Overview of Today’s Discussion

Business Development staff will help you understand what steps to take to help prepare and become accredited.

Once you’re ready to go they’ll hand you off to your Account Executive.

Your Account Executive will be your “go to person” who will assist you before, during and after your survey.
Today’s Team That’s Here to Help

Sapna Patel
Associate Director
Business Development
The Joint Commission

Sarah Bujak
Senior Account Executive
Accreditation and Certification Operations
The Joint Commission
Business Development Team
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 within home care settings and beyond such as hospitals, nursing homes, surgery centers, 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 nursing home & home care accreditation, The Joint Commission has served nursing homes for more than 50 years and home and community-based organizations for over 30 years.
THE JOINT COMMISSION

MISSION

- To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value

VISION

All people always experience the safest, highest quality, best-value health care across all settings
The Gold Standard in Private Accreditation

When it comes to nursing care center accreditation, no organization can match The Joint Commission’s experience and knowledge.

Our accreditation process drives quality care and patient safety improvements through nationally recognized, evidence-based standards.
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
Nursing Care Center Accreditation Program Design

Options to Meet Unique Quality Objectives

- Nursing Care Center Accreditation
- Optional Specialty Certifications
  - Post-Acute Care Certification
  - Memory Care Certification
How We’ll Help You

- Eligibility
- E-App.
- E-dition
- Resources
- Pricing
- Timeline
Organizations may apply for Joint Commission accreditation if all the following requirements are met:

- The organization is in the U.S. or its territories or 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 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/residents required is three, with at least two patients active at the time of survey.

- For add-on certification, the organization has an organized approach to the care, treatment and/or services provided to a specific patient population (i.e., post-acute, memory care). A distinct unit is not a requirement for either certification.
Access to the E-dition®

− One of the most important tools is the Joint Commission’s electronic standards manual, the E-dition
− Service profile allows you to view standards relevant to the services you provide
− Can request free 90-day trial access
− Organizations that have applied or are already accredited have permanent access via extranet portal
5-Step Application Process

1. Preview standards requirements
2. Gain access to online application for accreditation
3. Submit the completed applications
4. Verify application information and ready dates
5. Access applicant tools and resources to get ready for your first onsite survey
Applying for Nursing Care Center Accreditation

Requesting an Application

How Do Organizations Request an Application?

Our application collects essential information about your organization, including ownership and management, demographics, and the types and volume of patient services provided. The Joint Commission uses that information to determine the number of days required for a survey, the composition of the survey team and the services to be reviewed.

Visit our website at www.jointcommission.org to request an application
Applying for Nursing Care Center Accreditation

Requesting an Application

The application:

- Is in electronic format and accessible from any computer with Internet connectivity
- Is valid for one year from the date submitted, which allows you to submit the application and still have time to finish your preparations prior to the on-site survey
- Allows you to select the month/year you would like the survey to take place, or specific dates you want to avoid

To process your application, a non-refundable deposit (which is applied toward your cost of accreditation) is required.
Preparing for Initial Accreditation

The time to prepare for a Joint Commission Nursing Care Center Survey varies by organization:

- Survey ready date within 12 months of making application
- Survey ready date is selected by organization
- Consider timing of State survey
- Consider coordination of survey date of “sister facilities” for resource management in multi-site organizations
- Utilize tools to assess current compliance to inform plans and time frames for accreditation
Applicant Tools and Resources

- Joint Commission Connect Secure Customer Portal
- Account Executive
- Standards Interpretation Group
- Edition Electronic Standards Manual and Checklists
- Survey Activity Guide
- Focused Standards Assessments Tool
- Standards Booster Packs
- Webinar Replays
Share Resources

Prompts to Assess Your Compliance

Written Documentation Checklist

Tracer Methodology Toolkit

Survey Activity Guide
Survey Preparation Tips

Get Organized
- Design the structure and timetable of future meetings
- Organize Policies and Procedures
- Keep manuals, contracts, personnel files and documentation ready and accessible
- Have a daily list of scheduled visits/deliveries ready to go every morning
- Be available during your posted business hours
- Have the notification plan and other necessary documents ready

