

POWERING PERFORMANCE EXCELLENCE AND EFFICIENCY IN AMBULATORY HEALTH CARE



**AMBULATORY HEALTH CARE ACCREDITATION
AND CERTIFICATION SERVICES**

WHO WE ARE, BY THE NUMBERS

The Joint Commission is the health care industry's premier performance improvement organization, offering a robust portfolio of accreditation and certification programs. Our *Gold Seal of Approval*® is the most widely recognized quality and safety distinction among providers, referral sources, payors, regulators, and consumers.



- ✓ **70+ YEARS** OF EXPERIENCE
- ✓ **60+ ACCREDITED** MULTI- AND SINGLE-SPECIALTY MEDICAL GROUP PRACTICES
- ✓ **22,000+ ACCREDITED** PROGRAMS ACROSS ALL SETTINGS
- ✓ **220+ FEDERALLY QUALIFIED** HEALTH CENTERS
- ✓ **4,000+ SURVEYS** PER YEAR ON AVERAGE
- ✓ **265+ ACCREDITED** FEDERALLY QUALIFIED HEALTH CENTERS
- ✓ **45+ YEARS** OF EXPERIENCE IN AMBULATORY HEALTH CARE
- ✓ **190+ ACCREDITED** SLEEP CENTERS
- ✓ **2,100+ ACCREDITED** AMBULATORY HEALTH CARE ORGANIZATIONS
- ✓ **100+ ACCREDITED** TELEHEALTH PROVIDERS
- ✓ **1,000+ ACCREDITED** AMBULATORY SURGERY CENTERS (ASCS)
- ✓ **20+ ACCREDITED** AMBULATORY CARE SYSTEMS
- ✓ **10+ ASCS** THAT HAVE ACHIEVED ADVANCED TOTAL HIP AND TOTAL KNEE CERTIFICATION
- ✓ **50+ DEDICATED AND SPECIALLY TRAINED** AMBULATORY HEALTH CARE SURVEYORS

SERVICES WE PROVIDE

Accreditation is the foundation of everything we do, but it's just the beginning. Every certification, service, tool, resource, and educational program we offer is designed to help you strengthen your quality, enhance outcomes, advance your reputation, and improve patient satisfaction scores, so you can stand head and shoulders above your competitors while meeting the needs of your patients.



Accreditation

A quality-focused market distinction achieved by demonstrating your organization's performance against a set of industry standards, through an on-site or off-site survey process conducted every three years.



Advanced Orthopedic Certifications

Certification programs for ambulatory surgery centers that are offered in collaboration with the American Academy of Orthopaedic Surgeons (AAOS) to help ASCs elevate their programs with the evidence-based proof of clinical quality and safety sought by patients and payors.

- Advanced Certification in Spine Surgery (ACSS)
- Advanced Total Hip and Total Knee Replacement (THKR)



Primary Medical Home Certification

A certification that recognizes organizations that provide superior access to primary care for patients and offers the potential for increased reimbursement.



High-Reliability Programs

Products and services that help health care organizations transform into high-reliability organizations where zero harm is the norm.



Education and Software

In-person and on-demand education and cloud-based software that help organizations assess and sustain compliance with Joint Commission standards.

HOW ACCREDITATION FROM THE JOINT COMMISSION HELPS YOUR BUSINESS GROW

How does The Joint Commission make a demonstrable difference in your quality, safety, and efficiency? We do so by understanding your priorities, challenges, and goals, and using that information to build customer-focused programs and offerings from the ground up, helping you overcome some of your biggest obstacles through accreditation and certification services.



Reliable High-Quality Care, No Matter What

As your organization grows, scales, and integrates services to meet demand, you'll need a single-source accreditor to strengthen your ability to deliver consistently safe, high-quality care across all your sites. Our accreditation standards give you the industry's most proven and trusted framework to standardize processes at a consistently high level, ensuring the best possible outcomes for your patients. Once established, these standards provide reliable training protocols for employees across all locations, allowing for a dramatically increased level of continuity of care for your patients, even during times of high turnover.



