Joint Commission Accreditation and Specialty Certifications for Nursing Care Centers:

Gain A Quality-Focused Competitive Edge

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Today’s Presenters

Gina Zimmermann, MS, Executive Director, Nursing Care Center Accreditation Program

Diana Murray, RN, MSN, Associate Director, Nursing Care Center Accreditation Program

Beth Ann Brehm, RN, LNHA, SPHR, MBA, MSN, Associate Project Director, Division of Healthcare Quality Evaluation

Michelle Stuercke, DNP, MSN, MPA, RN, LNHA
Chief Learning Officer, Symphony Post Acute Network
Today’s Objectives

- Discuss how accreditation and specialty certification keeps your organization “ahead of the quality curve”
- Identify the key components of the Joint Commission’s products for nursing care centers including our newest certification, Memory Care
- Provide a high-level overview of our process and how it differs from a state survey experience
- Share an overview of our fee structure
- Tips from the field when preparing for your initial survey
The Joint Commission—Who We Are

- The leader in standards development promoting quality and safety in health care organizations for nearly 60 years
- Began accrediting nursing homes, including skilled nursing facilities, in 1966
- Currently the nation’s largest and only full continuum accreditor; with more than 20,000 accredited health care organizations
- Currently accredit over 90% of the nation’s hospitals
- Our experience and expertise has propelled Joint Commission accreditation to become the most widely recognized quality and safety distinction across the continuum, among managed care contractors, liability insurers and other key stakeholders
What Can Joint Commission Accreditation Do for Your Organization?
Raising the Bar for Skilled Nursing Facilities

Demonstrate Clinical Excellence through Certification

Systematic, Data-Driven Performance Measurement through Accreditation

Regulations, Licensure and Certification
Supports The Success of Your Ongoing Quality Efforts

- Accreditation is a proactive “preparedness” strategy
  - QAPI crosswalk
  - DHHS National Dementia Initiative
  - State surveys

- Safeguards your patients and financial resources
  - Fewer deficiencies* = less financial penalties
    - Penalties can also inhibit your ability to take new resident/patients
    - Addressing deficiencies take up valuable staff time that could be spent caring for patients/residents

How Nursing Homes Leverage Their Accomplishment

- **Partners in the Continuum of Care**
  - Often a requirement for contracting with managed care and other payers

- **Within the Facility**
  - Provides differentiation of an organization in its market and among referral sources
  - Provides a framework for high-quality and safe practices to help organize and strengthen an organization’s ongoing quality improvement efforts

- **Community Recognition**
  - Strengthens community confidence and validates quality care to patients, residents and their families

- **Payers**
  - Often leads to reduced insurance premiums

- **Liability Insurers**
  - Often a requirement for contracting with managed care and other payers

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*The Joint Commission Accreditation Nursing Care Centers*
Additional Impact of Accreditation

Joint Commission accredited nursing homes have better resident outcomes which continue to improve over time

Additional Impact of Accreditation

Better perceptions of patient safety culture and Fewer deficiency citations

Your Partners are Looking for...

- Sustainable quality
- Cost efficiencies
- Data that proves outcomes
- Reduced hospital readmissions

...a partner in the continuum of care.

The Joint Commission
Accreditation
Nursing Care Centers
Flexible Product Options To Meet Your Unique Quality Objectives

Nursing Care Center Accreditation

Provides a solid foundational platform upon which optional specialty distinctions may be built.

VISION:
Accreditation requirements relate to high-value quality and safety issues affecting all patients and residents in Nursing Home Settings and include contemporary focus on person-centered care and cultural transformation.

Optional Specialty Certifications

Accredited organizations may elect optional specialty certifications to highlight areas of additional competence based on their unique service offerings and market needs.

+ Post-Acute Care Certification

+ Memory Care Certification
Snapshot of the Accreditation Experience

Standards developed with national experts, educators, policymakers and providers

Web-based standards manual that allows you to easily share standards information and compliance tools online

On-site survey conducted by well-qualified and trained surveyors who facilitate and collaborate to provide an educational survey experience

Dedicated Account Executive to assist your organization throughout the accreditation cycle

Private, secure on-line extranet site to organize your Nursing Care Center’s communications and interaction with The Joint Commission

Intracycle Monitoring activities to assist your organization in maintaining continuous compliance

Access to standards experts and tools to support your organization’s efforts in improving quality and safety for the patients and residents you serve
Foundational Accreditation Requirements
Foundational Accreditation Requirements

Include:

- Requirements that focus on key care processes aimed at promoting improved patient and resident outcomes
- Requirements that promote person-centered care and the culture transformation movement within the industry
- National Patient Safety Goals (NPSGs) that focus on promoting resident safety through system-wide solutions
Foundational Accreditation Requirements

- Leadership
- Provision of Care, Treatment and Services
- Medication Management
- Human Resources
- Infection Prevention and Control
- Performance Improvement
- Information Management
- Life Safety and Environment of Care
- Emergency Management
Sample Standard and Element of Performance

Standard PC.02.03.01
The organization provides resident education and training based on each resident’s needs and abilities.

