Conquering Challenging Standards

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This webinar contains intermediate accreditation information
Agenda

- Background
- Services, Programs & Standards Chapters
- Top 10 Most-cited Standards from recent surveys
- Assistance and Resources
Mission and Vision

- **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.

- **Our Vision**
  All people experience the safest, highest quality, best-value health care across all settings.
The Joint Commission

Over 21,000 Health Care Organizations Accredited

- Ambulatory Health Care
- Behavioral Health Care
- Home Care Services
- Hospices
- Hospitals
- Imaging Centers
- Laboratory Services
- Nursing Care Centers

Based in Oakbrook, IL (Chicago)
About The Joint Commission

- Accrediting Behavioral Health Care organizations since 1969
- Experienced in accrediting a broad range of settings/services for organizations large & small
- 2900+ Accredited Behavioral Health Organizations
  - Over 9,200 sites
    - 38% not-for-profit
    - 40% for profit
    - 22% governmental agencies/facilities
Accredited Behavioral Health Care Providers by State

Over 2,900 Behavioral Health Organizations Accredited
Behavioral Health Care Standards

- Available electronically or in print manual form
- Electronic version free after applying for accreditation
- 90-day free trial available for organizations considering accreditation
- Contact us via email on last slide or sign up at www.jointcommission.org/BHCS under “standards”
- Print manual available at www.jcrinc.com
Behavioral Health Care Standards Manual Chapters

- Care, Treatment & Services
- Emergency Management
- Environment of Care
- Human Resource Management
- Infection Control
- Information Management
- Leadership
- Life Safety
- Medication Management
- National Safety Goals
- Performance Improvement
- Record of Care, Treatment, or Services
- Rights of the Individual
- Waived Testing
Conquering Challenging Standards

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2017 Top Compliance Issues

- CTS.03.01.03 Treatment planning
  - 57%
- HRM.01.02.01 Verification of staff qualifications
  - 40%
- NPSG.15.01.01 Suicide risk assessment
  - 36%
- HRM.01.06.01 Staff competency
  - 33%
- EC.02.06.01 Safe, functional environment
  - 27%
2017 Top Compliance Issues

- CTS.02.01.11 Nutritional screening
  - 26%
- CTS.04.03.33 Food services
  - 26%
- CTS.02.01.09 Pain screening
  - 24%
- IC.02.04.01 Staff influenza vaccination
  - 23%
- EC.02.03.05 Fire safety
  - 21%
CTS.03.01.03 Treatment plans

- EP 1 Assessed needs, goals of individual
- EP 2 Goals expressed in a manner that captures the individual’s words or ideas
  - Does not need to be verbatim
- EP 3 Objectives included identified steps, sufficiently specific to assess progress, and provide indices of progress
- EP 4 Re-evaluation and revision with changes, or at specified time intervals
- EP 5 Treated, deferred, or referred
- EP 6 Treatment plan followed
HRM.01.02.01 Verification of staff qualifications

- EP 1 Primary source verification of staff licensure, certification, registration
  - At time of hire and renewal
  - Date specific, no time gaps
- EP 2 Verification of education and experience
- Exceptions
- EP 5 Health screening in accordance with law and regulation or organization policy
- EP 7 NPDB query at hire and at least once every two years
NPSG.15.01.01 Suicide risk assessment

- EP 1 Risk assessment identifying specific characteristics of individual and environmental features that may increase or decrease risk for suicide
  - Assessment, not screening
  - Must identify specific characteristics of individual
  - Must identify environmental features
  - Determination of risk
- EP 2 Take action based on determination of risk
HRM.01.06.01 Staff competency

- EP 1 Program or service defined competencies
- EP 2 Assessment conducted by staff with educational background, experience, or knowledge related to skills being reviewed
- EP 3 Initial assessment during orientation
- EP 5 Assessment at least once every 3 years, or more frequently as determined by organizational policy, or law and regulation
- Documentation issues
- Specific population competencies
EC.02.06.01 Safe, functional environment

- EP 20 Areas are safe, clean, and comfortable
- EP 26 Furnishings and equipment are kept safe and in good repair
CTS.02.01.11 Nutritional screening

- EP 1 Everyone screened, triggers identified for assessment, e.g. recent significant weight changes, change in appetite, high or low BMI, special diet, etc.

