How Does Health Care Staffing Certification Differentiate Your Firm?

Joint Commission Health Care Staffing Certification
Francine Topps,
Business Development Specialist,
Hospital Certification
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

• Review Benefits of Achieving Certification
• Health Care Staffing Standards (Requirements)
• Standardize Performance Measurements
• Knowing Your Central Office Resources
• Q & A Session
Benefits of Certification

• Certification reduces risk
• Certification opens doors
• Certification attracts the best staff
• Certification builds your business from the inside out
• Demonstrate Internal and External Commitment to a Higher Standard of Services
• Differentiates your company in the marketplace
• Promotes achievement to community
Certification by the Numbers

3987 certified programs

- In all 50 states, DC and Puerto Rico
- 1,400 organizations
- 110 disease programs
Health Care Staffing
Certifications Programs

• 400+ Certified Health Care Staffing Programs

• For a complete list: www.jointcommission.org/certified
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.
Health Care Staffing Standards

Leadership
  9 standards

Human Resources Management
  6 standards

Information Management
  4 standards

Performance Improvement and Measurement
  4 standards
Health Care Staffing
Top Standards Compliance for 2019

7.8% HSHR- The HCSS firm confirms that a person qualifications are consistent with his or her assignment
6.13% HSLED- The HCSS firm address emergency management
5.19 %Provide orientation to clinical staff regarding initial job training and information.
4% HSHR- The HCSS firm provides orientation to clinical staff regarding initial job training and information

The Joint Commission
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
Tracking Metrics Can Help Identify Opportunities to Improve

- **Track**: Performance and outcomes
- **Analyze**: Trends
- **Target**: Areas for improvement
- **Develop**: And implement improvement strategies
- **Share**: Data and results

What Do We Track?

<table>
<thead>
<tr>
<th>MEASURE ID</th>
<th>NAME</th>
<th>NUMERATOR</th>
<th>DENOMINATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCSS-1</td>
<td>Do Not Return - Clinical</td>
<td>Occurrences of DNR (# clinical reasons)</td>
<td>Total hours worked divided by 1,000</td>
</tr>
<tr>
<td>HCSS-2</td>
<td>Do Not Return - Professional</td>
<td>Occurrences of DNR (# professional reasons)</td>
<td>Total hours worked divided by 1,000</td>
</tr>
<tr>
<td>HCSS-3</td>
<td>Completeness of Personnel File</td>
<td># Personnel files meeting requirements for:</td>
<td>Total # active clinical staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Competency</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Background Check</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Health Status</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Job appropriate credentials</td>
<td></td>
</tr>
</tbody>
</table>

On The Joint Commission Web Site:

→ Certification Programs
→ Healthcare Staffing Services
→ HCSS Performance Measure Implementation Guide (PMIG)

http://www.jointcommission.org/CertificationPrograms/HealthCareStaffingServices/HCSS...
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)

- Able to submit questions online for follow up and clarification
- Can 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
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

Performance Measure Online Q&A Forum:
manual.jointcommission.org

Pricing Unit:  (630) 792-5115

Initial applications:
Francine Topps, (630) 792-5058  ftopps@jointcommission.org
The Joint Commission Disclaimer

These slides are current as of 4/8/2019. The Joint Commission reserves the right to change the content of the information, as appropriate.

These slides are only meant to be cue points, which were expounded upon verbally by the original presenter and are not meant to be comprehensive statements of standards interpretation or represent all the content of the presentation. Thus, care should be exercised in interpreting Joint Commission requirements based solely on the content of these slides.

These slides are copyrighted and may not be further used, shared or distributed without permission of the original presenter or The Joint Commission.