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Note: Today’s presentation is being recorded and will be provided on the Joint Commission Website.
February 11, 2020

Joint Commission Certification

Roadmap to Achieving Certification: Clinical Practice Guidelines and Certification on Performance Measures

February 11, 2020
Today’s Agenda:

1. Define Clinical Practice Guideline
2. Identify sources of Guidelines
3. Implementing Guidelines
4. Define Performance Measures & Performance Improvement
5. Quick Tips About Performance Measurement
6. Requirements in the E-application
7. Q & A Session
Clinical Practice Guidelines
Core Program Components

- Standards
- Clinical Practice Guidelines
- Performance Measures
Also known as:

- Standards of Care
- Best Practice
- Guidelines for the management of ....

They are not:

- Care Plans
- Care Paths
- Order Sets/ pre-printed orders
Appropriateness

- Is the CPG evidenced-based?
- Does it meet inclusion criteria set forth by AiCPG?
  - [https://AiCPG.org](https://AiCPG.org)
- Is/ are the CPG(s) inclusive of all areas of care (primary diagnosis and co-morbid diagnoses)?
Characteristics of a Good CPG

- Current, best practice [not older than five years/ reviewed in last five years]
- Evidence that is determined current by clinical leaders
- Is comprehensive
- If not comprehensive – what do we do?
- Find CPGs that are as comprehensive as possible for the care being provided
CPG Sources

- National Clearinghouse
  - https://AiCPG.org
- Professional Organizations:
  - Am. Heart/ Am. Stroke Association
  - Am. Diabetes Association
  - National Assoc. of Orthopedic Nurses
  - Am Academy of Physical Medicine and Rehab
  - Society of Hospital Medicine
  - Am. Academy of Orthopedic Surgeons
Adopting/Approving CPGs

− Program’s multidisciplinary/interdisciplinary team selects, reviews and approves
− Process documented in team meeting notes
− Team members can discuss process
− Evidence that protocols, policies, order sets, pathways, etc. are based in CPGs
Modification of CPG

- Can be modified
- Supporting evidence-based documentation for modification
- Discussions about modifications by multidisciplinary team documented
- Process to modify order sets/ policies/ protocols/ pathways
Application for Certification

- For CMIP application:
  - Need at least one comprehensive set
  - Can list up to six
- Some programs will need more than one
  - Start with most comprehensive
- Contact your Associate Director
## Clinical Practice Guidelines Summary

### Advanced Primary Stroke Center

<table>
<thead>
<tr>
<th>Action</th>
<th>Title</th>
<th>Last Update</th>
<th>Completed</th>
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</table>
Clinical Practice Guidelines

Advanced Primary Stroke Center

Title of Clinical Practice Guidelines the program is following (include population reference such as adult or pediatric) (5000 characters max)

For example: National Chronic Heart Failure Clinical Guideline for Diagnosis and Management [of Adults] in Primary and Secondary Care, AAOs Clinical Guideline on Osteoarthritis of the Knee, Guidelines for the Clinical Management of Pediatric Asthma, Guidelines for the Clinical Management of Adult Asthma


Are the Clinical Practice Guidelines evidence-based and peer reviewed?
- Yes
- No

Are the Guidelines accessible via the internet?
- Yes
- No

Enter Web address (255 characters max)
http://stroke.ahajournals.org/content/early/2015/05/28/STR.0000000000000069

Has the program modified the Guidelines in any way from the original sources?
- Yes
- No

Were the Guidelines modified since the program's last certification review?
- Yes
- No

Return to CPG Summary
On-Site Review

- Have a copy/ copies available at time of onsite review
- Identify where copy/ copies is/are available for clinical staff
- Process to check for updated CPGs
- Process to update protocols/ policies/ pathways/ order sets
On-Site: Reviewer’s Role

- Review the CPG during “planning session” of on-site review
- Discuss how the CPGs were selected, implemented and where they are maintained for clinical staff
- Discuss process and timelines for review and updating CPGs and documents based on CPGs
- Ask staff to find and discuss CPGs during patient tracers
On-Site: Challenges

- One of the most frequently cited issues is programs not consistently following their own CPG’s.
- Roadmap for Achieving Certification: *Tackling the Most Frequently Cited Certification Standards - May 12, 2020*
Performance Measures
Core Program Components

- Standards
- Clinical Practice Guidelines
- Performance Measures
Joint Commission Measurement Terminology

- **Stage 1** - Measures that are customer-defined, with no standardized measure requirement
- **Stage 2** - Measures that are defined by The Joint Commission and required from every certified organization in a specific category.
Non-Standardized Performance Measure

- Choose four measures to track over time
- Monitor continuously over the 2-years of the certification
- At least two of the four measures must be clinical, process and/or outcome
- One or two measures can be non-clinical, i.e., administrative, utilization, financial, patient satisfaction, etc.
Standardized Performance Measures

