Joint Commission revises surveyor, reviewer evaluation process

The Joint Commission implemented a simpler process Aug. 8 for health care organizations to provide feedback on their surveyors for accreditation programs and reviewers for certification programs. The revised process allows The Joint Commission to evaluate whether a survey or review achieved one of its primary objectives: to exceed the expectations of its surveyed and reviewed programs.

At the opening conference of each survey or review, surveyors and reviewers will:

- Inform the organization that The Joint Commission welcomes feedback on their performance
- Ask the organization to complete an evaluation following the survey or review

The evaluation of surveyors and reviewers is not a requirement, and the evaluation will have no effect on an organization’s accreditation or certification decision. The sole purpose of the feedback is to help The Joint Commission in its ongoing improvement efforts. The Joint Commission has retired the Customer Value Assessment (CVA). Questions about the revised evaluation process may be directed to your organization’s Joint Commission account executive.

Integrated Care Certification program expands to post-acute home care and nursing care centers

The Joint Commission has expanded applicability and updated standards for its Integrated Care Certification program, Effective Jan. 1, 2017 the program will be available to post-acute care in the home care and nursing care center settings. Prior to the updates, the program was applicable only to clinical integration among ambulatory, hospital and critical access hospital settings.

The updates include:

- Greater focus on functions, processes important to clinical care integration
- Promotion of common patient risk screening criteria
- Coordination of (not duplication of) case management efforts and care coordination
- Use of currently collected data to measure performance and drive improvement
- Option to include home care and nursing care center services in the scope of evaluation

Organizations certified under this program optimize patient outcomes through promotion and implementation of care coordination and collaboration among health care providers across the continuum.

View the updated standards. The revisions also will appear in the fall E-dition® update for the Integrated Care Certification Manual. (Contact: integratedcare@jointcommission.org)
JAMDA study: Joint Commission Nursing Home Accreditation predicts quality

Joint Commission accreditation is a significant predictor of nursing home quality, according to a new study published in JAMDA, the official journal of AMDA — the Society for Post-Acute and Long-Term Care Medicine.

The study — “Comparing Public Quality Ratings for Accredited and Nonaccredited Nursing Homes” — compared 711 Joint Commission-accredited nursing homes with 14,926 non-accredited nursing homes using public data from the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare data set.

After controlling for the influences of facility size and ownership type, the findings showed Joint Commission accredited nursing homes with Post-Acute Care Certification:

- Performed statistically better on the CMS star rating
- Had better performance than non-accredited nursing homes on each of the star rating component subscales
- Had fewer deficiencies than non-accredited nursing homes
- Were less likely to have deficiencies associated with immediate jeopardy or widespread deficiencies
- Had fewer payment denials and lower fines

“The results confirm findings from prior research in the literature, demonstrating a consistent pattern of superior performance among nursing homes accredited by The Joint Commission,” said Scott C. Williams, PsyD, director of the Health Services Research department at The Joint Commission, and lead author of the study. “We conducted the study following the redesign of The Joint Commission’s Nursing Care Center Accreditation program in 2013 and the addition of a Post-Acute Care Certificate option, which took place around the same time that CMS modified the Nursing Home Compare Five-Star Quality Rating System in February 2015.

“It was gratifying to see that the results continue to validate the value of Joint Commission accreditation and certification, first and foremost for the residents who deserve the best quality care and second for the organizations seeking accreditation.”

The Joint Commission’s NCC Accreditation program combines an enhanced patient- and resident-centered quality framework with collaborative on-site evaluation to help nursing homes proactively identify and address vulnerabilities to safeguard patients and residents. Joint Commission accredited NCC organizations also have the option to become certified for Post-Acute Care (PAC) or Memory Care. PAC recognizes organizations that provide advanced, rehabilitative services to patients or residents within the nursing home setting and Memory Care recognizes organizations that demonstrate competency in advanced dementia care services. (Contact: Gina Zimmermann, gzimmermann@jointcommission.org)

Performance measurement

Register now for Oct. 18 webinar on SAFER matrix

The Joint Commission will conduct its latest webinar on the Survey Analysis for Evaluating Risk™ (SAFER™) matrix Tuesday, Oct. 18, from 9-10 a.m. (PT)/10-11 a.m. (MT)/11 a.m.-noon (CT)/noon-1 p.m. (ET). The objective is to provide additional information to help organizations understand the new SAFER matrix and prepare for the transition to this new scoring methodology.

The SAFER™ matrix aims to prioritize resources and focus corrective action plans in areas that are in most need of compliance activities and interventions. It will be implemented in January 2017.

Space is limited for the webinar. For those unable to participate live, a replay of the webinar with presentation slides will be available on The Joint Commission website approximately 5-7 business days following the program. Register for the webinar. (Contact: Gidion Howell, ghowell@jointcommission.org)
Pioneers in Quality: Webinar replay on eSTK-4 now available
The Joint Commission recently hosted a Pioneers in Quality Expert to Expert series webinar, which focused on the electronic clinical quality measure (eCQM) eSTK-4. A webinar replay has been posted to the Joint Commission website.

The webinar replay features:
- Logic specifications for eSTK-4
- Answers to frequently asked questions
- The slide presentation

Patient safety

Joint Commission seeking input on revisions to NPSGs on HAIs
Several field reviews are available for proposed revisions to National Patient Safety Goals (NPSGs) on health care-associated infections for:
- Ambulatory care and office-based surgery
- Hospitals and critical access hospitals
- Nursing care centers

The revisions address central line-associated blood stream infections (CLABSI) and surgical site infections (SSI). The proposed new and revised requirements are based on evidence-based practices. The end date for the field reviews is Nov. 15.

ECRI Institute PSO report dives deep into wrong-patient events

JQPS: consumer ranking systems for hospitals may rely on faulty data sets, performance metrics
Joint Commission Resources released its October 2016 issue of The Joint Commission Journal on Quality and Patient Safety, featuring the article “Consumer Rankings and Health Care: Toward Validation and Transparency” by Bala Hota, MD, MPH, and co-authors, at Rush University Medical Center (RUMC) in Chicago.

After RUMC received the lowest ranking for patient safety (1 out of 5) in the 2015-2016 U.S. News & World Report’s (USNWR) “Best Hospitals” rankings — the authors compared the data that USNWR used for their hospital to their own internal data.

The authors found that the USNWR data showed many more patient safety events, such as pressure ulcers, almost all of which had actually been present at the patient’s admission. Suspecting a broader problem, the authors analyzed data on a sample of hospitals and found that RUMC was not the only organization with discrepancies in data. False-positive event rates were common among high-transfer and high-volume hospitals.

The authors conclude more transparency and validation is needed for consumer-based benchmarking methods. For more, access JQPS.

Learn more about Joint Commission Resources’ offerings online or call 877-223-6866.