Home Care Accreditation

Check in with The Joint Commission

September 27, 2021
Today’s Experts

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The Joint Commission

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Regional Client Relations Manager
Joint Commission Resources
What We’ll Cover Today

What current home care customers need to know:
- Hear from their Account Executive
- Learn about Accelerate PI for their home care organizations
- Standards Update from Department of Standards and Survey Methods
- The new SAFER® Dashboard for home care
- Potential solutions to help comply with the standards
What’s New from Your Account Executive
What You Need to Know About Your Home Care Accreditation Survey Now

Survey activity has been ongoing.

• As of March 15, 2021, account executives are no longer contacting organizations regarding the scheduling of an on-site event. Organizations should monitor the Notification of Scheduled Events section of the Joint Commission Connect® Extranet page for notification.

• We are aware that surveys are past their due dates, CMS and state agencies are also aware – we will conduct those surveys when we are able to do so.

• Continue to monitor COVID case numbers across the country, but have resumed onsite survey activity and are tackling the backlog. We are prioritizing initials and past due organizations.

• Accreditation extended for all customers past due until onsite survey is conducted.

• Original survey cycle remains in effect. Therefore, if you were due in 2020, surveyed in 2021, your next full survey will be scheduled in 2023 based on the original survey cycle.
What has changed about the on-site survey process?

The survey process and its components will remain the same however here are some guidelines for the survey:

- **Follow the most up to date CDC guidelines**
- **Practice safe social distancing**: Limiting the number of individuals in group sessions
- The use of audio or videoconferencing could be incorporated to safely expand the number of attendees for sessions
- **Wear personal protection equipment**: The surveyors are required to wear face masks. We are asking that organizations provide masks and/or other PPE to surveyors based on the organization’s policy.
- **Utilization of enhanced technology**: Maximize the use of technology to eliminate the number of people needed to sit directly next to an individual for an extended period of time. (For example, screen sharing or projecting medical records)
- Interviewing patients and staff by telephone
- Driving in separate cars to patient homes or other locations
- **Surveyors will NOT Enter** at risk or confirmed COVID-19 homes.
What will be the focus of survey activities?

During the opening conference, the surveyor will have a discussion with you about the impact of the current pandemic and your organization’s response.

- We will discuss both Infection Control and Emergency Management.
- The focus of our survey will not be the timeframe of the public health emergency but the current situation within your organization.
Offsite (virtual) survey: Transitioning Away

**Offsite (virtual) survey** – We have been transitioning away from this model since March 15\(^{th}\), with the exception of Early Surveys in California and Florida and some non-deemed initial and resurveys.

- Surveys will primarily be conducted onsite.
- If an offsite event is already in progress, i.e., dry run conducted, the following will be used to conduct the survey:
  - Secure Zoom technology for the survey and facility review
  - Use of a secure SharePoint site for document upload to review pre-survey
Stay up to date

- Ensure the electronic application (e-app) is up-to-date and submitted to your Account Executive.

- We would ask that you do not provide additional avoid dates due to the difficulty in scheduling surveys – avoid dates already submitted will be honored to the extent we can do so.
What Do You Need to Know About Joint Commission Connect?
JC Connect Contact Reminders

- It is the responsibility of the customer to maintain appropriate users and contacts. Contact your AE if assistance is needed.

- The individuals assigned as the Primary Accreditation Contact and the CEO will receive all correspondence, alerts and reminders.

- Recommend having at least 2 people assigned as users on the account in case one leaves the organization.

- Check your portal site at least monthly for any items due and to stay informed of what’s new at The Joint Commission.
TOPIC: Leadership accountability
SETTING: Home Care (OME) Program

Why is this important?
Leadership is an important component in the provision of home care services. Many leadership responsibilities directly affect the provision of care, treatment, or services, as well as the day-to-day operations of the organization. The complexity and construct of organization leadership varies, in some cases, these responsibilities will be shared among leaders, and in other cases, a particular leader has primary responsibility. Individual leaders may have several different roles. Regardless of the organization's structure, it is important that leaders carry out all their responsibilities. Ultimately, leadership is accountable for the safety, quality, treatment and services provided by home care agencies. The LD standards are often cited when systemic problems are noted throughout the organization.

