Nursing Care Center Accreditation

Value Based Purchasing:
5 Key Ways The Joint Commission Positions Your Center for Success
Your Speaker

Sapna Patel

Sapna Patel is the Associate Director of the Nursing Care Center Accreditation Program at The Joint Commission.

She advises nursing care center leadership on where Joint Commission accreditation and the Joint Commission enterprise can deliver significant value for the organization given their unique business models and objectives.
The Agenda

Today’s Presentation Objectives

− Understand the concept of Value-Based relationships

− 5 Key Ways The Joint Commission Positions Your Center for Value-Based Success

− Examples of Value-Based Recognitions that Leverage Joint Commission Accreditation

− Next Steps
Value-Based Care: An Overview
# Value Based Health Care

## Definitions and Concepts

<table>
<thead>
<tr>
<th>WHAT</th>
<th>HOW</th>
<th>WHO</th>
<th>WHY</th>
<th>OUTCOME</th>
<th>WHEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model based on patient health outcomes</td>
<td>Use of metrics to measure health outcomes against cost of delivery</td>
<td>Patients, Providers, Payors, Suppliers</td>
<td>Spend $ wisely, while improving the health of individuals</td>
<td>Providers need to demonstrate the quality of care they provide!</td>
<td>Initiatives by CMS in 2008; Written into law in 2010 ACA/2015 MACRA</td>
</tr>
</tbody>
</table>
POLL: What type of plans do you participate in today?
5 Ways We Position You for Success in Value-Based Care
5 Ways We Position You For Success
In Value-Based Care
Expertise
The Joint Commission
The world’s most trusted accreditation organization

Our Roots
Founded in 1951, The Joint Commission is the nation’s oldest and most trusted standards-setting body in health care and today, recognizes more than 22,000 health care organizations.

Full Service
The Joint Commission serves the full continuum of care for providers such as hospitals, nursing homes, surgery centers, home care, laboratories, and behavioral health treatment facilities.

Gold Seal Distinction
The Gold Seal of Approval® is a symbol of quality that reflects an organization’s commitment to meeting the highest national standards for safety and quality of patient care.

Market Leader
The market leader in accreditation, The Joint Commission has served nursing home and community-based organizations for over 50 years.
The Joint Commission Accreditation Process

Our Surveyors

Our Surveyors Are Seasoned Industry Professionals

- Experienced in the industry
- Understand the day-to-day issues that confront providers
- Have hands-on expertise to help organization to resolve any issues

- Nationwide coverage
- Receive Robust Process Improvement training and evaluation by The Joint Commission
The Joint Commission Accreditation Process
Your On-Site Survey

About the On-Site Survey Process

Single Surveyor for 2-3 days:

- Tracer Methodology:
  Individual and Systems-wide Tracers
- On-site observations and interviews with surveyors
- Review of documents provided by the organization
- Assessment of the physical facility
- Conferences with leadership team
- Dialogue with managers and staff
Accreditation Resources
Our Tools to Help You Succeed

Dedicated Support Staff

**Business Development**
- Contact our Business Development team at 630-792-5020
  ncc@jointcommission.org
- Initial questions on accreditation and eligibility
- Gain access to trial version of the standards and the application

**Account Executive**
- Dedicated point-of-contact, from application submission onward
- Update changes to demographic information

**Standards Interpretation Group (SIG)**
- For questions related to compliance of Joint Commission standards
- Access FAQ’s and submit your own questions via online form.
- Visit jointcommission.org/standards
Accreditation Resources
Our Tools to Help You Succeed

Joint Commission Connect™ (Extranet)

Personalized page to access pertinent accreditation documents and resources:

- E-dition
- Application
- Survey Activity Guide
- Important notifications
- *The Joint Commission Perspectives®*- official monthly e-periodical
Better Outcomes
Comparison of Accreditation and Certification Status by Star-Rating Component in Accredited and Non-Accredited Facilities

<table>
<thead>
<tr>
<th>Component</th>
<th>Accredited with PA Certification / N = 86</th>
<th>Accredited / N = 641</th>
<th>Non TJC Accredited / N = 14477</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Inspection</td>
<td>2.965</td>
<td>2.848</td>
<td>2.817</td>
</tr>
<tr>
<td>Quality Rating</td>
<td>4.069</td>
<td>3.469</td>
<td>3.395</td>
</tr>
<tr>
<td>Staff Rating</td>
<td>3.488</td>
<td>3.448</td>
<td>3.205</td>
</tr>
<tr>
<td>RN Staff Rating</td>
<td>4.36</td>
<td>3.88</td>
<td>3.378</td>
</tr>
</tbody>
</table>

* Statistical significance P<0.05. Comparison of accredited organizations versus non-TJC accredited organizations after adjusting for facility size and ownership type. As a general rule, smaller non-profit organizations also tended to do statistically better than larger for-profit or government owned facilities.

