Strategies for a Successful Health Care Staffing Services Certification Review

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“Be a yardstick of quality. Some people aren’t used to an environment where excellence is expected.”

-Steve Jobs
Today’s Agenda

Program Overview
Certification Preparation
Standardized Performance Measures
The On Site Review
Most Challenging Standards
Q & A
Core Program Components

Certification

Achieve the Gold Seal

Standards

Certification Participation Requirements

Performance Measures
Health Care Staffing Certification
Overview

- Requires compliance with standards identified in the Health Care Staffing Services certification manual
- On-site review every two years
- Intra-cycle touch point at 12 months post review
- Performance measures collected and submitted to The Joint Commission
Complimentary Resources:

- The How Ready is my Staffing Firm Checklist
- The 2015 HCSS Certification Manual
- Performance Measure Implementation Guide- 2nd Edition
Certification Preparation

• Complete the checklist “How ready is my staffing firm for Joint Commission certification?"

• Review the 2015 *HCSS Certification manual* and perform a *gap analysis* against:
  – The Standards
  – Elements of Performance
  – Certification Participation Requirements

• Read the “Review Process Guide” – describes each activity of the on-site review
Review the Standards

2015 Standards Manual for Health Care Staffing Services Certification

- Available for purchase at our Joint Commission Resources website, www.jcrinc.com, under the “certification manuals” category.
Effective leadership depends on:

- Framework for supporting quality services
- Management of safety risks for customers and staff
Standards – Human Resources Management

- Employment of qualified & competent individuals
  - Hiring clinical staff
  - Working with clinical staff
  - Supervision
  - Ongoing competence
Standards – Information Management

Robust information systems to meet needs of providing clinical staff to customers

- Authorized access
- Confidentiality and security
- Continuity
Standards – Performance Measurement and Improvement

To improve services and promote quality outcomes by using performance measurement and improvement plans

– Planning for Performance Data Management
– Working with Performance Improvement Data
– Analyzing data
– Makes improvements based on the analysis
Health Care Staffing Services Standards

- Leadership: 9 standards
- Performance Measurement and Improvement: 4 standards
- Human Resources Management: 6 standards
- Information Management: 4 standards
Understanding the HCSS Manual

Standards, Rationales, Elements of Performance, and Scoring

Standard HSHR.1
The HCSS firm confirms that a person’s qualifications are consistent with his or her assignment(s).

Rationale for HSHR.1
Primary source verification permits an organization to determine with accuracy the current status of a clinical staff member’s license, certification, or registration, as well as the completion of any advanced training or education. Copies of the license, certification, or registration submitted by staff may not be reliable and do not allow the HCSS firm to determine what might have occurred since issuance.

Elements of Performance for HSHR.1
For clinical staff, the firm does the following:

A 1. ☐ Uses primary source verification to confirm and document that required licensure, certification, or registration are current at the time of hire, reactivation, or expiration according to law, regulation, and the firm’s policy or customer requirements.
All Health Care Staffing organizations must enter monthly performance measure data and be able to demonstrate quarterly data collection and submission within 45 days of the close of each calendar quarter.

Those organizations seeking certification for the first time must demonstrate four months of collected data prior to or at the time of the initial on-site review.
## Required Performance Measures

<table>
<thead>
<tr>
<th>Set – Measure #</th>
<th>Performance Measures Name</th>
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<tbody>
<tr>
<td>HCSS – 1</td>
<td>Do Not Return - Clinical</td>
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<tr>
<td>HCSS – 2</td>
<td>Do Not Return - Professional</td>
</tr>
<tr>
<td>HCSS – 3</td>
<td>Completeness of Personnel File</td>
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Do Not Send Prevention: Quiz

1. It's 4:45 a.m. and La Tasha Davis has just been confirmed for the day shift at a Medical Center across town from her. La Tasha lives in across town from and has never been to the Medical Center. Which of the sequences will below provide La Tasha with greatest chances of making a great first impression and having a successful shift?

   a. Wake up at 6:15 a.m., take a shower, get dressed, hit the road @ and head in general direction of the facility and call for directions from the car.

   b. Get out of bed at 0500 obtain detailed directions and the nursing office phone number. Eat a small healthy breakfast, shower, dress neatly, gather nursing tools (ID badge, medication book, stethoscope etc.) and be on the road by 0545.

   c. Get out of bed at 0500 go to the gym, come home, shower, get dressed, walk the dog, be on the road at 0705, call the staffing firm and say she got lost.

   d. Refuse to go to the Medical Center located across town, call the staffing firm at 0730 and ask if the hospital she usually works at has any late call needs.

2. Lynn Carson RPT is alone at the Nursing station in a facility in which she has been working twice a week, for over a year, she is faxing a new order to the Pharmacy. Before Lynn leaves the Nursing station the phone rings, and several lines are blinking. Which of the following answers is the best example of excellent customer service?

   a. Lynn looks around and sees the unit secretary speaking to the Lead provider, the provider manager, and two executives with hospital badges and wearing suits and yells out to the secretary that the "phones are ringing!" and walks away from the Nursing station.

   b. Lynn answers the phone lines and politely explains to every caller that she is not the unit secretary and cannot help them before hanging up, and walking away from the Nursing station.
On-Site Review – A Personal Journey

- Opening / Orientation to Organization
- Contract / Formal Agreement Review
- Competence Assessment and Credentialing Session
- Individual Field Staff Tracers – File review and phone calls
- Issue Resolution / Exit Conference
Top Compliance Issues

- **HSHR.1** The HCSS firm confirms that a person’s qualifications are consistent with his/her assignment(s)
- **HSHR.6** The HCSS firm evaluates the performance of clinical staff
- **CPR 5** Staffing firm submits performance measurements data to TJC routinely
Top Compliance Issues

- **HSLD.5** The services contracted for by the HCSS firm are provided to customers
- **HSPM.4** The HCSS firm analyzes its data
- **HSHR.3** The HCSS firm provides orientation to clinical staff regarding initial job training and information
Top Compliance Issues

- **HSLD.9** The HCSS firm addresses emergency management
- **HSHR.4** The HCSS firm assesses and reassesses the competence of clinical staff and clinical staff supervisors
Top Compliance Issues

**CPR 11** Staff and independent contractors are notified that concerns regarding quality and safety can be reported to TJC without fear of retaliation

**CPR 6** Firm notifies the public how to contact firm’s management and TJC to report concerns
Questions and Answers
Questions about Certification

Please contact the Certification Business Development team with any questions at (630) 792-5291 or certification@jointcommission.org.

http://www.jointcommission.org/certification/health_care_staffing_seeking_certification.aspx
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