Scope of the Problem:
Time period: July 1, 2020 through May 13, 2021
Number of full surveys performed: 1,258
Number of surveys with moderate to high risk findings for LD.01.03.01 EP 12: 90 (7%)
Relevant standard/EP: LD.01.03.01 Governance is ultimately accountable for the safety and quality of care, treatment, or services.
EP 12 For home health agencies and hospices that elect to use The Joint Commission deemed status option:
- The organization has a governing body that assumes full legal authority and responsibility for the overall operation of the organization.
- Overall operation of the organization includes provision of services, fiscal operations, review of the agency's budget and operational plans, and its quality assessment and performance improvement (QAPI) program.
- A qualified administrator appointed by and reporting to the governing body is responsible for the day-to-day operations of the hospice.

Sample survey observations [from surveyor notes] and contributing factors

Sample observations:
- The governing body/leadership did not ensure that the following Conditions of Participation (CoPs) were met as determined through observations, documentation, and staff interviews.
- Leadership and the governing body were aware of [include cited findings] and did not address them.
- Leadership and the governing body failed to understand the degree of risk in...[listing of relevant CoPs].
- There was evidence that harm occurred to a patient, visitor, family member or staff as a result of [relevant CoPs].
- New owners did not have an annual operating budget for the past two years, nor did they have a governing board to oversee and approve a budget.
- HCO had not adopted bylaws, a charter, articles of incorporation, an official statement of objectives or the hospice's governing policies that states explicitly that the program provided services directly or through arrangements with other qualified providers and that the program did not refuse service to or employment to or in any other way discriminate against any person on the basis of race or color, age, religion, sex, pregnancy, childbirth and national origin as a requirement of California and federal (The Civil Rights Act of 1964) law.

Potential contributing factors:
- Staff turnover resulted in a knowledge deficit within current staff.
- Position changes resulted in lack of sufficient auditing and monitoring.
- Leadership transitions led to lack of communication and accountability for ongoing compliance.
- Lack of monitoring system to ensure staff were compliant with the CoPs.
How to contact us

• Account Executive contact information located on the secure Connect site

• If your designated Account Executive is unavailable, please contact our Administrative Staff at: **630-792-3007**
Accelerate PI for Your Home Care Organization
Background and Context of Dashboards

What

• Creation of DASH Accelerate PI dashboards with performance measurement data to allow surveyors and customers to see an HCO’s performance in multiple areas to guide survey and quality improvement activities

How

• Measures were selected for inclusion using established quality criteria and stakeholder input

Why

• By providing data visualization, organizations can drive improvements in quality and patient safety by quickly identifying areas where performance lags and where performance leads to refocus the conversation (figuratively and literally)
The Power of Data

- Opportunity to take another step forward on the road to being a quality improvement organization by partnering with our surveyors and accredited organizations in the use of data

- Quality Dashboards:
  - Guide survey activity and discussion
  - Consistent view of valid, actionable data
  - Focus conversation on where performance leads and lags
Dashboard Features

- National, state, and local comparison rates by measure
- Hyperlinks to vetted QI resources, specific by topic
- Standardized jumping off point for dialogue on QI during your triennial survey
- Narrowed list of important QI topics – Permission to Prioritize
Navigating to the Dashboard via JC Connect

Hover over resources and tools and click on Accelerate PI.

Click on the PDF icon under the “View” column to view the corresponding report.

Dashboard reports contain CMS measure information.
OME Home Care and Hospice User Guide

Hover over resources and tools and click on “Learn More” under the DASH heading.

Select User Guide for desired program to open PDF.