Differentiate and Elevate Your Brand in a Crowded Market

Ambulatory care organizations continue to face increased competition from other practices and systems that provide similar services. Now, more than ever, organizations must find a way to differentiate themselves from their competitors to instill patient and employee confidence.

The Joint Commission's well-recognized and highly respected Gold Seal of Approval® sets an organization apart from its competitors. It demonstrates to the community and staff that all components of a system are committed to providing the utmost quality and safest patient care and employee practices — that the organization strives not only to do things the right way, but to achieve excellence.

Accreditation signifies that an organization holds itself to higher standards across all aspects of its administration and operations, which can lead to an advantage in the competitive health care marketplace. Benefits may include an improved ability to secure new business by increasing referrals and attracting patients who seek the highest-quality care.



Achieve and Maintain Regulatory Compliance for Maximum Reimbursement

As a complimentary part of your accreditation, our dedicated state and payor team works to build visibility and preference for your accreditation achievement. We actively search for any relevant regulatory, legislative or payor opportunities in which accreditation may be recognized by a state or payor. These recognitions enhance the value of your accreditation, as it may be used to meet a state licensure requirement or bring additional benefit as a requirement for a value-based payment model.

IN EVERY ASPECT OF OUTPATIENT CARE

- ✓ AMBULATORY SURGERY CENTER
- ✓ FREESTANDING EMERGENCY CARE
- ✓ SLEEP CENTER
- ✓ CARDIAC CATH LAB
- ✓ KIDNEY CARE/DIALYSIS CENTER
- ✓ TELEHEALTH
- ✓ COMMUNITY HEALTH CENTER
- ✓ MEDICAL GROUP PRACTICE
- ✓ URGENT CARE/IMMEDIATE CARE CENTER
- ✓ CONVENIENT CARE CENTER
- ✓ MILITARY CLINIC
- ✓ VASCULAR ACCESS CENTER
- ✓ CORRECTIONAL HEALTH CARE
- ✓ MOBILE IMAGING
- ✓ DIAGNOSTIC IMAGING CENTER
- ✓ OCCUPATIONAL/WORKSITE
- ✓ FEDERALLY QUALIFIED HEALTH CARE CENTER
- ✓ OFFICE-BASED SURGERY

FEDERAL DEEMED STATUS/DESIGNATION



The Joint Commission is designated by the Centers for Medicare & Medicaid Services (CMS) as an approved accreditor for ASCs seeking Medicare certification, and can provide accreditation and Medicare certification concurrently through its survey process.

By recognizing The Joint Commission as a deeming authority, CMS is confirming that our standards and survey process meet or exceed those established by the Medicare's requirements. Note that CMS, not The Joint Commission, grants the final decision for Medicare certification.

In addition, The Joint Commission is a designated accrediting organization for advanced diagnostic imaging services.

WHY CHOOSE TO PARTNER WITH US?

We know you have a choice when you're looking for a partner to help you achieve your quality and business objectives. Ambulatory organizations choose us because of the unparalleled value, service, and tools we provide.



