“We weren’t afraid to know what we would find internally by analyzing processes – we suspected that we may find areas of duplication, but glad we uncovered those issues. We had to ensure we had internal champions willing to make the process improvements and that were dedicated to getting to the better outcomes.”

Edwin Loftin, RN, MBA, FACHE, Chief Nursing Officer, Parrish Medical Center, first organization to successfully achieve Integrated Care Certification from The Joint Commission.
How do you know your organization is ready?

We've prepared a list of items for your team to consider to help you evaluate if you're ready to undergo a review for Joint Commission Integrated Care Certification.

You should be able to feel comfortable that your organization is ready after:

- Reviewing the eligibility to determine the ability to participate in the certification process.
- Your team has reviewed the standards and made sure you're in compliance with the standards. This would mean implementing changes or processes in areas that don’t currently meet the standards.
- Determining which settings to include within the scope of the certification review.
- Your team has identified a timeframe in which you'd be ready to undergo a review.
- An application has been requested, completed, and submitted in advance of the timeframe in which you’d like to be reviewed. It is advised to do so approximately 1-3 months before your identified ready timeframe.

**Key questions**

To help determine your organization’s readiness, use the following questions. Check “yes” when you believe your organization is in compliance with a question and “no” when not in compliance. Based on your answers, your organization may be able to highlight areas where further work needs to be done in order to be ready to apply for Joint Commission Integrated Care Certification.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are individuals responsible for program leadership identified and roles and responsibilities of program leadership defined?</td>
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<tr>
<td>Does the program have a defined mission, vision and goals?</td>
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<td>Has the program identified health care priorities for its patient population?</td>
<td></td>
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<tr>
<td>Do the program’s clinical care partners involve the patient and their family, when appropriate, in care and treatment planning and decisions?</td>
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<tr>
<td>Have the program's clinical care partners defined and implemented risk screening criteria for identifying patients in need of increased support to manage chronic, unstable illnesses?</td>
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</tbody>
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Need more detailed assistance? Please contact us at Integratedcare@jointcommission.org so that we can send you a trial copy of the standards and provide you with any assistance you may need.

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Does the program have processes in place that mitigate the risk of duplicated or conflicted care coordination and case management services for patients? Yes | No

Does the program’s leadership conduct performance improvement activities that span the continuum of care? Yes | No

Can the program evaluate the effectiveness of its processes that support clinical integration and coordinated care? Yes | No

Do the program’s performance improvement priorities and activities focus on patient outcomes? Yes | No