<table>
<thead>
<tr>
<th>Resources and Tools</th>
<th>Learn More</th>
</tr>
</thead>
<tbody>
<tr>
<td>DASH - Data Analytics for Safe Healthcare</td>
<td>Learn More</td>
</tr>
<tr>
<td>* E-division*</td>
<td><em>Targeted Solutions Tools</em></td>
</tr>
<tr>
<td>Perspectives</td>
<td>Oro® 2.0 High Reliability Organizational Assessment</td>
</tr>
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<td>Publicity Kit</td>
<td>Surveyor Insights</td>
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<tr>
<td>Certificates</td>
<td>Standards Interpretation</td>
</tr>
<tr>
<td>Oro® 2.0 High Reliability Resource Library</td>
<td>Heads Up Report</td>
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</table>

**Data Analytics for Safe Healthcare - Learn More**

**DASH™ (Data Analytics for Safe Healthcare)** is a data transparency initiative launched by The Joint Commission Enterprise. DASH demonstrates our commitment to empowering our customers and supporting the decisions they make as they seek to improve the delivery of safe, quality health care. Accelerate PI® is part of the DASH collection of business intelligence tools powering our customers’ performance improvement efforts on their journey to zero harm.

Dashboards are an information management tool that visually bind data and display key metrics and data points to monitor the health of a business, department, or specific process.

**Accelerate PI®**: This analytics tool provides performance measurement data on select quality measures and is available to surveyors and accredited organizations as a springboard for discussions on data, performance measures, and quality improvement. This document is program-specific.

**User Guide**: The user guide increases awareness of the data contained in the dashboard report and where to locate specific information, as well as enhances the tool’s ability to interpret the data. (Referred to in the dashboard reports to ultimately help organizations to improve quality and safety.

- [User Guide](#)
# Targeted Topics Webinars

**Column trends provide insight into which measures are the highest areas of opportunity.**

**Row trends provide insight into which organizations may struggle with performance improvement strategy.**

<table>
<thead>
<tr>
<th>Measure #1</th>
<th>Measure #2</th>
<th>...</th>
<th>Measure #X</th>
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<tbody>
<tr>
<td>HCO 1</td>
<td></td>
<td></td>
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<td>HCO 2</td>
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<tr>
<td>HCO X</td>
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**Webinar Series Content**
Home Care and Hospice Targeted Topics Webinars

Previous CCE Webinars

- March 2021 Hospice (Comprehensive Pain Assessment)
- July 2021 Home Health (Wound Improvement)

- View Previous Continuing Customer Engagement Webinars:
  - [https://www.jointcommission.org/measurement/quality-measurement-webinars-and-videos/](https://www.jointcommission.org/measurement/quality-measurement-webinars-and-videos/)
Need more information, contact us!

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- syendro@jointcommission.org

- Brandi Wamhoff, MPH
- Associate Project Director, Quality Measurement
- bwamhoff@jointcommission.org
Checking in with Standards and Survey Methods
Updates from the Department of Standards and Survey Methods

Standards updates

Focused Customer Engagement

Standards field reviews
Home Care Standards Updates

- Standards Updates
  - New and revised Leadership (LD) and Performance Improvement (PI) requirements
    - Moved Standard PI.01.01.01, Element of Performance (EP) 1, to LD.03.07.01, EP 2
    - Added a new Standard PI.02.01.01 with two new EPs
    - Added a new EP 3 to Standard PI.04.01.01
    - Renumbered standards and EPs to reflect new content and revisions
# Prepublication of Standards

<table>
<thead>
<tr>
<th>About Our Standards</th>
<th>Prepublication Standards</th>
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<tbody>
<tr>
<td>Standards Field Reviews</td>
<td>New and Revised Workplace Requirements</td>
</tr>
<tr>
<td>National Patient Safety Goals</td>
<td>Violence Prevention Requirements</td>
</tr>
<tr>
<td>Prepublication Standards</td>
<td>Revised Accreditation Participation Requirements at APR.04.01.01</td>
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<td>R3 Report</td>
<td>Ventricular Assist Device Program Revisions</td>
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<td>Standards FAQs</td>
<td>Updated Data Registry Requirements for Specific Advanced Disease Specific Care Certification Programs</td>
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<td></td>
<td>Editorial Changes to Care, Treatment, and Services Chapter</td>
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<td></td>
<td>New and Revised Performance Improvement Accreditation Standards</td>
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<td></td>
<td>New and Revised Requirements for Health Care Staffing Services Certification</td>
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<td>New and Revised Requirements for Resuscitation</td>
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<td>New and Revised Sprinkler Head Requirements</td>
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<tr>
<td></td>
<td>New Interoperability and Patient Access Requirements for Hospital and Critical Access Hospitals</td>
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<td></td>
<td>New Water Management Requirements</td>
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<td></td>
<td>Revisions for Advanced Disease-Specific Care Chronic Obstructive Pulmonary Disease (COPD) Certification</td>
</tr>
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</table>
Prepublication of Standards
Current Focused Customer Engagement