Our Unmatched, Solutions-Focused Survey: Different by Design

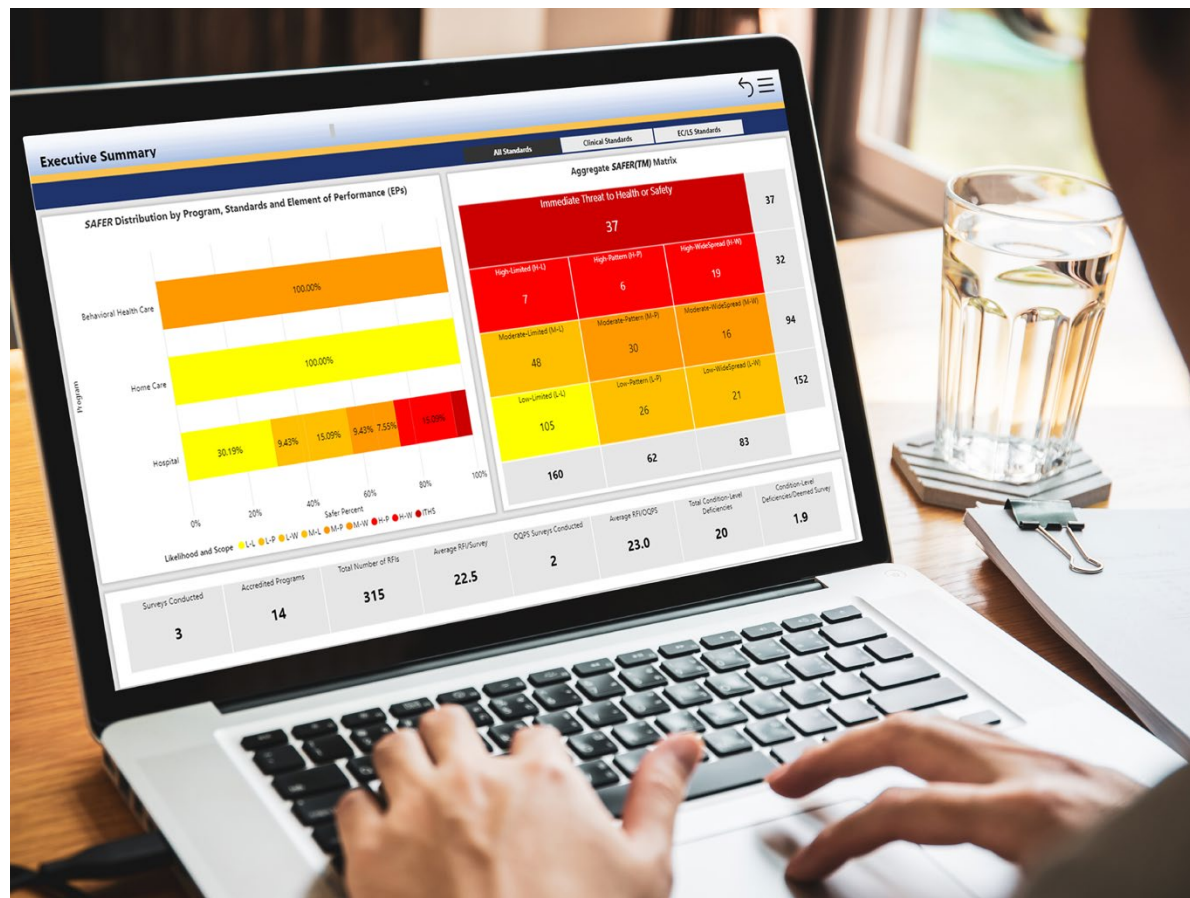
Every accreditor can conduct a survey, but a Joint Commission survey looks different, feels different, and teaches you more than any other. All our surveyors are employed by The Joint Commission and are Robust Process Improvement-certified, so from the moment they arrive, they serve as objective evaluators, proactive risk mitigators, and collaborative best-practice educators during the survey experience.

The surveyors that evaluate ambulatory care organizations have industry-specific experience, knowledge, and training. With years of hands-on clinical and management experience, they know how to support your team while troubleshooting common obstacles. Our ambulatory health care surveyors conduct up to 120 surveys each year and their clinical expertise is matched to the main specialty of the facility being surveyed.

Using the Tracer method (our patient experience-centered, real-time assessment tool that follows care delivery while tracking special high-risk focus areas, like handoff communications and infection control) and our proprietary blend of Lean Six Sigma and change management principles, we ensure a methodical and positive survey experience. This way, you learn what is working well and where potential issues may lie, and find strategies to proactively address challenges.

