Complimentary Webinar
Five Reasons to Pursue Joint Commission Accreditation for your Home Care Organization
Housekeeping Notes

Expand or minimize access to the control panel by clicking on this arrow.

Make sure to join audio choosing either the “Mic & Speakers” or “Telephone” option.

Lines will be muted so please use your control panel to communicate. You may need to expand view if you can’t see the panel. (see directions)

If you’re having audio difficulty Raise Your Hand or submit comments in the Questions module.

Presentation slides can be downloaded any time via the Handouts module.

You will be provided a recording of today’s presentation.
Eric Carpenter
Associate Director of Business Development for Home Care Services

Eric Carpenter joined The Joint Commission in early 2021 as Associate Director of Business Development after working in healthcare for more than 15 years within the Pharmaceutical, Home Health, Hospice, and Durable Medical Equipment industries.

Eric works with our home care organizations and walks you through the initial stages of the journey towards accreditation by discussing the process and providing the resources to help you gain an understanding of how Joint Commission accreditation can improve your quality and safety.
Complimentary Webinar
Five Reasons to Pursue Joint Commission Accreditation for your Home Care Organization
Objectives

- Welcome
- Joint Commission Accreditation Basics
- Five Reasons to Pursue Joint Commission Accreditation
- Your Questions
Joint Commission Accreditation Basics
Our Roots
Founded in 1951, The Joint Commission is an independent, not-for-profit organization that has become the nation's oldest and most trusted standards-setting body in health care.

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 Joint Commission has served home and community-based programs for over 30 years. Now, it accredits more than 22,000 health care programs overall, including more than 6,000 home care organizations.
Home Care Settings/Services We Serve

- Home Health
- Hospice and Palliative Care
- DMEPOS
- Pharmacy
- Personal Care & Support
What is Accreditation?

Accreditation is a quality-focused market distinction achieved by demonstrating your organization’s performance against a set of industry standards.

Developed with input from your industry peers and nationally recognized experts, our standards are considered the industry benchmark for quality and safety.
Snapshot of the Accreditation Process

Established and vetted standards provide a trusted roadmap for operational excellence

+ Unique solutions-focused survey approach adds objective assessment of compliance

Joint Commission Accreditation leads to increased reliability of performance, better outcomes, improved quality, and enhanced safety
Common Reasons for Accreditation

State Licensure
Joint Commission accreditation has been approved by many states as an option for groups seeking initial licensure and re-licensure. This recognition applies to a wide variety of providers, and may be a faster option than state survey.

Payor Recognition
Insurers and payers commonly use The Joint Commission as a condition of payment approval, contract eligibility, or for network participation.

Medicare Certification
The Joint Commission is recognized by the Centers for Medicare & Medicaid Services (CMS) as an approved accreditor for home health or hospice providers seeking Medicare certification.
Steps to Accreditation

1. Explore your options with us
2. Review the requirements
3. Assess your readiness
4. Submit application with deposit
5. Review & address any identified gaps
6. Access resources & prepare for your onsite survey
7. Participate in your first Joint Commission survey
8. Complete any post-survey follow up activities
Who Can Pursue Accreditation?

Everyone must:
- Satisfy your state law and licensing requirements
- Company is operational and providing care

Home Health deemed status:
- Must have served 10 skilled patients, minimum of 7 active at time of survey
- Have one service line that is a direct hire and provide at least one additional service

Hospice deemed status:
- Must have served 5 patients, minimum of 3 active at the time of survey
- Have the core services of a registered nurse, physician, social worker and chaplain

Traditional accreditation and DMEPOS recognition:
- Must have served 10 clients/patients, minimum of 2 active at time of survey
- Special Eligibility Requirements for Survey Options
#1: Trusted, Established, Excellence
The Gold Standard in Private Accreditation

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

This legacy of excellence and robust expertise is applied with equal passion and rigor to home health and hospice programs.

