We’re Joint Commission Accredited!
An urgent care customer and surveyor discuss the process and benefits of accreditation.

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Presented by:

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Millennium Healthcare Management, Inc.

Jim Bersot
Ambulatory Care Surveyor
The Joint Commission
Agenda

▸ Background & Vision of The Joint Commission (Jim)

▸ The Joint Commission Experience (Barbara)
  ◆ Certification and Accreditation
  ◆ Purpose of Accreditation: Why we did it
  ◆ Process of Accreditation: How we did it
  ◆ Features of Accreditation

▸ A Surveyor’s Perspective (Jim)
  ◆ On-Site Survey Process
  ◆ Typical Agenda for a 2-Day Survey
  ◆ Accreditation Decision Model
  ◆ Standards, Elements of Performance and Scoring
  ◆ Common Findings
  ◆ Resources for Customers

▸ Next Steps (Jim)

▸ Your Questions! (Jim & Barbara)
Background

- Private, not-for-profit organization – created & governed by health care professionals
- Board of Commissioners comprised of administrators, doctors, nurses, ethicists, members of the public
- Five board members from the following health care associations:
  - American Hospital Association
  - American Medical Association
  - American College of Physicians
  - American College of Surgeons
  - American Dental Association
Background

- Accredits and certifies more than 19,000 health care organizations and programs in the United States in a variety of health care settings including ambulatory care.

- Accrediting Ambulatory Care since 1975. Accredits nearly 2,000 organizations with 6,500 sites of care.

- Accrediting free standing urgent care centers for over 25 years. Surveyors familiar with urgent care and standards are specific to urgent care settings.

- Partnering with UCAOA since 2008.
Vision & Mission Statements

**Vision:**
All people always experience the safest, highest quality, best-value health care across all settings.

**Mission:**
To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.
Certification and Accreditation

- **Certification** defines what an urgent care center is - the services provided and the providers of care in an urgent care setting.

- **Accreditation** analyzes the operational systems critical to the safety and quality of patient care.
Purpose of Accreditation: Why We Did It

- Validate quality of care and service with on-site survey
- Assure patient and employee safety
- Offer organization risk management
- Strive for continuous performance improvement
- Collaborate with organization to share leading practices and experience
Process of Accreditation

Accreditation cycle includes:

- Onsite survey (two-day minimum) is patient-centric & both evaluative + educative
- Preliminary findings provided on-site
- Post-survey steps, with prompt decision
- Resurvey 3 years
- **System option** available for larger organizations with multiple sites
Process of Accreditation

The Application:
- Web-based ‘extranet’ platform
- Data submitted drives survey length and surveyor complement
- YOU designate ready date

The Cost
- Based on patient volume and number of sites
- Approx. cost typical urgent care center = $10,000
- Fees spread over 3 yr. accreditation cycle
Process of Accreditation – How we did it

- Delegation: Site managers
- Communication: Weekly meetings
- Preparation Checklist
- Motivation
Features of Accreditation – Staff

- Surveyors: Ambulatory Care Professionals
  - Professionals experienced in ambulatory arena
  - Clinical & administrator surveyors

- Dedicated Customer Service Resources
  - Account Executives
    - Your personal point-of-contact
    - Contact ‘live’ via phone or e-mail
    - Manage application & post-survey steps
  - Standards Interpretation Group
Features of Accreditation – Resources

Web site:

www.jointcommission.org/ucnextsteps

- Register for free, 60 day access to standards
- Request an application
- Review accreditation handbook and pricing
- Read articles and MORE!

Joint Commission Resources (JCR)

- Purchase Urgent Care standards in print and electronic formats
- Webinars
- Educational seminars
- Tools to prepare for accreditation
Resources from UCAOA

Policy and Procedure Sample Manual

- Purpose
- Topics
- Publication Date – December 15, 2011
- Ordering Information – on or after publication date visit: www.ucaoa.org/PandP
Features of Accreditation – Recognition

From The Joint Commission

- Centers listed on QualityCheck – used by consumers & payers (www.qualitycheck.org)
- Urgent care specific award letter and award certificate

Other Opportunities

- Strengthen your presence in managed care networks
- Possible discounts on liability insurance
  See liability insurers that recognize Joint Commission accreditation at: www.jointcommission.org/liabilitylist
On-Site Survey Process

- Minimal interruption of care activities; flexible
  - Patient comes first
  - Observation of and discussion with patient *with permission*

- Team effort and communication

- Friendly and courteous demeanor

- Objectives
  - External validation of compliance with standards
  - System analysis to identify strengths/vulnerabilities
  - Partnership to reduce risk in healthcare

- Rigorous and fair survey

- Sampling
On-Site Survey Process, cont’d.