1. The organization performs a learning needs assessment for each resident. This assessment includes the resident’s cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations, and barriers to communication.
Specialty Certification
Post-Acute Care
Post-Acute Care Certification Defined

- Care and services are...
  - goal-directed
  - time-limited (short-stay)

- Care is provided to patients...
  - recently hospitalized (or require higher acuity care and services in lieu of hospitalization)
  - Requiring medically complex care/rehabilitative services

- The goal...
  - To help effectively transition the patient to a lower level of care setting or to their home
Post-Acute Care Certification

Eligibility Criteria

– Organization must be currently accredited or simultaneously seeking accreditation under the Nursing Care Center Accreditation Program

– Must have served a minimum of 5 patients within the program with a minimum of 2 active patients at the time of survey
Post-Acute Care Certification

Leadership accountability

Staff knowledge and competency

Post-Acute Care Certification

Provision of care for the high acuity patient

Transitions of care
Specialty Certification
Memory Care
Memory Care Certification Defined

- Care is provided to patients or residents...
  - Who have been diagnosed with memory-impacting conditions such as Alzheimer’s disease or dementia.

- The goal...
  - To enable patients or residents with memory-impacting conditions to remain engaged in their environment at the level of their cognitive ability and to function at the highest level possible for as long as possible.
Memory Care Certification Defined

Memory Care focuses on…

1. Person-centered care that honors lifelong routines and preferences
2. Activity programming that matches the resident’s cognitive level
3. Alternatives to medication use for managing behaviors
4. Physical environment that promotes function and independence
Memory Care Certification Eligibility

Eligibility Criteria

- Organization must be currently accredited or simultaneously seeking accreditation under the Nursing Care Center Accreditation Program.
- Organizations do not have to have a distinct memory or dementia care unit to be eligible.
Memory Care Certification

- Care coordination
- Staff knowledge and competency
- Activity programming based on abilities
- Behavior management
- Safe and supportive physical environment
The Survey Process
What to Expect During a Survey

- On-site observations and interviews by Joint Commission surveyor
- Verbal and written information provided to the surveyor
- Collaborative approach, focus on best practices and information sharing
- Expectation for continuous compliance with standards
- Consultation
What to Expect During a Survey

- Compliance is evaluated using “Tracer” methodology
  - Surveyor “traces” care delivered within the organization
  - Individual patient and resident care Tracers
  - System Tracer, such as data management

- How a “Tracer” works
  - Start on care unit, record review, move through organization departments
  - Observations of environment and direct care
  - Interviews with patient/resident, family, and staff
Joint Commission Surveyors

- Masters-prepared nurse and/or administrator
- Practical industry experience in skilled nursing and other long term care settings
- Extensive initial and ongoing surveyor training
- Continual management support and oversight
Joint Commission Pricing

Example for an organization having an Average Daily Census of 100, including Joint Commission accreditation and Post-Acute Care and Memory Care Certifications.
Accreditation Fees for 100 beds equate to $0.12/day/bed over the 3-Year accreditation period.
# 7 Steps to Accreditation

1. Obtain a copy of the standards

2. Conduct a self-assessment of standards compliance

3. Identify opportunities for improvement and develop action plans

4. Implement standards compliance into daily operations

5. Complete and submit an application for survey

6. Use the package of performance improvement services on Joint Commission Connect, your organization’s secure Joint Commission Website

7. Facilitate the on-site survey
Publicize Your Achievement!

- Your Community
- Payers
- Hospitals and Health Systems

The Joint Commission
Accreditation
Nursing Care Centers
A Customer’s Perspective

Michelle Stuercke, DNP, MSN, MPA, RN, LNHA
Chief Learning Officer
Symphony Post Acute Network

The Symphony Post Acute Network is one of the most innovative providers of Post Acute Care in the nation. A proud family-oriented organization, Symphony takes a proactive approach to delivering quality outcomes for the guests in our care. With current locations in Illinois, Wisconsin, Arizona and future sites in Indiana, Symphony is committed to making every one of its locations the Provider of Choice in the community that it serves. Symphony’s ability to meet patients’ needs and offer a consistently high level of quality care is unmatched.

Symphony Post Acute Network Member Facilities provide a variety of Post Acute Services including Skilled Nursing & Rehabilitation, Assisted Living and Supportive Living. The Symphony Post Acute Network Rehabilitation & Skilled Nursing Programming focuses on chronic disease management programs, post hospital short-term rehabilitation, long term care as well as Alzheimer’s and memory care programming. Symphony Post Acute Network Member Facilities work in concert with top area physicians, nurses and therapists. Its healthcare environments are filled with luxurious and comforting amenities that facilitate quick recoveries and optimal results. www.symphonypan.com.
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- Resources to support ongoing success
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Nursing Care Center Accreditation Program
For more information about how to get started with accreditation, access our free standards, or to request an application for accreditation:

Phone 630-792-5020
Email ncc@jointcommission.org
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Standards Interpretation
For questions about standards compliance
630-792-5900, option 6