Our 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.
The Leader in Patient Safety and Quality Improvement

Joint Commission accreditation and certification raise the bar for home 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
- Superior performance measures
- National patient safety goals
Our Surveyors Are Experienced Industry Professionals

The collaborative, education provided by our surveyors offers strategies that help your organization better meet the intent of the standards and improve performance.

Our Surveyors Are Experienced Industry Professionals:

− Employed by The Joint Commission, not contractors

− Working or previously employed in home care so understand day-to-day issues facing providers

− Continuous training and education to provide consistent, current and relevant insights
#2: Quality and Safety through Standardized Care
Quality

We offer the industry’s most comprehensive foundation for the delivery of consistent, quality care through the combination of our standards and our surveys.

Our Standards are Your Roadmap to Quality

- Focus on key components of care
- Build consistency in care processes and across locations
- Provide an unparalleled quality foundation
- Foster better outcomes, reduces risk

Transforming Health Care Through Innovative Delivery

- Surveyors are employed, trained experts with home care experience
- Our unique patient tracer method follows an individual’s interaction with your organization
- The SAFER Matrix plots survey findings according to the likelihood of the issue to cause harm to patients.
Quality: Innovative Delivery

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

Survey Analysis for Evaluating Risk™ (SAFER) Matrix –
• Provides one, comprehensive visual of survey data
• Organize survey findings by level of potential risk to the patient
• Identifies potential for widespread quality initiatives
#3: Market Distinction and Recognition
Value of Joint Commission Accreditation
The Gold Seal of Approval® substantially enhances your brand and reputation, setting you apart from your competition

Our comprehensive, solutions-focused approach elevates performance on key components of care that foster better outcomes, enhanced safety and greater success with business relationships.
Powering Performance Excellence

Two home care organizations share their story

Mark Mikhael, PharmD
VP of Operations
ProHealth Pharmacy Solutions
We develop the standards to define a safety culture and guide you to build with your employees. Employee engagement is key to increasing staff retention and improving staff and client satisfaction.

For our customers, accreditation was key benefit to managing through COVID-19.

Survey reports identify and prioritize areas of risk to organize and strengthen patient safety efforts.

Standardizes processes across programs, staff, and locations to enhance consistency and reduce variations in care.

Ensures you have processes and procedures in place so you can manage your clients, minimizing the impact of an unexpected or high-risk situation.

Our customers

For our customers, accreditation was key benefit to managing through COVID-19.

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Competitive Advantage

Stand out and excel in the market by earning the industry’s most recognized quality distinction

- Drives referrals from health care partners
- Improves access to contracts and networks
- Tool for retaining/recruiting qualified staff
- System data views & analysis
- Customized survey options to meet unique needs
Brand/Reputation
Demonstrate your commitment to the highest quality

Elevate your Brand
- Align your organization with one of the most respected names in health care
- Stand out in the market by earning the industry’s most recognized quality distinction

Value of Gold Seal
- Strengthens community confidence
- Establishes/reinforces relationships with health care partners
- Differentiates from the competition

Awards of Distinction
- The Gold Seal of Approval®
- Enterprise Champion for Quality Award for home Care franchisors
- Community-Based Palliative Care Certification

Promotional Resources
- Certificate of recognition
- The Gold Seal of Approval® logo
- Recognition on Quality Check website
- Media Kit
#4: Customer Experience
“We wanted to work with an organization that was well known in our community as an indicator of unmatched quality.”

- Lynn Knodle, Executive Director, Serenity Hospice & Home
“Performance improvement has made us a better organization, and accreditation has taught us to think that way.”

“The Joint Commission really helps us to look at our processes, make them as clean and efficient as they possibly can be so we can improve our bottom line.”

“By collecting metrics and looking at trends, we can pinpoint changes and quickly react to improve the patient outcome.”

