Nursing Care Center Accreditation

How Joint Commission Accreditation Helps Address the Unique Quality Needs of Multi-Site Skilled Nursing Facilities
Your Speaker

**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.
Addressing Your Needs
What Multi-Site Organizations Seek from anAccreditor
Expertise
Industry Leader

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 homes and community-based organizations for over 50 years.
Quality

Offering the industry’s most comprehensive foundation for the delivery of consistent, quality care

Our Standards are Your Roadmap to Quality

- Evidence-based, vetted standards not limited by minimum regulatory requirements
- Build consistency in care processes within the center and across locations
- Reduces variations that become sources of risks/errors
- Comprehensive - covers all virtually all aspects of operations

Practical Applications:

- Standards can translate to procedural steps and policies to integrate with daily operations
- Serve as guideposts for assessing your facility’s performance
- Shared staff knowledge and competencies helps with stability during transitions
Why Work with The Joint Commission?

The Leader in Patient Safety and Quality Improvement

Joint Commission accreditation and certification raise the bar for nursing care settings. Our comprehensive, solutions-focused approach elevates performance on key components of care that foster better outcomes, enhanced safety and greater success with business relationships.

- Nationally recognized standards
- Robust performance measures
- National patient safety goals
Standards as Foundation for Quality

ACCREDITED ORGANIZATION

- Leadership & Staff Competencies
- Policies and Processes
- Leadership & Staff Knowledge
  - Environment of Care/Life Safety
  - Clinical Operations
  - Management Operations

STANDARDS
Joint Commission Accreditation Standards

- Environment of Care
- Emergency Management
- Human Resources
- Information Management
- Leadership
- Life Safety
- Medication Management

National Patient Safety Goals
- Provision of Care
- Performance Improvement
- Record of Care
- Rights of Individual
- Waived Testing
Quality: Innovative Delivery
Expert Advice, Collaborative Process, Actionable Insights

Our Surveyors Are Experienced Industry Professionals
• Employed by The Joint Commission, not independent contractors
• Understand day-to-day issues facing providers
• Continuous training and education to provide consistent, current and relevant insights

The On-Site Survey Process
• Incorporates the tracer methodology - the cornerstone of on-site survey and unique to The Joint Commission
• Follows an individual’s interaction with your organization
• Offers in-depth, real-time analysis of your organization’s strengths and challenges
• Provides thorough, written evaluation with practical, evidence-based strategies
Results
Results

10 Ways We Help Your Business Thrive

1. Provides an unparalleled quality foundation
2. Fosters better outcomes
3. Reduces risk
4. Builds consistency in care processes and across locations
5. Focuses performance improvement efforts
6. Enhances staff competency and education
7. Increases referrals
8. Opens access to contracts
9. Lowers liability insurance rates
10. Differentiates from the competition
Quality metrics where accredited orgs scored higher:

- 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)
- Less Likely to acquire new or worsened pressure injuries
- % Assessed and appropriately given the pneumococcal vaccination
- % Assessed and appropriately given the influenza vaccination
Results
More Stars, Better Outcomes

5-Star Ratings for Accredited Nursing Homes

Joint Commission-accredited organizations performed better than non-TJC-accredited nursing homes across a broad range of measures.*

– Accredited nursing homes with Post-Acute Care Certification outperformed accredited organizations without certification

– Statistically higher ratings on the overall five-star rating as well as each of the component subscales (Health Inspections, Quality Rating, Staff Rating and RN Staff Rating)

* “Comparing Public Quality Ratings for Accredited and Non-accredited Nursing Homes,” The Joint Commission Original Study, Published in JAMDA, 2016.
# 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>
Comparison of Accreditation and Certification Status by Star-Rating Component in Accredited and Non-Accredited Facilities


*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.

Joint Commission Accreditation provides market differentiation to enhance patient volumes and referrals
The Joint Commission and its Gold Seal of Approval® is a widely recognized benchmark both 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.
Value-Based Programs
National Payor Recognitions

NEW for 2021!

