

Spotlight on Success

CareSouth Carolina



Incorporating patient safety best practices from The Joint Commission across the organization has raised the patient safety standards, improved outcomes and increased referrals at CareSouth Carolina

The leadership team of CareSouth Carolina understands the importance of Joint Commission Patient Centered Medical Home Certification (PCMH) to ensure a seamless continuity of care for patients that call CareSouth Carolina their medical home.

Q: Why did you choose The Joint Commission?

A: There are options when it comes to accreditation, but none of the others have the hands-on approach The Joint Commission offers. I can have people fill out paperwork all day long, but when the rubber meets the road it is important to see the process in action. The Joint Commission had the most experience with the strategies of process improvement in an ambulatory care setting. We felt the collaborative culture and hands-on approach they offered was unlike any of the competitors.

We wanted to hold ourselves to a higher level of expectation and were able to do so by achieving PCMH certification. By achieving PCMH certification, our processes are coordinated and measured to give us an effective interdisciplinary team approach. Working with The Joint Commission has generated a lot of motivation and inspiration within our organization.

“Ambulatory Care accreditation and PCMH certification from The Joint Commission has transformed the culture at CareSouth Carolina. The Gold Seal has not only built credibility within the organization but since participation is voluntary, it also means we have actively chosen to set a high bar and continuously maintain that high bar.”

Ann Lewis
CEO, CareSouth Carolina

Q: What was your impression of the survey process?

A: We are exposed to a lot of surveys at CareSouth Carolina. When you compare the state and federal survey processes to what The Joint Commission provides us, the benefits are immeasurable. The Joint Commission is vested in how they can help us improve – everything is a teaching opportunity. Whether it is an announced or unannounced survey, it is all about improvement – not about a “gotcha” or a punitive process.

Q: What has been the single biggest benefit to having accreditation and certification from The Joint Commission?

A: Respect is the first one that comes to mind. Whenever we say we are Joint Commission accredited and PCMH certified, I can hear the respect in their response. With that respect comes many benefits including referrals, increased employee morale and accountability and of course enhance patient safety. The most surprising has been the increased referrals. As an ambulatory care center, the hospitals CareSouth Carolina relies on for referrals trust the processes and standards of The Joint Commission. We speak the same language as the hospitals do surrounding patient safety and processes. It gives our referral sources a level of trust in us, our safety and the care we provide.

Q: What advice can you give to others that are preparing for Joint Commission accreditation or certification?

A: It is a journey. When we first applied for Ambulatory Care accreditation we were over-thinking every standard. We quickly learned Joint Commission doesn't expect that—they want to work with you through the journey. So, when we applied for PCMH certification we began the discussions as a collaborative process with The Joint Commission. We knew we wouldn't be completely ready right away, but we would get there and The Joint Commission will help us along the way .

RESULTS



ENHANCED PATIENT SAFETY

Joint Commission accreditation and certification has focused all process improvement efforts and has improved outcomes at CareSouth Carolina.



IMPROVED REFERRAL RELATIONSHIPS

Referring hospitals now know we are meeting expected standards and understand what is expected in caring for their patients.



TRANSFORMED CULTURE

Quality improvement and patient safety are now ingrained within the organization and in all the employees – safety comes first.

For more information on Joint Commission Ambulatory Health Care Accreditation, please call (630) 792-5286.