Empowering Better Decision-Making

There's no comparison; no other accreditor offers a stronger suite of business intelligence tools than The Joint Commission. Our exclusive resources help your team work smarter and do more with your accreditation-related data.



SAFER® Dashboard is a powerful new data intelligence tool available exclusively to Joint Commission-accredited organizations. This one-stop, on-demand dashboard gives you an executive overview of all survey-related activity across all your sites without the need for manual entry, empowering timely, data-driven decisions that drive the delivery of safe, high-quality care. This breakthrough technology allows your team to spot trends in performance more easily, and more confidently identify and prioritize areas to address to improve outcomes, while benchmarking your performance against your peers, both regionally and nationally.

Robust Suite of Complimentary Readiness Resources

We know how important it is to feel prepared for your initial survey, so we've designed a comprehensive suite of informational resources to set you up for success. Through our customer portal, **Joint Commission Connect**®, you have access to a wealth of tools and resources you need to feel comfortable and supported while you get the most out of the accreditation process, including:



Survey readiness tools, guides and checklists – what to expect on survey



Best practice one-pagers, like our Heads-Up Reports, which help you avoid common survey challenges — know where to focus your prep



Targeted Solutions Tools focused on critical areas for ambulatory care, such as falls, to help you tackle common challenge areas post-survey



Hot topic portals that keep you up to date on key focus areas such as infection prevention and control and Environment of Care®



Informational webinars to address frequently discussed topics

Formal Education, There When You Need It

Should the need arise for more formal education beyond what our complimentary resources can provide, organizations can turn to Joint Commission Resources (JCR). JCR helps organizations achieve and maintain survey readiness by offering a full slate of solutions all in one place, at every price point, including:



Learning Resources

- Digital Learning Center: On-demand access to our education and publication portfolio
- Ambulatory Care Breakfast Briefing Webinar Series: A set of standards-based webinars
- Toolkit for New Accreditation Professionals: Key concepts in an easy-to-follow format



Software Tools

- Policy Source: Our customizable policy and procedure e-library
- *Tracers with AMP*®: Cloud-based tool designed to anticipate, reduce, and report risks

WHAT OUR CUSTOMERS THINK

Like you, we're always paying close attention to our own performance, and we constantly strive to improve our programs, performance, and customer experience. Here's what our customers think about our program, process, and team:

99.1%

Plan to reapply for accreditation*

94.8%

Found educational value in their accreditation survey*

96.2%

Said accreditation improved their ability to provide safe, high-quality care*

96.7%

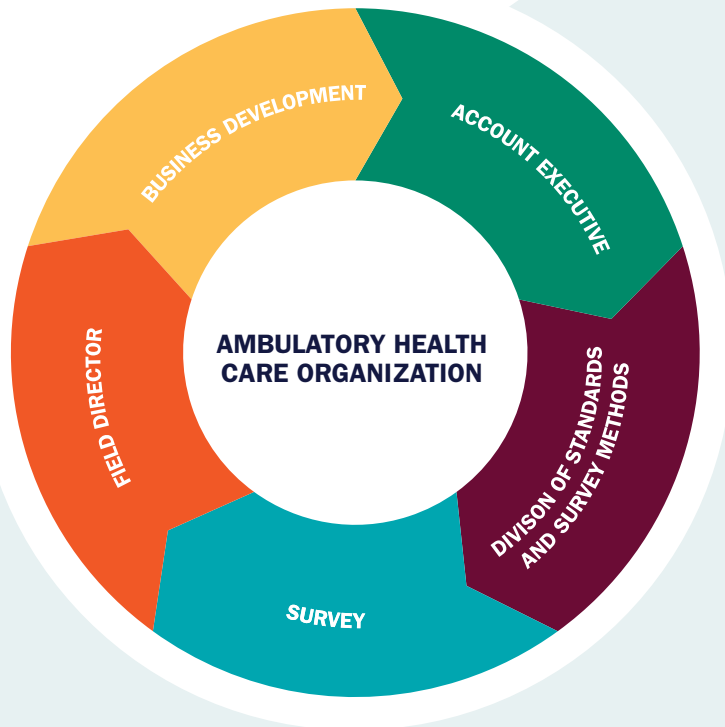
Pleased with Joint Commission customer service and support*

*Rating of 7 or higher on a 0-10 scale, results of 2020 Customer Loyalty Survey from Joint Commission Ambulatory health care organizations.