Joint Commission Accreditation can effectively boost reimbursement for plan participants meeting various quality measures in the following states: CA, CO, CT, GA, IN, KY, ME, MO, NH, NV, NY, OH, VA and WI.

Learn More
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 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.

Tennessee - Points for TennCare Quality Improvement in Long Term Services and Supports (QUIFESS)

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 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 licensure 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 accredited certification, please contact us if you have additional information or questions regarding recognition for senior living facilities.

<table>
<thead>
<tr>
<th>Massachusetts - Network Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certain payors require accreditation of nursing homes for network participation in Massachusetts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ohio - Quality Improvement Project for Ohio Department of Aging State Medicaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tennessee - Points for TennCare Quality Improvement in Long Term Services and Supports (QUells)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing homes can earn 10 bonus points by achieving Joint Commission Nursing Care Center Accreditation placing the facility into</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State Legislative and Regulatory Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are several state agencies that recognize and rely on Joint Commission Nursing Care Center Accreditation in lieu of specific state licensure or certification requirements.</td>
</tr>
</tbody>
</table>

Learn More
Value-Based Programs

Tennessee – QuILTSS

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 Older Aging State Residents

The Ohio Department of Aging and Joint Commission Accreditation work together to develop and implement quality improvement initiatives.

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
Legacy Healthcare
Legacy Healthcare

Presenter, Jamie Dlatt

Jamie Dlatt is the Chief Operating Officer of the Illinois Division for Legacy Healthcare. In the long-term care sector for almost 25 years, Jamie began her career as a social worker at a long-term care facility, after completing her college with a degree in gerontology.

She joined Legacy Healthcare in 2008 as their first administrator. Over her tenure, Legacy Healthcare has sprouted from two facilities to over 50, with 5,000 employees. Today, she works alongside the chief clinical officer to ensure all operations are running smoothly.

Jamie is the distinguished recipient of Crain’s Notable Women in Health Care & McKnight’s Women of Distinction Hall of Fame Inductee.
Legacy Healthcare

About our organization

- Location: Headquartered in Skokie, Illinois, we currently manage 52 facilities across 3 states
- Services: post-acute, skilled and long-term care services
- Vision Statement: to lead healthcare back to a place where people are treated like people – one where care is more personal, empathetic, and customized to every individual.
- Accredited since 2013
- Award-winning homes and people
Legacy Healthcare

Why we chose The Joint Commission

- It is the “gold standard” in terms of performance, quality, and safety standards and we wanted to be the best version of what this industry can and should be.

- It is globally recognized as the leader in health care accreditation, and it bolsters our commitment to quality, safety and solidifies the partnership across the patient care continuum.

- Important to us that the sanctioning body be independent, and the tools and metrics be unbiased and rigorous.
Legacy Healthcare

How we achieved accreditation

- Established a timeline and plan in preparation for the process
- Reviewed standards, assigning responsibilities for each category
- Conducted internal assessment
- Incorporated staff in day-to-day work, ensuring they were aware of the timeline, accreditation standards, and their role in achieving accreditation
- Spoke with accredited organizations
- Notified residents about the upcoming visit and what to expect
Legacy Healthcare

The impact of accreditation on our organization

- Enables us to continually provide exceptional care to residents and their families by ensuring we are meeting all performance, quality, and safety standards
- Taught us how adaptable people can be when you work hard at the outset to develop and execute a plan
- Reinforced that our employees are the key to our success
- Energized our staff! They embraced the challenge to measure themselves against higher standards.
Advice and Tips

- Plan and prepare, review the standards again, and prepare more
- Engage with staff on initiatives, and empower employees to personify the care they’re delivering
- Foster clinically proficient teams through regular education and training
- Look at what your organization means to its communities, the residents, their family, the physicians and the staff. They are the reason why success is driven from the inside.
Legacy Healthcare

Contact Information

Questions for Jamie? Reach her using contact information below.

