



Certification: Getting Serious About Sepsis

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Objectives

- ▶ Review benefits of certification
- ▶ Define the three (3) core components for DSC certification
- ▶ Provide examples of CPGs and Performance Measures for Sepsis



Modern Healthcare

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Reaching the top

“...the process of applying for disease-specific certification is one important way Bay Medical has moved forward with three important goals: creating high-quality clinical programs; improving its clinical reputation among prospective patients; and fostering teamwork among physicians, hospital employees, and management.”

Benefits of Certification

- ▶ Builds the structure required for a systematic approach to clinical care
- ▶ Reduces variability and improves the quality of patient care
- ▶ Pushes you to look at yourself more closely
- ▶ Creates a loyal, cohesive clinical team
- ▶ Provides an objective assessment of clinical excellence
- ▶ Differentiates clinical care program in the marketplace
- ▶ Promotes achievement to referral sources

Certification by the Numbers

- ▶ 3024 certified programs
 - In all 50 states, DC and Puerto Rico
 - 1355 organizations
 - 99 disease programs

- ▶ Hackensack University Medical Center has 24 certified programs!

Sepsis Statistics

- In the US, more than 220,000 sepsis patients die annually
- Sepsis is the most expensive disease to treat in the hospital, costing approximately \$17 Billion annually
- Sepsis mortality can be reduced with early detection & rapid initiation of treatment

- Source: AHRQ Healthcare cost & Utilization Project October 2011
- Source: Angus DC, et al. *Crit Care Med* 2001; Jul; 29 (7): 1303-10.

Sepsis Certifications

Orange Park Medical Center	Orange Park	FL
Memorial Healthcare	Jacksonville	FL
Specialty Hospital Jacksonville	Jacksonville	FL
Grand Strand Medical Center	Myrtle Beach	SC
Colleton Medical Center	Walterboro	SC
Trident Medical Center	Charleston	SC
Mercy Health Youngstown	Youngstown	OH



Accreditation vs. Certification

▶ Accreditation Surveys

- Organization-wide evaluation of care processes and functions

▶ Certification Reviews

- Product or service-specific evaluation of care and outcomes



Certification Eligibility

- ▶ Any disease-specific care program that has
 - Formal program structure
 - Standardized method of clinical care delivery based on clinical guidelines/evidence-based practice
 - Organized approach to performance measurement

Program Components

Structure

JC DSC Standards – 27 Consensus-based



Quality &
Safety of Care

Process

Clinical Practice Guidelines

Outcome

Performance Measures



Structure: Disease-Specific Care Standards

▶ Program Management

7 standards

▶ Delivering or Facilitating Clinical Care

6 standards

▶ Supporting Self-Management

3 standards

▶ Clinical Information Management

5 standards

▶ Performance Improvement and Measurement

6 standards



Process: Clinical Practice Guidelines

- ▶ Clinical care based on guidelines/evidence-based practice

- ▶ Review validates:
 - Implementation of CPGs
 - Rationale for selection/modification
 - Monitoring & improving adherence



Clinical Practice Guidelines

- ▶ On-line resource: National Guideline Clearinghouse at www.guideline.gov

- ▶ Surviving sepsis campaign: international guidelines for management of severe sepsis and septic shock: 2012.

www.guideline.gov

The screenshot shows the homepage of the National Guideline Clearinghouse (NGC). At the top, there is a header for the U.S. Department of Health & Human Services and the AHRQ Agency for Healthcare Research and Quality. The main navigation menu on the left includes Home, Guidelines, Expert Commentaries, Guideline Syntheses, Guideline Matrix, Guideline Resources, Compare Guidelines, FAQ, Submit Guidelines, About, and My NGC. The main content area features a search bar with a 'GO' button and links for Search Tips, Advanced Search, and About Search. Below the search bar, there is a section for 'My Recent Searches' listing atrial fibrillation, alzheimer, and depression. The 'New This Week' section, dated February 17, 2014, highlights 'New/Updated Guideline Summaries' from ACOG, ASCRS, ASPEN, CPIC, ICSI, NICE, NSGC, and SOGC. The 'Announcements' section promotes the 'My NGC' Personalization Feature, which allows users to receive alerts on new and updated content. The 'Find', 'Learn', and 'Compare' sections provide quick access to various resources. On the right side, there is a 'Sign In to My NGC' section with a login form and a 'New User?' section for creating a free account. The 'My Recently Viewed Guideline Summaries' section lists two items: 'Guideline for Alzheimer's disease management' and 'Depression. The treatment and management of depression in adults.'

