Customer Spotlight

Clifton Hospice Services

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Vivian Demers, MSN, RN-BC
Administrator
Clifton Hospice Services, LLC
Somerset, MA

Achieving Joint Commission’s Gold Seal Helps Hospice Create More Actionable Infection Control Plans and Strengthen The Care Continuum

When Clifton Rehabilitative Nursing Center of Massachusetts expanded into hospice services they knew that they wanted to achieve the same caliber of quality distinction they had achieved for their nursing home. Having now successfully completed their second survey with The Joint Commission’s Home Care Accreditation Program, Clifton Hospice Services’ Administrator Vivian Demers remarks, “We would be nowhere without the impact Joint Commission accreditation has brought to the quality and safety of our organization's services.”

Why Clifton Hospice chose Joint Commission?

In addition patient safety, strengthening the bottom line was among the key drivers for Clifton to achieve Joint Commission accreditation. “In addition to becoming accredited, we also wanted to achieve Medicare and Medicaid recognition and reduce overall survey duplicity,” Demers stated. Besides the obvious financial benefits of that driver Demers shared, “Achieving Joint Commission accreditation for our hospice helped foster a common quality framework and language across our own continuum. That helps us be more efficient and effective for those we serve.”

Clifton Hospice Services expects the same level of quality and safety from their contracted service partners. “All of our partner companies—from DME to pharmacy and lab—are Joint Commission-accredited. It helps us ensure that each component of our patient’s care experience, even for those services we don’t directly provide, deliver the same level of quality that we hold ourselves to. To our patients and families the experience is seamless, so they deserve nothing less.” Demers continued, “These synergies boost our credibility as a ‘quality-focused provider network’ among our referral sources which gives us all a competitive market advantage.”
How has working with Joint Commissions helped improve your processes and services?

“Our surveyor came to us in ‘teaching mode.’ She understood how we were maintaining compliance and had the industry experience to help us take it to the next level,” explains Demers. “With the tracer process she could observe compliance in real time, and if there were questions about our processes there was a proactive opportunity for discussion. It was collective evidence to us of a shared end goal—helping us help our patients. We embrace our survey. It’s an unmatched learning opportunity for us from a trusted quality partner.”

The Joint Commission surveyor helped Demers’ team identify ways to streamline and prioritize their infection control efforts. Specifically, they enhanced how collected data is displayed to make analysis easier for leadership and more actionable for their care team. Their surveyor worked with them to identify existing data collection tools used elsewhere that could be modified and become a practical solution to more clearly set priorities.

How does Joint Commission support Clifton Hospice in-between survey visits?

As part of their normal process Clifton does a policy review on an on-going basis, but the Intracycle Monitoring (ICM) Process allows them to take a deeper dive into the areas of compliance we are not regularly assessing. Demers added, “This encourages us to be ‘survey ready’ at all times saving us potential headaches down the road.” Clifton accesses other free resources like the Leading Practice Library to not only learn from other organizations, but also to reaffirm or enhance processes already in place. Demers also explained how they’ve utilized the Standards Interpretation Group (SIG) for additional support, “SIG not only helped clarify a standard and how it applied to us, but talked with us about our current processes to pinpoint how we may be meeting it. They also pointed us to resources and best practices our team could consider.”

To learn more about Joint Commission, our program and process call us at 630.792.5070. We’d like to work with you.