- 3-week customer engagement for Freestanding Inpatient Hospices
- Add three elements of performance in the Environment of Care standards
- **EC.02.05.01, EP 23** For hospices providing inpatient care in their own facilities: Power strips in a patient care vicinity are only used for components of movable electrical equipment used for patient care that have been assembled by qualified personnel. These power strips meet UL 1363A or UL 60601-1. Power strips used outside of a patient care vicinity, but within the patient care room, meet UL 1363. In non-patient care rooms, power strips meet other UL standards. (For full text, refer to NFPA 99-2012: 10.2.3.6; 10.2.4; NFPA 70-2011: 400-8; 590.3(D); Tentative Interim Amendment [TIA] 12-5).
Current Focused Customer Engagement

- **EC.02.05.07, EP 8** At least annually, the organization tests the fuel quality to ASTM standards. The results and completion dates are documented.
  
  Note: For additional guidance, see NFPA 110-2010: 8.3.8.

- **EC.02.06.01, EP 26** For hospices providing inpatient care in their own facilities: The organization keeps furnishings and equipment safe and in good repair.

- Emails with link to survey sent 9/15/21 - 10/6/21

- Contact Phavinee Thongkhong-Park for information at PThongkhong-Park@jointcommission.org
Accessing standards for field reviews

The field review page could be bookmarked (https://www.jointcommission.org/standards/standards-field-reviews/) or e-alerts for field reviews can be set up to be emailed an alert when a field review becomes available.
Sign up for e-alerts
Here’s the instructions for e-alerts:
https://www.jointcommission.org/e-alerts/

1. Enter the information in the E-Alert Form.
Sign-up for e-alerts

2. Under the “Content Type” section, choose “Customize type”.

3. Select “Standards Field Reviews” from the Content Type list.
A new visual resource for your home care organization

SAFER® Dashboard
What is the SAFER® Dashboard?

Unique and Powerful Data Business Analytic Tool

- The SAFER Dashboard is a self-serve data analytic tool which includes visualizations to simplify complex data.

- Allows decision-makers to view all on-site survey data in one place using graphical representations, including charts, graphs, and the SAFER Matrix.

- Provides Joint Commission national accreditation comparison data, allowing organizations to compare to their peers.

- Enables users to view historical data as well as new survey finding data to help identify patterns, trends, and relationships.
Why SAFER Dashboard?

- In response to our customer needs to provide:
  - More efficient, seamless, and easily accessible survey data.
  - Ability to visualize all survey data in one place

- Part of The Joint Commission’s Data Transparency Initiative (DASH) to provide data transparency in a convenient platform to power the process and focus on relevant needs to drive efficiency and effectiveness to improve care results.
Benefits of the Dashboard

- Provides organization users own data at an aggregate level
- Eliminates the need for organizations to manually key-in accreditation data into an electronic format for analysis/tracking
- Enable faster reporting of data to make timely decisions
- Reveals trends and patterns
- Provides Joint Commission national accreditation comparison data
- Offers a visual representation of survey findings data over time
Easiest way to understand the SAFER Dashboard

All information contained within a final report is available in the SAFER Dashboard
Phase 1 Implementation (2/18/2020)

**Includes:**
- Subset of customers who participated in the initial pilot
- Accreditation Programs
- All on-site surveys, including in and out-of-cycle events

**Excludes:**
- Certification program data
- ICM Data
- ESC data
Phase 2 Implementation (4/6/2021)

Includes:
- Access granted to all organizations and all programs
- National Comparison Data

Excludes:
- Certification program data
- ICM Data
- ESC data
Access to SAFER Dashboard

- Access via Joint Commission Connect® Extranet site
- Access is user based
- Access will be granted automatically to:
  CEO, Primary Accreditation & Lab contacts (if applicable)
- Additional contacts can be granted access by the primary accreditation contacts or security administrators
Executive Summary