- Phone: 847.679.9797
- Email: jdlatt@legacyhc.com
- Website: legacyhc.com
Efficiency
Operational Challenges
Facing Nursing Centers

Today’s Issues

- As much as 40% of health-care dollars spent is waste

- 3 Primary forms of provider-related waste: Process Inefficiency, Overuse, Preventable Harm

- Other factors to consider - consulting costs for ad-hoc quality assurance projects/initiatives, state survey readiness, cost of shortcuts, repetition, re-training, errors
Serving the Complete Continuum of Care

Comprehensive Accreditation & Certification Services

Disease-Specific Care Certification and Health Care Staffing Services Certification

- HOSPITALS
  - AMBULATORY CARE
  - LABORATORIES
  - HOME CARE
  - NURSING CARE CENTERS
  - BEHAVIORAL HEALTH CARE
  - ASSISTED LIVING COMMUNITIES

- PRIMARY CARE HOME
- PRIMARY CARE HOME
- PATIENT BLOOD MANAGEMENT
- COMMUNITY-BASED PALLIATIVE CARE
- POST-ACUTE CARE
- MEMORY CARE
- BEHAVIORAL HEALTH HOME

The Joint Commission
Accreditation on Your Terms
The Journey to Accreditation, Built for You

Year-round access to application so you can apply on your timetable

Non-prescriptive standards enable you to comply based on your resources and capabilities

Opportunity to indicate ready date and blackout dates for on-site survey

Joint Commission Connect™ customized extranet portal with centrally located resources

Dedicated representatives for simple, streamlined navigation throughout the process

No progressive levels to achieve. You can earn The Gold Seal of Approval® on your first survey.
Guidance
**Customer Support**

Dedicated resources to guide you every step of the way

<table>
<thead>
<tr>
<th>Dedicated Staff Resources</th>
<th>Accreditation and Certification Preparation</th>
<th>Supplemental Educational Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Development Staff</strong> answer initial questions and provides access to standards and application</td>
<td>Joint Commission ConnectTM Personalized page to access pertinent accreditation documents and resources:</td>
<td>- Publications</td>
</tr>
<tr>
<td><strong>Account Executive</strong> is your dedicated point-of-contact, from application onward</td>
<td>- E-edition - electronic standards manual</td>
<td>- Software</td>
</tr>
<tr>
<td><strong>Standards Interpretation Group</strong> to assist with questions related to compliance of Joint Commission standards</td>
<td>- Survey Activity Guide</td>
<td>- Seminars/Webinars</td>
</tr>
<tr>
<td><strong>State/Federal/Payor Relations</strong> interfaces with stakeholders on key legislative, regulatory, and public policy issues to promote safe and high-quality health care</td>
<td>- The Joint Commission Perspectives® - official monthly e-periodical</td>
<td>- Environment of Care®/Life Safety</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Infection Prevention</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Custom Education</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Advisory Services*</td>
</tr>
</tbody>
</table>

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

Powerful and complimentary business intelligence tool

- 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
- Visit web page for more information.
SAFER Dashboard

Make Efficient data-driven decisions

- **Discover patterns & trends** – View aggregate survey findings at the corporate, multi-organization* and program level

- **Performance metrics** - Compare current and historical data to track performance

- **Data visualization** – View visual representations such as charts, graphs, and the SAFER Matrix to consume data more easily

- **Reporting** - Share data with other stakeholders so they can draw conclusions and make timely decisions

- **Compare data to your peers** – Joint Commission national accreditation comparison data is available on-demand
Achieving Accreditation
Tools to Help You Succeed

Use these helpful resources to begin your journey to and through accreditation:

Accreditation Overview

Steps to Accreditation Guide

Request Standards Access

Request Accreditation Application

Web Page for Nursing Care Centers
Questions?
For More Information
Contact Our Staff

Sapna Patel
Associate Director
spatel@jointcommission.org
(630)-792-5435

Gina Zimmermann
Executive Director
gzimmermann@jointcommission.org
(630) 792-5293

Monnette Geronimo
Business Development Manager
RPI® Yellow Belt Certified
RPI® Change Agent Certified
mgeronimo@jointcommission.org
(630) 792-5251
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 this and other webinar replays on our on-demand resource page

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

— Web: www.jointcommission.org/ncc

— Follow us on social media!

The Joint Commission
Thank You!