MEET THE TEAM

At The Joint Commission, our most valuable assets are our people. Our ambulatory care surveyor and reviewer team is comprised of a deep bench of experts, handpicked for their extensive and specialized clinical and/or industry experience. Each of our surveyors and reviewers is carefully trained and fully employed by us; we don't use contractors. When you call the Business Development Team about your application, or discuss your survey with your dedicated Account Executive, you can be confident that you're working with the most committed and knowledgeable team in the field. Get to know a few members of our team:



Pearl Darling, MBA

Executive Director, Ambulatory Care Services

Pearl has been with The Joint Commission for over 20 years. In her current role, she directs business development, strategic direction and overall product line management for Ambulatory Care Services. She also serves as a board member on the ASC Quality Collaboration (ASC QC).

Rommie Johnson, MPH, PMP, CHC

Associate Director, Business Development, Ambulatory Care Services

Rommie manages business development and strategic direction for corporate segments for Ambulatory Care Services, focusing on large practices and surgery management firms. He came to The Joint Commission with over 6 years of experience in accreditation operations and project management at another ambulatory accreditor.

Joyce Webb RN, MBA

Project Director, Division of Healthcare Quality Evaluation

Joyce is a registered nurse with over 20 years of experience in management and ambulatory health care. She currently serves as the program lead for the development of ambulatory health care accreditation standards, survey methods, and surveyor education, and is the project lead for The Joint Commission's Primary Care Medical Home Initiative. She also serves as a faculty member for surveyor and other educational programs and is a certified nurse surveyor in the Ambulatory Care program.

Lorrie J Cappellino, RN, CNOR, MS

Field Representative (Nurse Surveyor), Ambulatory Health Care

Lorrie has more than 40 years of health care experience as a certified Operating Room Nurse, ASC Administrator, hospital Director of Nursing, CEO, and Level I Trauma Center COO. She is a Perioperative Registered Nurse Educator and past university-level educator. In her current position, Lorrie surveys the standards in the Comprehensive Accreditation Manual for Ambulatory Care, including those for deemed ambulatory surgery centers, office-based surgery practices and Veteran Affairs/Department of Health Affairs facilities.

Abbi Alemayehu, MBA

Senior Account Executive, Accreditation and Certification Operations

Abbi Alemayehu is a Senior Account Executive for the Ambulatory Care and Office-Based Surgery Programs in the Division of Accreditation and Certification Operations at The Joint Commission. In this position, Mr. Alemayehu has assisted and managed accredited ambulatory care and office-based surgery organizations through the application process. He also analyzes performance evaluation reports and guides organizations through the evidence of standards compliance (ESC) process.

WE'RE READY WHEN YOU ARE

Other accrediting agencies may evaluate, but they do not offer the scope of support, tools, and resources that The Joint Commission provides to help you advance the caliber of your services beyond the survey. We walk the path with you. Start your journey today.

Contact our Business Development Team:



630-792-5286



AHCquality@jointcommission.org



www.jointcommission.org/ahc



FOR ADDITIONAL INFORMATION

Visit our website www.jointcommission.org/ahc, call 630-792-5286
or email us at AHCquality@jointcommission.org

The Joint Commission is a private, not-for-profit organization dedicated to continuously improving the safety and quality of care provided to the public. The Joint Commission is the nation's principal standards setter and evaluator for a variety of health care organizations.

The information contained here is accurate at the time of publication, and is subject to change.