This allows you to submit your application and still have time to finish your preparations before the on-site survey takes place
- Allows you to select the month/year you would like the survey to take place, or specific dates you would like to avoid

Accessing and Submitting the Application

After your request is processed, you will receive an email providing login information to access the application. To process your application, a nonrefundable deposit (which is applied toward your cost of accreditation), is required.

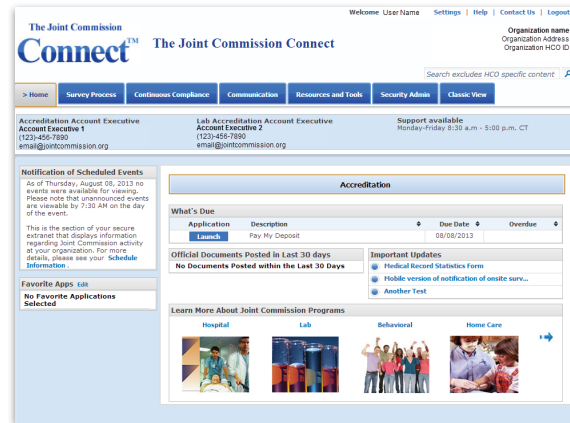
Tip: To avoid delays in the scheduling of your survey, be sure to submit your deposit with your application. Questions? Call us at 630-792-5020.

Now You've Applied: Accreditation Preparation & Support

The Joint Commission wants you to succeed with your accreditation. To help you prepare, The Joint Commission offers a variety of hands-on support and technical resources.

Joint Commission Connect®

Joint Commission Connect® is a personalized extranet site, dedicated to supporting your organization. Here, your organization can access the standards application, make fee payments, and maintain accreditation and certification expectations throughout your ongoing relationship with The Joint Commission.



A Dedicated Account Executive

When you gain access to Joint Commission Connect®, you will be assigned an Account Executive who will:

- Answer your questions about survey preparation and help you through each step of the process
- Analyze your application and contact you if there are any questions or items requiring clarification
- Update changes to your demographic information including address, contact name(s), services, etc.
- Assist you with other Joint Commission contacts and questions
- Support your post-survey activities

Survey Activity Guide

Accessible via Joint Commission Connect®, the Survey Activity Guide is dedicated to preparing you for the on-site visit and includes:

- **Survey Activity Details**
A thorough, detailed description of the events that comprise a typical, on-site review.
- **Sample Survey Agenda**
A helpful, hour-by-hour outline of the survey, showing you what to expect, whom to have available at your facility and what you'll need throughout the on-site visit.
- **Ready-to-Go List**
A list of specific documents and information you'll need for the surveyor planning sessions on Day One of your survey.

Standards Help Desk

Contact our standards help desk online for information about applying specific standards to your setting.

Frequently Asked Questions (FAQs)

Answers to FAQs for many areas of potential importance to your organization are posted on our website. Visit: www.jointcommission.org/Standards

Trends on Survey/Standards Compliance

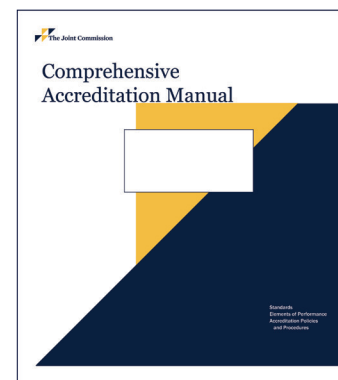
The Joint Commission offers articles and resources such as the Heads Up Report, to inform organizations on current survey trends and top challenging standards to support organizations' performance improvement efforts.

E-dition® (Electronic Standards Manual)

This web-based version of the standards manual can be accessed electronically. One FREE license is sent upon receipt of a completed application and deposit. Request a 90-day trial on our website.

**Comprehensive Accreditation Manuals**

To order the standards or to access additional resources to help you prepare for accreditation, visit www.jcrinc.com or call 1-877-223-6866.



TOOLS AND RESOURCES FOR JOINT COMMISSION CUSTOMERS

DASH™(Data Analytics for Safe Healthcare)

DASH is a collection of proprietary business intelligence tools using analytics to provide deeper insight into health care performance and market intelligence. The tools include:

- **Accelerate PI™** - Provides performance measurement data so health care organizations can compare themselves to national, state, and Joint Commission accredited organization averages.
- **Illuminate Analytics™** - Provides visibility on the collective performance of the organization across key quality metrics to drive meaningful, actionable conclusions from disparate data sources.
- **SAFER™ Dashboard** - Provides aggregate survey findings at the corporate, organization and program levels with survey observations, SAFER™ Matrix data as well as total Requirements for Improvement (RFIs).



Joint Commission Resources (JCR) offers a full portfolio of services and strategies to help nursing homes improve patient safety and quality.



Advisory Services

Achieve accreditation readiness, CMS compliance, and performance improvement in areas such as infection control and medication management.*

eProducts

Tracers with AMP® helps you assess ongoing organizational risks, prioritize system improvements, and compare compliance across departments and/or multiple sites.

Learning Events

Tailored programs that deliver customized solutions and learning opportunities at your nursing care center.

Publications

JCR publishes an extensive collection of accreditation and certification manuals, periodicals, and books/e-books to help your nursing care center staff prepare for everyday challenges.

For additional educational resources, visit www.jcrinc.com or call 1-877-223-6866.

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

YOU'RE ACCREDITED – MAKE THE MOST OF IT!

Free Publicity Kit

Publicize your achievement in receiving The Gold Seal of Approval® by notifying patients, the public, the local media, third-party payors and referral sources. Available at www.jointcommission.org/publicitykit. The Joint Commission offers free publicity assistance including:

- Suggestions for celebrating your accreditation
- Guidelines for publicizing your accreditation
- Sample news releases
- Downloadable The Gold Seal of Approval® artwork



Quality Check®

Following your survey, information about your accreditation status will be posted on Quality Check® at www.qualitycheck.org. Quality Check® allows potential patients and referrers to search for accredited organizations within a city, state, or by type of setting.



Need More Information?

Getting Started

- How to get started
- The overall accreditation process
- The cost of accreditation
- How to get a free trial of the standards
- How to request an application
- Completing my application
- Staff training resources

CONTACT: THE BUSINESS DEVELOPMENT TEAM

Phone: 630-792-5020

Email: NCC@jointcommission.org

Website: www.jointcommission.org/NCC

Managing the Accreditation Process

- Scheduling a survey date
- Specific issues related to ongoing accreditation
- Reporting organizational changes - additional site, services, change in ownership

CONTACT: YOUR ACCOUNT EXECUTIVE

Phone: 630-792-3007

Our Standards

- Guidance in complying with specific standards
- Review FAQs
- Submit your own questions on standards

CONTACT: THE STANDARDS INTERPRETATION GROUP

Website: www.jointcommission.org/Standards

Manuals, Periodicals, Training Resources

- Obtaining printed or electronic standards manuals
- Custom education for your organization
- On-demand Web-based education
- Publications and checklists

CONTACT: JOINT COMMISSION RESOURCES (JCR)

Phone: 877-223-6866

Website: www.jcrinc.com