Accreditation

Top 5 most challenging home care requirements for 2020

The Joint Commission collects data on organizations’ compliance with standards, National Patient Safety Goals (NPSGs), and Accreditation and Certification Participation Requirements to identify trends and focus education on challenging requirements.

The table below identifies the Top 5 Joint Commission requirements identified most frequently as “not compliant” during home care surveys and reviews from Jan. 1 through Dec. 31, 2020. Fewer surveys were conducted in 2020 because of the coronavirus pandemic. However, Joint Commission surveyors were able to identify Requirements for Improvement (RFIs) in key areas for improvement.

For more information, see the May issue of Perspectives or the Standards Frequently Asked Questions. (Contact: Standards Interpretation Group, 630-792-5900 or online question form)

<table>
<thead>
<tr>
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<th>Home Care</th>
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<tbody>
<tr>
<td>1</td>
<td>IC.02.01.01: The organization implements the infection prevention and control activities it has planned.</td>
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<tr>
<td>2</td>
<td>RC.02.01.01: The patient record contains information that reflects the patient’s care, treatment, or services.</td>
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<td>3</td>
<td>LD.01.03.01: Governance is ultimately accountable for the safety and quality of care, treatment, or services.</td>
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<tr>
<td>4</td>
<td>NPSG.15.02.01: Identify risks associated with home oxygen therapy such as home fires.</td>
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<tr>
<td>5</td>
<td>PC.01.03.01: The organization plans the patient’s care.</td>
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Effective Jan. 1, 2022: New, revised Performance Improvement accreditation standards

Beginning Jan. 1, 2022, The Joint Commission will implement new and revised Performance Improvement (PI) and Leadership (LD) accreditation standards for its Home Care Accreditation Program.

During its research, The Joint Commission found that there is a wide range of capabilities and execution strategies across health care organizations in terms of monitoring quality and improving performance. However, two common themes emerged among organizations with successful improvement programs:

- Organizations adopted an established improvement methodology and used the associated tools in their efforts.
- They developed and maintained relevant and manageable plans for monitoring quality and prioritizing improvement initiatives.

These revisions factor in those themes and strengthen the link between leadership priorities and goal setting, as well as planning organizational quality assessment and performance improvement efforts.

A R3 Report details the rationale and research behind the requirements.

View the prepublication standards.

In this issue:

- Top 5 most challenging home care requirements for 2020
- Effective Jan. 1, 2022: New, revised Performance Improvement accreditation standards
- New machine learning technology for survey consistency launches
- SAFER® Dashboard launches for Home Care Accreditation Program
- New Home Care-specific Accelerate PI Dashboard Report for 2Q 2021
New machine learning technology for survey consistency launches
Earlier this year, The Joint Commission launched its Machine Learning for Survey Consistency technology, including for its Home Care Accreditation Program. This new technology continuously analyzes data using artificial intelligence (AI) to identify data relationships and essentially learn from data gathered from years of validated survey and review reports.

Using an expanded data set — including previously vetted and scored findings — Joint Commission field staff now have an advanced capability to conduct keyword or phrase searches for appropriate standards or elements of performance (EPs) to determine how a finding should be scored. As such, machine learning will improve the consistency and accuracy of survey and review findings, while also creating time-saving efficiencies for field staff as they score findings.

Previously, only a small fraction of data was leveraged as “searchable” to associate a finding with a standard or EP. With the new technology, all remaining vetted data is available and searchable — prompting the appropriate standard and EP to appear in the Top 5 of choices more than 80% of the time. The machine learning integration will promote the most consistent and accurate accreditation and certification results for health care organizations across all settings. In addition, the efficacy level will improve as the machine learning technology matures with continuous learning from additional data available for analyses.

Joint Commission field staff are currently using the technology, integrated as part of a mobile application, for all types of surveys and reviews — including on-site, off-site and hybrid. Organizations do not need to take any action to have the new technology apply to their upcoming Joint Commission survey or review.

In an episode of the Take 5 with The Joint Commission podcast, Kin Lee, Chief Information and Enterprise Security Officer, and Emily J. Wells, Project Director, Surveyor Management and Development in Accreditation and Certification Operations, talk about the new technology and how it will impact surveys.

Listen to the podcast. [11:16] (Contact: Kin Lee, klee@jointcommission.org, Emily Wells, ewells@jointcommission.org)

SAFER® Dashboard launches for Home Care Accreditation Program
Earlier this year, The Joint Commission launched the SAFER® Dashboard for all its accredited health care organizations, including the Home Care Accreditation Program. The dashboard is a self-serve data analytic tool that allows organizations to view all their survey data and Joint Commission national comparison data in one place.

The dashboard is accessible on an organization’s Joint Commission Connect® extranet site.

All information contained in the Final Accreditation Report is available on the SAFER Dashboard. The dashboard will include all survey data (such as triennial surveys or for-cause surveys) for all accreditation programs (excluding certification program data). Users can view aggregate historical accreditation data, new survey finding data, and comparison data to help identify patterns and trends to prioritize improvement initiatives.

The development of the SAFER Dashboard has been an incremental process rooted in extensive customer feedback and collaboration. Phase 1 implementation provided the dashboard to a subset of health care organizations, which allowed The Joint Commission to gain valuable insights for further expansion. This collaboration facilitated enhancements to deliver meaningful and useful data in a user-friendly format that is now available to all Joint Commission-accredited organizations.

The launch included an enhancement made from the Phase 1 feedback, as the dashboard now will include Joint Commission national comparison data. This includes all surveys conducted by The Joint Commission in a designated time frame, based on organizations’ accredited programs. Organizations will have the ability to access national aggregate SAFER Matrix comparison data, as well as view and compare the national Top 10 most frequently scored standards and elements of performance.
For Joint Commission-accredited organizations, questions about the SAFER Dashboard may be directed to the organization’s designated account executive. Not Joint Commission accredited yet? Reach out to request a demo and learn more about how this can be a powerful tool to help your organization make efficient data-driven decisions every day.

Learn more about the capabilities of the SAFER Dashboard.

## Performance measurement

### New Home Care-specific Accelerate PI Dashboard Report for 2Q 2021

A new Accelerate PI™ Dashboard Report is available for Joint Commission-accredited home care organizations.

The reports, which are available on the organization’s Joint Commission Connect® extranet site under the Resources and Tools section, reflect the most recent and available external data from the Centers for Medicare & Medicaid Services (CMS) Compare website. In addition, chart-abstracted and electronic clinical quality measure (eCQM) quality measurement data reported by hospitals to The Joint Commission under the ORYX® program have been refreshed with the most recent quarter of data.

Accelerate PI™ Dashboard Reports represent an organization’s relative performance on each of the selected measures. For each measure, the dashboard shows the organization’s performance compared to various benchmarks. The dashboard is not scored during survey; rather, it is a tool to facilitate discussion about ongoing quality improvement work. For example, surveyors may ask how an organization addresses the subset of performance measures in the report and what action(s) it is taking to improve processes.