<table>
<thead>
<tr>
<th>Standard and EP</th>
<th>Demo Data showcased for Sample Dashboard Purposes only</th>
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<tbody>
<tr>
<td>LD:01.XX:XX EP 12</td>
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<tr>
<td>HP:01.01:01 EP 2</td>
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<td>RC:02.01:01 EP 8</td>
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<td>IC:02.04:01 EP 8</td>
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Aggregate SAFER® Matrix

<table>
<thead>
<tr>
<th>Immediate Threat to Health or Safety</th>
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<tbody>
<tr>
<td>High-Limited (H-L)</td>
<td>0</td>
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<tr>
<td>High-Pattern (H-P)</td>
<td>0</td>
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<td>High-WideSpread (H-W)</td>
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<td>Moderate-Limited (M-L)</td>
<td>11</td>
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<tr>
<td>Moderate-Pattern (M-P)</td>
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<td>Moderate-WideSpread (M-W)</td>
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<td>Low-Limited (L-L)</td>
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<tr>
<td>Low-WideSpread (L-W)</td>
<td>6</td>
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<tr>
<td>Total</td>
<td>21</td>
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</table>

Surveys Conducted | 42 | Total Number of RIs | 602 | Average RIF/Event | 14.3 | Surveys Conducted (Filtered) | 4 | Total Number of RIs (Filtered) | 39 | Average RIF/Event (Filtered) | 9.8 | Condition-Level Deficiencies (Filtered) | 3 |
## Organization Survey Details

**Proportion of Requirements for Improvement (RFIs) by SAFER Placement**

<table>
<thead>
<tr>
<th>Program</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
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<tbody>
<tr>
<td>Home Care</td>
<td>25.5%</td>
<td>2.6%</td>
<td>15.4%</td>
<td>23.3%</td>
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**HCO ID & Organization Name**

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<thead>
<tr>
<th>HCO ID</th>
<th>Program</th>
<th>Survey Type</th>
<th>Survey Begin Date</th>
<th>Standard and EP</th>
<th>Likelihood and Scope</th>
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<tr>
<td>337865 - Tranquill Seas Hospital</td>
<td>Home Care</td>
<td>Unannounced Medicare Deficiency Survey</td>
<td>06/23/2017</td>
<td>No Findings</td>
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<td>337865 - Tranquill Seas Hospital</td>
<td>Home Care</td>
<td>Unannounced Medicare Deficiency Survey</td>
<td>10/23/2020</td>
<td>No Findings</td>
<td>No Findings</td>
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<tr>
<td>337843 - Gulf View Hospital</td>
<td>Home Care</td>
<td>Unannounced Full Event</td>
<td>03/02/2020</td>
<td>EQ.01.05.01 EP 2</td>
<td>Low-Limited</td>
<td>The organization equipment and s</td>
</tr>
<tr>
<td>337865 - Tranquill Seas Hospital</td>
<td>Home Care</td>
<td>Unannounced Full Event</td>
<td>05/09/2017</td>
<td>NPSG.09.02.01 EP 5</td>
<td>Low-Limited</td>
<td>Reduce the risk c</td>
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<tr>
<td>337865 - Tranquill Seas Hospital</td>
<td>Home Care</td>
<td>Unannounced Full Event</td>
<td>05/09/2017</td>
<td>IC.02.04.01 EP 5</td>
<td>Moderate-Limited</td>
<td>The organization</td>
</tr>
</tbody>
</table>
National Comparison Data

Top 10 Most Frequently Cited Comparison

Viewing Organization(s): Tranquil Seas Hospital

National Compare Year | My Data | Program(s) | Standard Chapters | Likelihood and Scope | Organization(s) | All Standards | Clinical Standards | EC/LS Standards

2017 | ✓ | Home Care | All | All | All

National - Top 10 Most Frequently Cited Elements of Performance (EPs)

