

What Is Health Care Staffing?



Webinar About Joint Commission
Health Care Staffing Certification

Today Presenters

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Why Achieve the Gold Seal for Certification?

For more than 60 years, the name “Joint Commission” has been synonymous with unparalleled quality, safety and performance improvement. No other “seal of approval” is as widely recognized by peers, payers, insurers and the public as the **Joint Commission’s Gold seal of Approval®**. Earning this accolade means that our accredited and certified health care organizations are among the top in their marketplaces.



Accreditation vs. Certification

Accreditation Surveys

- Organization-wide evaluation of care processes and functions

Certification Reviews

- Product or service-specific evaluation of care and outcomes



Today's Agenda

- Hear from Certified Health Care Staffing Firm
- Health Care Staffing Standards (Requirements)
- Standardize Performance Measurements
- Knowing Your Central Office Resources
- Q & A Session

Benefits of Certification

- Reduces risk
- Opens doors
- Attracts the best staff
- Helps build your business from the inside out
- Demonstrates internal and external commitment to a higher standard of services
- Differentiates your company in the marketplace
- Promotes achievement to community

Certification by the Numbers

4000 certified programs

- In all 50 states, DC and Puerto Rico
- 1,400 organizations
- 110 disease programs

Health Care Staffing Certifications Programs

- 450+ Certified Health Care Staffing Programs
- For a complete list visit qualitycheck.org and search for “health care staffing”

Certification Eligibility for Health Care Staffing Companies



You are required to have placed at least 10 individual clinical employees on assignments to be eligible for Certification.

Your firm must place clinical staff who either provide patient care directly or direct patient care within a contracted organization.

Certification Logistics

Pre

- Gap analysis to standards and guidelines; resolution of any gaps
- Apply 4-6 months before desired review date
- Data Collection (four months at a minimum)

Visit

- 30 days advance notice of date
- One reviewer for 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

What Do We Track?

MEASURE ID	NAME	NUMERATOR	DENOMINATOR
HCSS-1	Do Not Return - Clinical	Occurrences of DNR (# clinical reasons)	Total hours worked divided by 1,000
HCSS-2	Do Not Return - Professional	Occurrences of DNR (# professional reasons)	Total hours worked divided by 1,000
HCSS-3	Completeness of Personnel File	# Personnel files meeting requirements for: <ul style="list-style-type: none"> • Competency • Background Check • Health Status • Job appropriate credentials 	Total # active clinical staff

HCSS Performance Measurement Implementation Guide, 3rd Edition

On The Joint Commission website visit the [HCSS Measure Page](#) or navigate to:

- Measurement
- Measures
- Healthcare Staffing Services
- Measures By Certification Program
- View HCSS Guide



Company Overview

Mary Anderson, President - Associated Health Professionals, Inc.

ASSOCIATED HEALTH PROFESSIONALS, INC. SERVICES OFFERED



Since 1977, AHP has successfully matched the needs of our healthcare staff with the requirements of our clients' facilities.



AHP has employed over 14,000 Nursing, Licensed Independent Practitioners and Allied Professionals to date. AHP employees excel in all specialty areas at all of AHP's client healthcare locations.



**PER DIEM
STAFFING**



TRAVEL STAFFING



**PERMANENT
STAFFING**



ASSOCIATED HEALTH PROFESSIONALS, INC. OVERVIEW & TIMELINE



What To Do To Prepare To Get Joint Commission Certified

1

To Get Ready - Prepare your active employees' files with the requirements for the Hospital where they are working

- **Credentials**
- **Health records**
- **File requirements**

2

Make sure you have all your signed Hospital contracts where you send your employees to work

3

Prepare your binder of policies & practices according to the guidelines Joint Commission gives you



What Happens During the Review Process

STEP

1

The agency has to give the JC auditor the agency's list of active employees' names.

- If you are going to have a paper audit, your list of active employees should be ready when the auditor walks in the door - and they will ask for it when they are ready to look at employee files.
- If you are going to have a virtual electronic JC Review, then you must send to the auditor your agency list of active employees 3 days ahead of the scheduled remote audit for them to select the files they want to audit remotely. The number of files requested depends on the size of your agency active employees.



What Happens During the Review Process

STEP 2 The review is strictly 8:00 am-4:30 pm with half an hour for lunch.

- To begin your review, the JC auditor will talk to you about your agency and your client Hospitals and some of the challenges you are experiencing.



What Happens During the Review Process

STEP 3 When the reviewer is ready to audit your employees' files, they will select from your list of active employees - how many files they want to see on paper or remotely and you will give those files to the reviewer.

- You will also give your actively staffed Hospital contracts to the auditor - so the auditor can match the Hospitals' contract requirements to your employees' files.
- Joint Commission does not set the requirements for what should be in an employees' file other than all employees must have a negative TB result - but JC wants to make sure we are following the Hospital requirements in our employees' files.



What Happens During the Review Process

- STEP 4** The auditor may ask for some clarification if they can't find a required credential in a file.
- STEP 5** Before 4:30 pm, the JC auditor has a debriefing at the end of their review to tell you what they found.



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Joint Commission Sample Binder





Joint Commission Certification Benefits

- To Improve the Performance of Your Organization
- Helps Keep Your Standards High and To Focus on Those Standards
 - Secure Larger Accounts
 - Reduce Exposure
 - Decrease Insurance Costs
- Lessen Serious Litigation Problems Down the Road
- Opportunity to Grow Your Business with Certification
- To Rise Above Other Agencies that Are Not Certified



Roadmap to Certification

Steps to Application and Certification

Pre-Application

- Review Standards and analyze gaps
- Complete Performance Improvement Plan
- Establish a Ready Date
- Complete Application

Complete Application on Connect® portal

- No Performance Measure data required

Onsite Review

- Use the Review Process Guide on Connect® portal
- Upload most recent 4 months of measure data

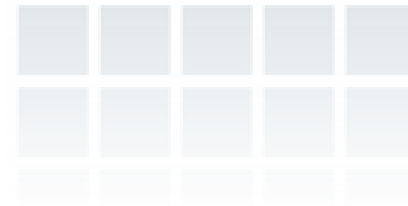
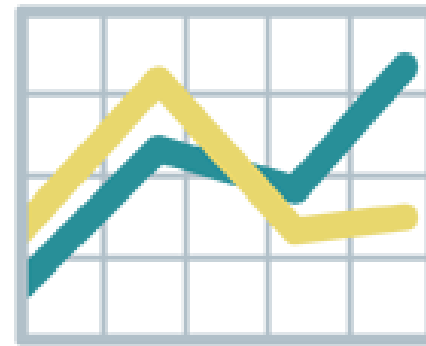
Standards Interpretation Group (SIG)

- Submit questions online for follow up and clarification
- Request a telephone or email response
- Responses are not tied in any way to your review or certification
- Strongly encourage you to use this group of experts

Review Process Guide

The review process guide walks you through the entire process from preparation to onsite review to follow up.

Your account executive is your guide, do not hesitate to contact them!



Advertise Your Achievement



Resources

Standards Interpretation Group:

[www.jointcommission.org/standards information](http://www.jointcommission.org/standards_information)

Performance Measure Online Q&A Forum:

manual.jointcommission.org

Pricing Unit: (630) 792-5115

Initial applications:

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