

# Spotlight on Success

Soleo Health



**Home Care accreditation and Medication Compounding certification by The Joint Commission position Soleo Health as an industry leader in infusion therapy.**

*Soleo Health is committed to The Joint Commission's quality standards and to providing exceptional clinical outcomes measured by data-driven quality programs. Following national standards enables Soleo Health to be the provider of choice for home infusion services and fulfill their vision of propelling excellence in customer service, patient clinical support, and new program development to improving health and clinical outcomes.*

**Q: Why did you choose The Joint Commission for Home Care accreditation?**

**A:** As a national company with locations across the United States, we recognize the need to have policies, procedures and standards to ensure quality care for our patients, no matter what part of the country they live. We view The Joint Commission as the gold standard for accreditation. Working with The Joint Commission brings a quality mindset to the organization. More than 90% of the standards for accreditation are written to address quality issues.

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“A benefit of Joint Commission accreditation that can't be overstated is our team has embraced continuous process improvement. The survey process and tracer rounds have taught us to look at our data trends, review our processes and constantly look at ways we can improve. We believe performance improvement has made us a better organization and accreditation has taught us to think that way.”

**Barbara Prosser, RPh**  
VP Clinical Services/ Clinical Operations

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One of the benefits of accreditation is it looks at the entire journey of the patient through the organization. No matter where we touch a patient through that journey, The Joint Commission is looking at solutions and continuous process improvement. It touches on every part of the organization. Holding our team accountable to those standards means we are using industry best practices and we can provide consistent care across every location.

## RESULTS



### REDUCED CATHETER INFECTION RATES

Soleo Health is a patient-centered company that provides a vital service to the patients it serves. The Joint Commission standards and key metrics of those standards ensure we are delivering a quality service effectively and efficiently. By following Joint Commission standards, we have been able to reduce catheter infection rates in patients.

#### Q: Why did you further pursue Medication Compounding certification?

**A:** Medication compounding has come under more scrutiny in the past five years and regulations are changing at a fast pace and can be different from state to state. We decided that it was vital for us to be on the leading edge of compounding and ensure that our policies and procedures meet national and federal regulations. More importantly, we believe that Joint Commission certification helps to ensure our people are trained to meet those high-quality standards.

#### Q: What would you say has been the single biggest benefit to having accreditation and certification from The Joint Commission?

**A:** One of the biggest benefits we have realized is that we are continuously ready for survey. All of our staff have embraced the survey process. We live our policies and standards every day. We don't need to scramble to fix things or prepare for a survey. Everyone understands that we live this every day for the right reasons, which is to continuously improve and be a quality health care organization for our patients.

#### Q: What tips would you give to other organizations considering Joint Commission accreditation?

**A:** Consider accreditation a learning process. Reviewing the standards and writing policies and procedures to meet those standards teaches you a lot about your organization. Also, the surveyors will show you what other organizations are doing. The surveyors see many different ways to accomplish the same goal and they can bring that knowledge to your organization and help you find a best practice that works for you.



### AVOIDING UNNECESSARY ER VISITS

By collecting metrics and looking at trends, we can pinpoint changes and quickly react to improve the patient outcome. We have been able to decrease unnecessary Emergency Room visits through our process improvement efforts.



### REDUCED "EVENTS"

The value of continuous process improvement is that it guides you to look at the root cause analysis of any event that happens in your organization. By creating policies and procedures to meet each standard, we are forced to think about events – how and why they happen.

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For more information on Joint Commission Home Care accreditation and certification, please call (630) 792-5070.