Results
More Stars, Better Outcomes

Joint Commission-Accredited Facilities Performed Better On:

<table>
<thead>
<tr>
<th>Quality Measures</th>
<th>Scope and Severity Ratings</th>
<th>Financial Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outperformed non-accredited facilities on all five short-term stay measures (100 or fewer days)</td>
<td>Accredited facilities were more likely to have lower-level (D-level) deficiency findings associated with an isolated incident with no actual harm</td>
<td>Lower annual fines than those associated with non-accredited facilities</td>
</tr>
<tr>
<td>Performed better on measures that focus on residents in nursing homes for more than 100 days</td>
<td>Non-accredited organizations had more severe (J-K-L immediate jeopardy) deficiencies than accredited ones</td>
<td>Less likely to have payment denials than non-accredited facilities</td>
</tr>
</tbody>
</table>

* "Comparing Public Quality Ratings for Accredited and Non-accredited Nursing Homes," The Joint Commission Original Study, Published in JAMDA, 2016.

---

[Image of The Joint Commission logo]
Quality metrics where accredited orgs scored higher:

**Long-Stay Measures**

- Need Less help with late-loss ADL
- Less likely to experience falls resulting in a major injury
- Less likely to experience moderate to severe pain (long and short-stay measures)
- Less likely to be prescribed antipsychotic medications (long and short-stay measures)

**Short-Stay Measures**

- Less Likely to acquire new or worsened pressure injuries
- % Assessed and appropriately given the pneumococcal vaccination
- % Assessed and appropriately given the influenza vaccination

---

*Williams PsyD, Morton PhD, Braun PhD, Longo RN MBA MSN, Baker MD MPH; Journal of American Medical Directors Association (JAMDA) 2017*
Efficiency
Keys to Efficiency

Eliminate Waste

Streamline Operations

Standardize Processes

Prioritize Efforts
Efficiencies in Processes
Accreditation On Your Terms

- You decide when to apply and designate blackout dates for on-site survey.

- Non-prescriptive standards allow you meet our requirements based on your resources and capabilities: We tell you the what, you tell us the how.

- Customers are appointed a dedicated account executive to guide them throughout the process.

- Key resources and customer assets are centrally located via customized extranet portal.

- No progressive levels to achieve. You can earn The Gold Seal of Approval® on your first survey.
Serving the Complete Continuum of Care

One accreditor for multiple programs and service lines

Disease-Specific Care Certification

and Health Care Staffing Services Certification

Integrated Care Certification
New Program for Assisted Living Providers
Coming this Summer!

Accreditation for Assisted Living Communities

The Joint Commission is developing an Assisted Living Community Accreditation Program to help providers deliver consistent, high reliable care in critical areas impacting the quality and safety of its residents and staff.

Register for updates, upcoming events and important program information!
The Standards
Foundation for Quality
SAFER Matrix
Survey Analysis for Evaluating Risk™

- A transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- Provides one, comprehensive visual of survey findings
- View [portal](#) for more information

<table>
<thead>
<tr>
<th>Immediate Threat to Life</th>
<th>High</th>
<th>Moderate</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Limited</strong></td>
<td>MM.03.01.01, EP8</td>
<td>MS.01.01.01, EP1</td>
<td>RC.01.01.01, EP10</td>
</tr>
<tr>
<td><strong>Pattern</strong></td>
<td>MM.03.01.01, EP7</td>
<td>IM.02.02.01, EP1</td>
<td>RC.02.03.07, EP4</td>
</tr>
<tr>
<td><strong>Widespread</strong></td>
<td>IC.02.01, EP2</td>
<td>IC.02.02, EP4</td>
<td>IC.02.02, EP4</td>
</tr>
</tbody>
</table>

The Joint Commission
SAFER Dashboard
Reveals trends to strengthen decision-making

- Aggregate survey findings at the organization, multi-organization and program levels.
- Includes national comparison data and organization level comparison data
- Survey metrics including number of surveys, total survey findings and most frequently scored findings

Coming April 6th!
Customer Spotlight
The Impact on Prioritization and Performance
Safety Culture
Cultural Transformation

Top Contributor To Success

Fostering a safety culture is critical to delivering value-based care. It encourages staff engagement and empowerment, reducing staff turnover and increasing staff satisfaction.