- Programs with Standardized Measures:
  - All stroke certifications
  - Advanced Certification in Heart Failure
  - Palliative Care
  - Perinatal Care
  - Advanced Total Hip and Total Knee Replacement
  - Acute Heart Attack and Primary Heart Attack Centers
  - Comprehensive Cardiac Center

- Standardized measures have Specification Manuals on the Joint Commission website.
Quick Tips About Performance Measures

− Related to current medical evidence (CPGs) and/or DSC standards
− Within program’s scope of responsibility
− Related to your overall performance improvement plan
Quick Tips About Performance Measures

- Defined specifications
  - Limit the number of elements being measured in one measure.
  - Define scope of measure
- Data collection is consistent and logical
  - Who collects and analyzes the data?
  - Where is the data found?
  - Will multiple data collectors come up with same results? (reliability and validity of the data)
Getting the Right Definition Is Everything

− What are you doing?
− Received VTE prophylaxis medication
− To whom?
− Elective hip replacement patients
− When?
− Within 24 hours of admission

− The number of elective hip patients who received VTE prophylaxis medication within 24 hours of admission
Troubleshooting Tips for Performance Measures

- Identify what’s wrong
  - Poorly defined specifications
  - Multiple elements in one measure
  - Impossible (?) to collect
  - Very small volume
Do these need redefinition?

- Number of patients with evidence of teaching once during visit and at discharge.
- Number of knee replacement patients ambulating day of surgery.
- Accurate Nursing Documentation
### Sample Size for Nonstandardized Measure Data Collection

<table>
<thead>
<tr>
<th>Monthly Patient Volume (number of discharges)</th>
<th>Monthly Sample Size (number of medical records)</th>
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<tbody>
<tr>
<td>1 – 9</td>
<td>100%</td>
</tr>
<tr>
<td>10 – 49</td>
<td>10 cases</td>
</tr>
<tr>
<td>50 – 99</td>
<td>20%</td>
</tr>
<tr>
<td>≥ 100</td>
<td>20 cases</td>
</tr>
</tbody>
</table>

*Note: Sample size requirements for the stroke (STK), ACHF, and CSTK measure sets are detailed in the Specifications Manual for Joint Commission National Quality Measures. Please refer to the Performance Measurement Implementation Guides for ASR-IP, ASR-OP, and THKR for the sample size requirement for these measure sets.*
Questions You’ll See on the Certification Application

Type Of Measure:
- Process
- Outcome
- Process and Outcome

Measure Category:
- Administrative/Financial
- Clinical
- Health
- Perception of Care/Services

Data Collection Interval:
- Monthly

Select options for entering data:
- Proportion
- Continuous Variable
- Ratio

Direction of Improvement:
- Positive
- Negative
Data reporting to The Joint Commission

- Data is entered into the certification data base – CMIP (Certification Measure Information Process)
- You aggregate the data and submit monthly *summary* numbers
- Non-standardized measure data can be submitted at any time, but must have 4 months before the first review, and 12 months of data for the intracycle call.
- Standardized measure data
  - Submitted every quarter on a calendar quarter OR
  - Submitted through a certification vendor
On-Site Discussion of Performance Measures

- Short-term and long-term goals
- Trends in data
- Benchmarking
- Analyzing outliers
- Performance improvement projects and if/how you see an improvement in data
On-Site Discussion of Performance Measures

- Your reviewer(s) can help you
  - If your data design needs work
  - If you have trouble analyzing data
  - If you think it’s time to choose new data measures
  - If your performance improvement efforts are stuck
Joint Commission Reviewers
Provide best-in-class expertise and create a collaborative experience for our certifying organizations

Our reviewers are subject-matter experts in the program being reviewed and provide enormous value for your organization:

- Provide leading practices to improve/grow the programs they are reviewing
- Conduct educationally focused reviews
- Lead a collaborative engagement that helps to increase staff awareness and education
- Inspire staff to improve the quality of patient care
Achieve Joint Commission Certification
Pathways to excellence in patient care for your organization

Show your commitment to:
- Continuous performance improvement
- Providing high-quality patient care
- Reducing patients’ risk of harm

General eligibility:
- A formal interdisciplinary program structure
- Utilization of evidence-based clinical practice guidelines
- A formal approach to collecting, analyzing and interpreting performance measures

92% of our customers tell us Joint Commission certification directly impacts the safety and quality of their patient outcomes. *

* Value of Certification Survey, February 2016
# Upcoming Webinars

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<th>Why Rehabilitation Certification is a Differentiator Mar 19</th>
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<td>Which Stroke Certification is Right for My Thrombectomy-Capable Program Apr 1</td>
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<td>Which Stroke Certification is Right for My Thrombectomy-Capable Program (replay with live Q&amp;A) Oct 15</td>
<td>Is Inpatient Diabetes Certification Right for my Hospital? Nov 2</td>
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<td>Why Rehabilitation Certification is a Differentiator (replay with live Q&amp;A) Nov 17</td>
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