- Accreditation and Consultation
- Survey consistency a priority
- Compliance issues resolved during survey
- No surprises, No mystery
  - Observations shared as they are made
  - Leaders / managers encouraged to participate; observe how processes they’ve helped plan and design are implemented
  - Survey Report anticlimactic event
Typical Agenda for 2-Day Survey

- Opening Conference and Orientation
- Patient Tracers
- System Tracers
  - Data Use/Performance Improvement, Infection Control and Medication Management
- Leadership session
- Environment of Care
- Competency Assessment
- Summary and Exit Conference
Accreditation Decision Model

Immediacy of risk to patient care and the organization’s accreditation status

<table>
<thead>
<tr>
<th>Immediacy</th>
<th>Timeline for resolution of non-compliant findings</th>
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<tbody>
<tr>
<td>Higher</td>
<td>Shorter</td>
</tr>
<tr>
<td>Lower</td>
<td>Longer</td>
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</tbody>
</table>

Immediate Threat To Life (PDA until resolved)

“Situational” Decision Rules (Conditional Accreditation and Preliminary Denial of Accreditation)

Direct Impact Requirements
“Implementation” Based Requirements (Short Resolution Timeframe)

Indirect Impact Requirements
“Planning” and “Evaluation” Based Requirements (Longer Resolution Timeframe)

“Sharp End”

“Blunt End”

We’re Joint Commission Accredited - 2011
Standards, Elements of Performance and Scoring

- Category A Elements of Performance
- Category C Elements of Performance
- Urgent Care Applicability
## Common Findings
(Source: Perspectives Oct 2011)

### Top Standards Compliance Issues for First Half of 2011
**Ambulatory Care**

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Standard Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td>HR.02.01.03</td>
<td>The organization grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently.</td>
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<tr>
<td>31%</td>
<td>MM.03.01.01</td>
<td>The organization safely stores medications.</td>
</tr>
<tr>
<td>27%</td>
<td>IC.02.02.01</td>
<td>The organization reduces the risk of infections associated with medical equipment, devices, and supplies.</td>
</tr>
<tr>
<td>21%</td>
<td>IC.01.03.01</td>
<td>The organization identifies risks for acquiring and transmitting infections.</td>
</tr>
<tr>
<td>21%</td>
<td>NPSG.07.01.01</td>
<td>Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines.</td>
</tr>
<tr>
<td>19%</td>
<td>WT.05.01.01</td>
<td>The organization maintains records for waived testing.</td>
</tr>
<tr>
<td>17%</td>
<td>HR.01.02.05</td>
<td>The organization verifies staff qualifications.</td>
</tr>
<tr>
<td>17%</td>
<td>WT.04.01.01</td>
<td>The organization performs quality control checks for waived testing on each procedure.</td>
</tr>
<tr>
<td>16%</td>
<td>EC.04.01.01</td>
<td>The organization collects information to monitor conditions in the environment.</td>
</tr>
<tr>
<td>16%</td>
<td>NPSG.03.04.01</td>
<td>Label all medications, medication containers, and other solutions on and off the sterile field in perioperative and other procedural settings.</td>
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Resources for Customers

Joint Commission Connect™ (Extranet)

- Perspectives - Joint Commission’s official monthly e-periodical
- Survey Activity Guide
- Targeted Solutions Tool (TST) – measures performance, reveals barriers, offers solutions
- Leading Practice Library - real-life solutions from accredited organizations
- Standards Booster Pak - information on top non-compliant standards or topic areas
- Customer Value Assessment
Next Steps!

Go to: www.jointcommission.org/ucnnextsteps

- Register for free, 60 day trial of standards
- Request the application
- Review accreditation information

Questions? Contact Darrell

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Your Questions!