Ensure You Meet Requirements
- Maintain minimum patient/client census
- Understand and identify laws/regulations for your state
- Review Standards and National Patient Safety Goals
- Review Written Documents Required
- Review Risk Areas/Clinical Service

Involve Your Team
- Engage staff
- Conduct “Mock” Tracer activities
- Have your supervisor available or access to them
Survey Activity Guide

- Dedicated to preparing you for the on-site visit and offers a thorough, individualized description of the specific events of the on-site review including:

- Sample Survey Agenda: A helpful, hour-by-hour outline of the survey, showing you what to expect, whom to have available 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.
We’re Here For You Throughout Your Journey

Business Development Staff
*Nursing Care Center*

Account Executive
*Nursing Care Center*

*The best experience for YOU*
Your Account Executive
Your Primary Contact Once You’re Ready

- The Account Executive (AE) is your primary contact once the process has begun
  - Coordinates survey planning
  - Handles policy, procedure and accreditation questions throughout your accreditation cycle
    - Pre-survey
    - Post-survey
  - Provides ongoing education and resources
Before the Survey

Secure Joint Commission Connect® Extranet Site

Your organization will be provided a secure, password-protected portal, known as Joint Commission Connect. This is the platform used for direct and confidential exchange of information such as notifications, accreditation reports and other correspondence between The Joint Commission and your organization:

- Survey review notifications
- Survey agendas
- Resource documents and tools
- Survey planning tools and survey activity guides
Your Organization’s Individual Portal
Secure Joint Commission Connect® Site

Survey Process

Resources and Tools
Electronic Application (E-App)

- Accessing the organization’s General Accreditation Application (E-App)
- Email notification when submission window is open
- Accreditation Application updates can be made at any time and required every 9, 18, and 27 months
Importance of Application Information

- Information provided determines the number of days for survey and the type of surveyors
- Current contact information for all authorized individuals for the organization must be maintained to ensure communication of important notifications or specific organization related information
Updating Connect Users

- Update Contacts/Access
- Guest Login Admin
- TST® Login Admin
- View a Report of All Users

Notification of Scheduled Events
As of Wednesday, October 7, 2020 no events were available for viewing. Please note that unannounced events are viewable by 7:30 AM on the day of the event.

Accreditation

What’s Due

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<tr>
<th>Application</th>
<th>Description</th>
<th>Due Date</th>
<th>Overdue</th>
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No Items Due
Scheduling of Surveys

- **Initial organizations** elect “ready date”
- **Resurvey organizations** have nine-month window
What Happens After the Survey

Preliminary report
- Available on Connect during internal review
- Final Report is posted within two-nine business days
- Evidence of Standards Compliance (ESC) Submission Process
Final Accreditation Report

Decision Date

- Initial survey with requirements for improvement (RFI’s): The effective date of the accreditation is the date on which an acceptable ESC is submitted.
- Initial survey without requirements for improvement (RFI’s): The effective date is the day after the last day of the survey.
- Resurvey with or without RFIs: Accreditation dates are effective the day after the last day of survey.
- The ESC is acceptable when the organization has demonstrated resolution of all RFIs and has put a plan in place to prevent the deficiency from occurring again.
Evidence of Standards Compliance (ESC) is Accepted

- Final report and award letter are posted to Connect
- Accreditation is available on Quality Check
- Certificate is mailed to the organization
Continued Support to Sustain Compliance

Monthly *Perspectives* publication

Standards Interpretation Group
http://web.jointcommission.org/sigsubmission/sigquestionform.aspx
What’s next besides questions?
Resources in Many Places

Joint Commission - https://www.jointcommission.org/ncc

Joint Commission’s Standards Interpretation Group http://web.jointcommission.org/sigsubmission/sigquestionform.aspx
How to Contact Our Nursing Care Center Business Development Staff

NCC@jointcommission.org

Website: https://www.jointcommission.org/ncc
How to Contact Your Nursing Care Center Account Executive

Log into your Connect site and your AE contact information is listed to the left. If you forgot your login information, you can call (630) 792-3007. You will reach a secretary who will then transfer you to your AE.
Thank You for All That You Do.