For optimal success, it is important to address both cultural and organizational structures.

Cultural Structures

Fostering a safety culture encourages staff to share their thoughts, including suggestions regarding changes and innovations in nursing home care.

Organizational Structures

Resident care processes and an organization’s structure also has a great impact to providing safe, high quality care.
Building a Safety Culture Together

Expertise to Help you Succeed

Safety Culture-Focused Standards –
Offers framework to construct a culture that increases accountability and trust while advancing the knowledge, skills, and competence of staff.

National Patient Safety Goals –
Patient safety requirements based on data from sentinel events and patient safety expert recommendations

Patient Safety Systems Overview –
The “Patient Safety Systems” chapter provides a proactive approach to designing or redesigning a resident-centered system.

11 Tenets of a Safety Culture –
Learn what health care leaders can do to foster a successful safety culture. Download infographic.

Sentinel Event Alert on Safety Culture –
The Essential Role of Leadership in Developing a Safety Culture outlines the perils of ineffective leadership on a safety culture and offers clear solutions for improving. Download the article.
Distinction & Recognition
Enhance Your Reputation, Compete Effectively

Stand out and excel in the market by earning the industry’s most recognized quality distinction.
Meet Unique Quality Objectives
With Specialty Certifications

**Post-Acute Care Certification**
Addresses the unique care needs of higher acuity or short-stay patients. Focus areas: Effective care transitions, reducing hospitalizations, leadership accountability, staff knowledge and competency, and provision of care for the high-acuity patient.

**Memory Care Certification**
Helps minimize risk and improve care for patients and residents with all levels of cognitive impairment. Focus areas: Care coordination, staff knowledge and competency, activity programming, behavior management, and environment of care.

**Disease-Specific Care Certification**
Offers a rigorous review of a specific program or services based within or associated with a nursing care center. Examples include rehabilitation, cardiac or stroke rehabilitation.

**Integrated Care Certification**
Reviews how well a health care system that includes a nursing care center(s) handles information sharing, including handoffs, IT integration and other integration points.
Value-Based Programs
Types and Criteria

**Medicare SNF VBP Program**
- Effective Oct 2018
- Re-admission measures
- Coordination of care
- Blue Cross Blue Shield Achievement and Improvement Scoring

**State Medicaid**
Helps meet various state Medicaid program

**Insurance Examples**
- Used by various payors as condition for plan participation

**Other Recognitions**
- Liability Insurers
- Hospital and ACO
- Preferred Post-Acute Network
- Enhance Reputation
The Joint Commission and its Gold Seal of Approval® is a widely recognized benchmark that states and payors are increasingly using as a quality metrics in payment models.

To help with this initiative, The Joint Commission collaborates with third party payors and states to support the inclusion of accreditation and certification requirements in value-based performance initiatives.

View our current list of recognition and state/payor resources online.
<table>
<thead>
<tr>
<th>State/Program</th>
<th>State/Program</th>
<th>State/Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massachusetts</td>
<td>Network</td>
<td>National Payor Recognitions</td>
</tr>
<tr>
<td>Florida</td>
<td>Reimbursement for Florida’s Perspective Payment System (PPS)</td>
<td>Learn More</td>
</tr>
<tr>
<td>Ohio</td>
<td>Quality Improvement Project</td>
<td>Quality Improvement Project</td>
</tr>
<tr>
<td>Illinois</td>
<td>Network Participation</td>
<td>Network Participation</td>
</tr>
<tr>
<td>Connecticut</td>
<td>GA, KY, ME, MO, NH, NY, OH, VA, and WI.</td>
<td>NEW for 2021!</td>
</tr>
</tbody>
</table>
Value-Based Programs
Florida PPS

Florida – Medicaid Reimbursement for Florida’s Prospective Payment System (PPS)

Joint Commission Nursing Care Center Accreditation is a recognized “Quality Credential” helping nursing homes boost their score effectively and efficiently towards greater reimbursement.

Learn More
Value-Based Programs

Illinois - Network Participation

Illinois - Network Participation

Certain payors require accreditation of nursing homes for network participation in Illinois.