<table>
<thead>
<tr>
<th>Standard and EP</th>
<th>My Data - Top 10 Most Frequently Cited Elements of Performance (EPs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC.02.01.03 EP 1</td>
<td>109 30.9 97 126 34</td>
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<td>PC.02.01.01 EP 2</td>
<td>98 29 98 128 53 14</td>
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<td>IC.02.01.01 EP 2</td>
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<td>99 18 7 61 55 21</td>
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</tr>
<tr>
<td>PC.02.01.01 EP 1</td>
<td>60 32 89 47 18</td>
</tr>
</tbody>
</table>


National - Full Surveys Conducted: 1,978
National - Number of RFIs: 19,544
National - Average RFIs: 9.9

My Data - Full Surveys Conducted: 1
My Data - Number of RFIs: 13
My Data - Average RFIs: 13.0

Demo data showcased for Sample Dashboard Purposes only

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## National Comparison Data - SAFER Matrix

### SAFER® Matrix Comparison

**Viewing Organization(s):** Tranquil Seas Hospital

<table>
<thead>
<tr>
<th>My Data</th>
<th>Program(s)</th>
<th>Standard Chapters</th>
<th>Likelihood and Scope</th>
<th>Organization(s)</th>
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<tbody>
<tr>
<td>1/1/2017</td>
<td>Home Care</td>
<td>All</td>
<td>All</td>
<td>All</td>
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### Aggregate SAFER Matrix Comparison

<table>
<thead>
<tr>
<th>Category</th>
<th>National</th>
<th>My Data</th>
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<th>My Data</th>
<th>National</th>
<th>My Data</th>
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<tbody>
<tr>
<td>Immediate Threat to Health or Safety (ITHL)</td>
<td>0.2%</td>
<td>0.0%</td>
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<tr>
<td>High-Limited (H-L)</td>
<td>1.7%</td>
<td>0.0%</td>
<td>1.2%</td>
<td>0.0%</td>
<td>1.9%</td>
<td>7.7%</td>
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<td>High-Pattern (H-P)</td>
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<td>30.8%</td>
<td>13.6%</td>
<td>7.7%</td>
<td>12.6%</td>
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</tr>
<tr>
<td>High-Widespread (H-W)</td>
<td>26.3%</td>
<td>23.1%</td>
<td>11.1%</td>
<td>7.7%</td>
<td>15.3%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**SCOPE**

- **National - Full Surveys Conducted:** 1,978
- **My Data - Full Surveys Conducted:** 1

---

### Notes:
- **National** data contains all full surveys including initial and extension for new program surveys conducted by JCAH during the designated time-frame of your accredited program(s).
- **My Data** includes all full surveys; including initials and extension for new program surveys (if applicable) conducted for your organization(s) during the time-frame identified under your accredited program(s).
Medicare Conditions Summary

Demographic data showcased for Sample Dashboard Purposes only

<table>
<thead>
<tr>
<th>Deemed Program(s)</th>
<th>Medicare Condition and Title</th>
<th>Number of Condition-Level Deficiencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospice Agency</td>
<td>§481.110 Organization and Administration of Services</td>
<td>1</td>
</tr>
<tr>
<td>Hospice Agency</td>
<td>§481.112 Condition of participation: Hospices that provide hospice care to residents of a SNF/IN or IP/WR</td>
<td>1</td>
</tr>
<tr>
<td>Hospice Agency</td>
<td>§481.56 Interdisciplinary Group Care Planning, and Coordination of Services</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>3</strong></td>
</tr>
</tbody>
</table>

Deemed Surveys Conducted: 4
Deemed Surveys Conducted with CLDs: 1
Percentage of Surveys with CLDs: 25.0%
Average Condition-Level Deficiency/Deemed Event: 0.8
National RFI Comparison

National Requirements for Improvement (RFI) Comparison

Viewing Organization(s): Tranquil Seas Hospital

<table>
<thead>
<tr>
<th>National Compare Year</th>
<th>My Data</th>
<th>Program(s)</th>
<th>Standard Chapters</th>
<th>Likelihood and Scope</th>
<th>Organization(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>3/31/2017</td>
<td>Home Care</td>
<td>All</td>
<td>All</td>
<td>All</td>
</tr>
</tbody>
</table>

Top 10 Most Frequently Scored Standards and Elements of Performance (EPs)