Outcome:

Performance Measurement Criteria

- ▶ Four process or outcome measures to monitor on an ongoing basis
 - Select from the universe of measures; or
 - Create your own measures

- ▶ Two of the measures must be clinical

- ▶ Other two measures can be clinical, administrative, utilization, or satisfaction



What Makes a Good Performance Measure?

- ▶ Results can be used for improvement
- ▶ Relates to current medical evidence
- ▶ Defined specifications
- ▶ Data collection is consistent and logical

The screenshot displays the National Quality Measures Clearinghouse website. At the top, there are navigation links for the U.S. Department of Health & Human Services and the Agency for Healthcare Research and Quality (AHRQ). The main content area is titled "NQF-Endorsed Measures" and includes a search bar, sorting options (Relevance, Publication date), and a filter for "All Years". A list of three measures is shown, each with a checkbox for comparison. The left sidebar contains a navigation menu with options like "Home", "Measures", "Browse", "Expert Commentaries", and "Submit Measures".

U.S. Department of Health & Human Services www.hhs.gov

AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care www.ahrq.gov/

Visit: National Guideline Clearinghouse | Health Care Innovations Exchange | AHRQ Home [Sign In](#)

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NQF-Endorsed Measures

The list below identifies measures represented in NQMC that have been endorsed by the National Quality Forum (NQF) —a not-for-profit membership organization created to develop and implement a national strategy for health care quality measurement and reporting. NQF endorses performance measures as national voluntary consensus standards through their consensus development process .

Search within:

Sort results by: Relevance Publication date

Filter results by: All Years ▼

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1. **Abdominal aortic aneurysm (AAA) repair: mortality rate.** 2010 Sep. [NQMC Update Pending]
NQMC:005532
Agency for Healthcare Research and Quality - Federal Government Agency [U.S.]. [View all measures by the developer\(s\)](#)
2. **Abdominal aortic aneurysm (AAA) repair: volume.** 2010 Sep. [NQMC Update Pending] NQMC:005525
Agency for Healthcare Research and Quality - Federal Government Agency [U.S.]. [View all measures by the developer\(s\)](#)
3. **Access to referrals: percentage of children who needed referrals and had a problem obtaining them.**
2007 Apr. NQMC:006428
Child and Adolescent Health Measurement Initiative - Nonprofit Organization; Maternal and Child Health Bureau of the Health Resources and Service Administration - Federal Government Agency [U.S.]; National Center for Health Statistics of the Centers for Disease Control and Prevention - Federal Government Agency [U.S.]. [View all measures by the developer\(s\)](#)

Performance Measures: Examples

- ▶ Repeat lactate within 6 hours if initial lactate > 2.0
- ▶ Order lactates with every blood culture order
- ▶ Blood cultures drawn prior to antibiotic administration
- ▶ Fluids given within 3 hours of time zero

Challenges of Certification

- ▶ Consistent implementation of Clinical Practice Guidelines
- ▶ Involvement of all physicians
- ▶ Data collection on performance measures

Certification Logistics

Pre

- Gap analysis to standards and guidelines; resolution of any gaps
- Apply 4-6 months before desired review date
- Data Collection

Visit

- 30 days advance notification of date
- One reviewer x one day

Post

- Data collection and submission
- Intracycle conference call 12 months after visit
- Apply for recertification

Visit

- Recertification visit occurs 2 years after initial visit
- To be scheduled within 90 day window around anniversary date
- 7 days advance notice of date

Why Get Certified?

- ▶ Structure clinical programs of excellence
- ▶ Improve processes of care
- ▶ Toot your horn to consumers
- ▶ Enhance your bottom line
 - Attract more patients
 - Leverage certification as a tool in contract negotiations
- ▶ Culture change: communication, loyalty, teamwork

Advertise Your Achievement



Resources

- ▶ Standards Interpretation Group
630-792-5900
- ▶ Performance Measure Online Q&A Forum:
manual.jointcommission.org
- ▶ Pricing Unit
630-792-5115
- ▶ Center for Transforming Healthcare
www.centerfortransforminghealthcare.org/projects
- ▶ Kelly Quigley 630-792-5124
kquigley@jointcommission.org

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