- EP 2 Assessments completed when indicated by qualified staff or referral to other resource.
CTS.04.03.33 Food services

- EP 2 Food preparation under proper conditions of sanitation, temperature, light, moisture, ventilation, and security
- EP 3 Food storage under proper conditions of sanitation, temperature, light, moisture, ventilation, and security
- EP 6 Special diets and altered diet schedules accommodated
CTS.02.01.09 Pain screening

- EP 1 Screening occurs for all individuals to provide for pain assessment.
- EP 2 Organization treats identified individuals for pain or refers individuals for pain treatment.
IC.02.04.01 Staff influenza vaccination

- EP 1 Must have annual influenza vaccination program
- EP 2 Staff educated about influenza: vaccine; non-vaccine control and prevention measures; diagnosis, transmission, and impact of influenza
- EP 4 Goal of improving influenza vaccination rate in infection control plan
- EP 5 Incremental goals consistent with achieving 90% influenza vaccination of staff by 2020
- EP 7 Data collection of reasons for declining and analysis of data to better address following year
EC.02.03.05 Fire safety

- EP 6 Automatic fire-extinguishing systems in kitchens inspected every 6 months
- EP 15 Fire extinguishers inspected monthly
- EP 16 Fire extinguishers have maintenance every 12 months
- Documentation required for all testing and maintenance functions
- Organization’s responsibility whether property owned or leased
CTS.03.01.09
Assess outcomes (revised)

- EP 1 Use a standardized tool or instrument to monitor individual’s progress.
- EP 2 Organization gathers and analyzes data through standardized monitoring, and results used to inform goals and objectives of the treatment plan.
- EP 3 Organization evaluates outcomes of care provided to the population served by aggregating and analyzing data gathered through standardized monitoring efforts.
Outcomes Measure Evaluation

Survey evaluation comes down to:

− Does the organization have an instrument that is appropriate for measurement-based care?

− Do they administer it consistently at multiple intervals in the care process?

− Do they actually look at the data and do something in response to it?
Selecting a Standardized Instrument

• Find a list of standardized instruments others are using on our website at:
  https://manual.jointcommission.org/BHCIInstruments/WebHome

  • There are currently 59 instruments listed
  • We do NOT endorse any instrument
  • The list is NOT intended to be exclusive

• Webinar Replay on subject available at www.jointcommission.org/BHCS or directly at:
  https://attendee.gotowebinar.com/register/7417914957620236547
Assistance and Resources

Standards Interpretation Group (SIG)

- Experts on accreditation requirements
  - Interpretation of accreditation requirements
  - Compliance issues
  - Applicability of standards and elements of performance
  - Engineer access for Life Safety Code questions

- Provide examples from similar agencies/organizations

- If you are already accredited, have submitted your application or are working on your application and have a standards related question please submit your question online:
  http://web.jointcommission.org/sigsubmission/sigquestionform.aspx

  (If your question concerns the Life Safety Chapter, please call 630/792-5900 and ask for a Joint Commission engineer or email engineer@jointcommission.org)
## Assistance and Resources: 2018 Free Webinars

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*Webinars held 10 - 11 AM Pacific, 11 AM - 12 Mountain, 12 - 1 PM Central, 1 - 2 PM Eastern*

**Register at:** [Pages.jointcommission.org/BH2018.html](Pages.jointcommission.org/BH2018.html)

View previous webinars/slides at [www.jointcommission.org/BHCS](www.jointcommission.org/BHCS)
Assistance and Resources

- Behavioral Health Care web page
  - Online tools to aid in the accreditation process [www.jointcommission.org/BHCS](http://www.jointcommission.org/BHCS)

- Online resources for accreditation activities
  - Secure extranet site (JC Connect™)
  - E-dition (online standards manual)

- Publications and educational opportunities
  - Available through Joint Commission Resources at [www.jcrinc.com](http://www.jcrinc.com)
Support throughout the process

The Behavioral Health Accreditation Team

- Available by phone or email, to walk you through the entire accreditation process
- Complimentary webinars & workshops
- Access to online Behavioral Health Care accreditation manual (E-dition) trials
- Conference calls to help you address accreditation-related questions
- Presentations to Leadership/Governance Team
Assistance and Resources

Joint Commission
Behavioral Health Care
Annual Conference

October 10-11, 2018
Rosemont, IL

“An opportunity for a deep dive into the accreditation experience with our experts”

To register or for more information:
Joint Commission
Behavioral Health Care Accreditation

The Joint Commission’s Gold Seal of Approval™ means your organization has reached for and achieved the highest level of performance recognition available in the behavioral health field.
Behavioral Health Care Accreditation Team

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