“Achieving Joint Commission accreditation has heightened our awareness of safety and quality in every aspect of our daily work and helped us develop tools that continue to add value to our organization and for our patients every day.”
Diane Thorson
Director of Clinical Compliance,
BrightStar Health Care
Customer Loyalty Scores

94.9%
Rated positively the benefit of accreditation as external validation of organization performance

96.6%
Rated positively their likelihood to reapply for accreditation

96.2%
Rated the educational value of their accreditation survey positively

95.7%
Rated positively the impact of accreditation on ability to provide safe, high quality care

96.6%
Rated positively the customer service and support received from Joint Commission staff
“The Joint Commission is looking at solutions and continuous process improvement. It touches on every part of the organization.”

Barbara Prosser, RPh
Vice President, Health Outcomes and Research,
Soleo Health
#5: Industry-Leading Resources, Tools & Support
## A Deep Network of Support Capabilities

Dedicated resources to guide you every step of the way

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<th>Dedicated Staff Resources</th>
<th>Accreditation and Certification Preparation</th>
<th>Supplemental Educational Resources</th>
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<td><strong>Business Development Staff</strong> answer initial questions and provides access to standards and application</td>
<td><strong>E-dition</strong> - electronic standards manual</td>
<td><strong>Publications</strong></td>
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<td><strong>Account Executive</strong> is your dedicated point-of-contact, from application onward</td>
<td><strong>Survey Activity Guide</strong></td>
<td><strong>Software</strong></td>
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<td><strong>Standards Interpretation Group</strong> to assist with questions related to compliance of Joint Commission standards</td>
<td><strong>The Joint Commission Perspectives®</strong> - official monthly e-periodical</td>
<td><strong>Seminars/Webinars</strong></td>
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<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>
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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.
Secure, customized web page to manage all of your accreditation documents and resources:

- Application
- E-dition
- Survey Activity Guide
- Important notifications
- The Joint Commission Perspectives® - official monthly e-periodical
Joint Commission Resources

Seminars, Webinars, Software

- Home Care Executive Briefing
- Home Care Accreditation Essentials

E-books

- Home Care Compliance Assessment Checklist
- Toolkit for New Accreditation Professionals
- Big Book of Checklists

Get-Ready Resource: Joint Commission Resources
Heads Up Reports: Guidance and Best Practices for a Positive Survey Experience

- Heads Up Reports give clients proactive visibility into where other organizations are struggling on survey
- Provides best practice strategies for compliance
- Offers specific strategies for organizations to identify and mitigate the negative effects before they happen
- Specialized by segment, market, or industry
Announcing: The SAFER \textsuperscript{R} Dashboard
Meet SAFER® Dashboard
Empowers your staff and leadership teams

Provides your organization with a self-serve centralized data analytic tool to help them create and monitor measurable goals.

Clarifies your quality initiatives by determining and prioritizing areas of potential improvement and informing resource allocation.

Eliminates the need for manual data entry, allowing for lightning-fast reporting, analysis, and comparison.
Impacts Safe Care Delivery

- Reveals trends and patterns in current and historical data to help organization leaders see the larger landscape
- Offers comparison data to drive greater understanding and application of survey finding data
- Provides data intelligence and visibility across the organization to inform both critical and planned decision making
What our customers are saying......

“I pulled trends on demand - prior to this tool, I could not easily or quickly pull any TJC data for reporting purposes.”

“We will look at data differently the more we use the dashboard.”

“This is going to add a new dimension and it will save us time as we now manually maintain some of this information.”

“Share high-risk findings at a glance with our organizations”

“Depending on our audience and who needs what type and level of data, it would take us anywhere from half a day to couple of days for one task. Using this tool it took us about 2-hours to find, download, and complete task.”

“This is the best thing since sliced bread – it has saved my life”
Time for Questions
As we conclude...

- Access this and other webinar replays on our on-demand resource page

- Contact Us!
  Phone: 630-792-5070
  Email: homecare@jointcommission.org

- Web: www.jointcommission.org/homecare

- Follow us on social media!
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Thank you!