Learn More
Value-Based Programs

Massachusetts - Network Participation

State, Payor Recognitions for Value-Based Contracting

States and payors are looking to identify ways to incorporate quality metrics in reimbursement or payment models — and they’re looking to The Joint Commission.

Below are some examples where Joint Commission Nursing Care Center Accreditation is used as a quality metric to allow network participation, contract or license eligibility, and higher rates of reimbursement for the providers of senior living services.

As we continue to identify additional opportunities for state and payor reliance on Joint Commission accreditation or certification, please contact us if you have additional information or questions on recognition for senior living facilities.

Massachusetts - Network Participation

Certain payors require accreditation of nursing homes for network participation in Massachusetts.

Massachusetts - Network Participation

The Ohio Department of Aging recognizes Joint Commission Nursing Care Center Accreditation for its quality initiative that requires licensed nursing homes to participate in a quality improvement project every two years.

Tennessee – Points for TennCare Quality Improvement In Long Term Services and Supports (QuILSS)

Nursing homes can earn 10 bonus points by achieving Joint Commission Nursing Care Center Accreditation, placing the facility into

State Legislative and Regulatory Activities

There are several state agencies that recognize and/or rely on Joint Commission Nursing Care Center Accreditation in lieu of specific state licensure or certification requirements.
Value-Based Programs
Ohio – Department of Aging State Medicaid

State, Payor Recognitions for Value-Based Contracting

States and payors are looking to identify ways to incorporate quality metrics in reimbursement or payment models — and they’re looking to The Joint Commission.

Below are some examples where Joint Commission Nursing Care Center Accreditation is used as a quality metric to allow network participation, contract or license eligibility and higher rates of reimbursement for the providers of senior living services.

As we continue to identify additional opportunities for state and payor reliance on Joint Commission accreditation certification, please contact us if you have additional information or questions regarding recognition for senior living facilities.

Massachusetts - Network Participation
Certain payors require accreditation of nursing homes for network participation in Massachusetts.

Ohio - Quality Improvement Project for Ohio Department of Aging State Medicaid
The Ohio Department of Aging recognizes Joint Commission Nursing Care Center Accreditation for its quality initiative that requires licensed nursing homes to participate in a quality improvement project every two years.

Tennessee – Points for TennCare Quality Improvement In Long Term Services and Supports (QLTESS)
Nursing homes can earn 10 bonus points by achieving Joint Commission Nursing Care Center Accreditation placing the facility into

State Legislative and Regulatory Activities
There are several state approaches that recognize and/or rely on Joint Commission Nursing Care Center Accreditation in lieu of specific state licensure or certification requirements.

Learn More
Value-Based Programs

Tennessee – QuILTSS

Tennessee – Points for TennCare Quality Improvement in Long Term Services and Supports (QuILTSS)

Nursing homes can earn 10 bonus points by achieving Joint Commission Nursing Care Center Accreditation, placing the facility into one of three quality tiers with escalating reimbursement.

Learn More
POLL: Are you currently participating in any of these programs?
Next Steps
For More Information

Contact Our Staff

**Monnette Geronimo**  
Business Development Manager  
RPI* Yellow Belt Certified  
RPI* Change Agent Certified  
[moneronimo@jointcommission.org](mailto:moneronimo@jointcommission.org)  
(630) 792-5251

**Sapna Patel**  
Associate Director  
[spatel@jointcommission.org](mailto:spatel@jointcommission.org)  
(630) 792-5435

**Gina Zimmermann**  
Executive Director  
[gzimmermann@jointcommission.org](mailto:gzimmermann@jointcommission.org)  
(630) 792-5293
For More Information

Visit our website

Learn more about program offerings and resources dedicated to skilled nursing facilities! Including:

- Benefits of Joint Commission accreditation/certification
- Value-based program recognitions
- Helpful resources and tools to assist your organization

For additional information, visit www.jointcommission.org/ncc
Questions?
As We Conclude

Last-Minute Reminders

— Please complete a brief survey upon exit from today’s presentation

— A recording and PDF of today’s webinar will be emailed to all attendees

— Access additional webinar replays on our web site

— Contact Us!
  Phone: 630-792-5020
  Email: ncc@jointcommission.org

— Web: www.jointcommission.org/ncc

— Follow us on social media! 🌐LinkedIn  🚀Twitter  📌Facebook
Thank You!