<table>
<thead>
<tr>
<th>Program</th>
<th>My % Scored</th>
<th>National % Scored</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC.02.04.01 EP 5</td>
<td>100.0%</td>
<td>12.4%</td>
</tr>
<tr>
<td>IC.02.04.01 EP 6</td>
<td>100.0%</td>
<td>8.9%</td>
</tr>
<tr>
<td>IC.02.04.01 EP 8</td>
<td>100.0%</td>
<td>8.4%</td>
</tr>
<tr>
<td>LD.01.03.01 EP 12</td>
<td>100.0%</td>
<td>7.6%</td>
</tr>
<tr>
<td>LD.04.03.01 EP 17</td>
<td>100.0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>LD.04.03.01 EP 18</td>
<td>100.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td>NRS.09.02.01 EP 5</td>
<td>100.0%</td>
<td>2.9%</td>
</tr>
<tr>
<td>NRS.15.02.01 EP 2</td>
<td>100.0%</td>
<td>6.5%</td>
</tr>
<tr>
<td>PC.01.02.01 EP 23</td>
<td>100.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>PC.01.02.07 EP 1</td>
<td>100.0%</td>
<td>5.2%</td>
</tr>
<tr>
<td>PC.01.03.01 EP 18</td>
<td>100.0%</td>
<td>11.8%</td>
</tr>
<tr>
<td>PC.01.03.01 EP 40</td>
<td>100.0%</td>
<td>1.5%</td>
</tr>
<tr>
<td>PC.02.01.01 EP 2</td>
<td>100.0%</td>
<td>23.1%</td>
</tr>
</tbody>
</table>

Average Requirements for Improvement by Year & Program

Comparison Year: 2017

Average RFI: National: 9.9, My Data: 13.0

Demo data showcased for Sample Dashboard Purposes only
Where to Locate the SAFER Dashboard

- Customers can access the dashboard through the flyout menu, under Resources and Tools tab on the Extranet site.
Resources for your home care organization
Accreditation Readiness & Regulatory Compliance Support Solutions
Who We Are

JCR is part of the Nation’s Largest Collective Performance Improvement Enterprise

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.
Expertise Spanning the Continuum of Care

CONTINUUM OF PATIENT CARE

Special Emphasis on System Standardization

Clinical Leaders with Decades of Hands-on Experience
# What We Do for Home Care Organizations

<table>
<thead>
<tr>
<th>Accreditation &amp; Regulatory Advisory Services</th>
<th>Performance Improvement Advisory Services</th>
<th>Software</th>
<th>Publications</th>
<th>Education</th>
<th>Digital Learning Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuous Service Readiness® (CSR®)</td>
<td>Environment of Care®/Life Safety</td>
<td>Tracers with AMP®</td>
<td>Books</td>
<td>Conferences</td>
<td>Subscription savings</td>
</tr>
<tr>
<td>Accreditation and Certification Preparation</td>
<td>Infection Prevention and Control</td>
<td>E-dition®</td>
<td>E-Books</td>
<td>Seminars</td>
<td>Unlimited access to key content</td>
</tr>
<tr>
<td>Centers for Medicare and Medicaid Services (CMS)</td>
<td>Medication Safety</td>
<td>ECM® Plus</td>
<td>Manuals</td>
<td>Custom Education</td>
<td>Individual or bundled options</td>
</tr>
<tr>
<td>Virtual Services</td>
<td>Safe Health Design</td>
<td>CMSAccess®</td>
<td>Periodicals</td>
<td>Webinars</td>
<td>Continuing education credits</td>
</tr>
<tr>
<td>Interim Quality Services</td>
<td>Industry Services</td>
<td></td>
<td></td>
<td>JCR Quality and Safety Network (JCRQSN)</td>
<td></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.
Digital Learning Center

✓ All education needs located in one place
✓ Annual subscription provides unlimited access to content to keep your team up to date
✓ Substantial savings vs. purchasing resources individually
✓ Access to individual products or curated bundles
✓ Get the latest standard updates quickly
✓ Continuing Education Credits
✓ New and updated items added monthly
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What’s next?
Your Home Care Business Development Team

*Please reach out anytime!*

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Thank you for all that you do.