COVID-19 Webinar for Home Care Accreditation

Q&A With The Joint Commission

August 20, 2020
Speakers

**Robert Campbell**, PharmD
Director, Clinical Standards Interpretation
Hospital / Ambulatory Programs
Director, Medication Management
The Joint Commission

**Herman A. McKenzie**, MBA, CHSP
Director of Engineering, Standards Interpretation Group (SIG)
Division of Healthcare Improvement
The Joint Commission

**Sylvia Garcia-Houchins**, MBA, RN, CIC
Director, Infection Prevention and Control
The Joint Commission

**Kelly McCann**
Associate Director, Accreditation
The Joint Commission

**Wayne Murphy**
Field Director
The Joint Commission

**Maura Naddy**, MSN, RNC-OB
Associate Director Standards Interpretation
The Joint Commission

**Deborah Ryan**, MS, RN
Senior Director, Field Operations
The Joint Commission

**Kathy Valencia**
Field Director
The Joint Commission

**Sylvia Garcia-Houchins**
Director, Infection Prevention and Control
The Joint Commission

**Mark Miller**
Associate Director, Standards Interpretation Group
The Joint Commission

**Jennifer Welch**
Associate Director, Accreditation
The Joint Commission
The Joint Commission Return to Survey Activity

- In addition to conducting accreditation surveys, we have been advocating for the safety and well-being of healthcare workers at the highest levels of policy making.

- We want to assure you that we want to work together to reduce your risk and ours during the on-site survey process.
Your Questions

You have had a number of questions about our return to survey:

- How or when will we get a survey?
- What will that survey process look like, any differences?
- What type of instructions have you provided your surveyors?
- What will the surveyors focus on?
When and how will survey activity resume?

- Survey activity has started in low risk areas – includes all programs
- Low risk criteria
  - Number of COVID-19 cases are lower and less impact to organizations
  - The # of cases/thousand population and new cases within the county
  - Determination that our staff can travel to that area safely and find appropriate accommodations.
- In addition, your Account Executive will contact you to determine your readiness.
- We are aware that surveys are past their due dates, we will conduct those surveys when we are able.
- Prioritized initials and past due organizations. We will also be looking for organizations due in the next few months that meet the low risk criteria and are currently ready for survey.
What instructions have been provided to surveyors?

- Do not travel if you are sick
- Do not travel if you have been in close contact with known or suspected COVID-19 patients
- When traveling you are required to wear a mask/face covering
- You are required to wear a mask on survey and follow the organization’s guidelines. The organization will provide the PPE to the surveyor as required by their policy.
- Practice physical distancing
- Practice good hand hygiene
- Follow CDC guidelines
What has changed about the survey process?

The survey process and its components will remain the same, however here are some guidelines for the survey/review:

- Limit the number of individuals in group sessions
- Use audio or video conferencing to safely expand the number of attendees for sessions
- Make the use of masks a routine practice
- Maximize the use of technology to eliminate the number of people needed to sit directly next to an individual for an extended period of time. For example, screen sharing or projecting medical records.
Survey/Review Process - Continued

- We will NOT enter an at risk or confirmed COVID-19 room. We will not visit a unit with any confirmed COVID-19 patients.
- Limited physical review of high risk and aerosol generating procedures
- Consider using a simulation and/or distant review of certain activities/procedures
- Practice social/physical distancing during the survey
- Follow “PPE” and risk reduction strategies as established by the CDC
- Limit attendance at group sessions (e.g., opening, briefings, system tracers)
- Limit observers or scribes to avoid additional exposure during the survey
Additional Information

- We would ask that you do not provide additional avoid dates due to the difficulty in scheduling surveys – avoid dates already submitted will be honored to the extent we can

- **Virtual surveys** – early surveys and initial surveys have occurred in some programs

- Virtual event is a combination of:
  - Secure Zoom technology for the survey and facility review
  - Use of a secure SharePoint site for document upload to review presurvey
  - Initial surveys conducted virtually will have a follow-up survey on-site.
  - Organization is contacted to verify ability and willingness to participate
COVID-19 Resources

What Your Organization Needs to Know About the Coronavirus

Trusted Guidance. Trusted Resources.

View resources
Home Care Executive Briefings Program: Live, Virtual Event (2-half days)

Date: October 26 and October 27, 2020
SKU: EDU2016
Price: $499.00

Who Should Attend? Any healthcare professional that is accredited by Joint Commission’s accreditation standards related to Home Care.

What Will You Learn? Program agenda and objectives in development that will be posted on JCR website in the near future.
Pre-Submitted Questions

Other pre-submitted questions...
Pre-Submitted Questions

Can we do tele-visit for an initial assessment?
Pre-Submitted Questions

What is the guidance regarding telehealth vs. face to face encounters?
Pre-Submitted Questions

Management of both virtual and in-person visits in the HH and HO Plans of Care?
Pre-Submitted Questions

For hospice continuous care, due to difficulty in staffing, can we include telehealth services to fill in gaps for continuous care?
Pre-Submitted Questions

How has COVID-19 affected areas such as QAPI and use of volunteers?
Pre-Submitted Questions

In Florida, are supervisory visits of HHA/CNA, LPN allowed to be done virtually during the pandemic/COVID-19?
Pre-Submitted Questions

In relation to the COVID-19 pandemic do all policies have to be revised individually to address changes or will the emergency operations plan take care of identifying all change such as infection control, environment of care?
Pre-Submitted Questions

When will you be surveying for hospice deemed status, will you expect we catch up on all the waived items? For example, 12 hours HHA, QAPI meeting, PI projects etc, or just for the months after the waiver is over?
Pre-Submitted Questions

Can you comment on whether home care personnel can wear a face covering instead of PPE if they require the patient and any others present during the visit to wear a face covering?
Pre-Submitted Questions

What is the difference between a face covering and PPE?
Pre-Submitted Questions

When should home care personnel be wearing PPE? For example, what should be worn when caring for a patient who is not known to be infected with COVID in the home health setting?
Pre-Submitted Questions

Do personnel entering the home need to wear a new face covering, mask, or respirator every time they do a home visit?
Pre-Submitted Questions

If in home clients tell their caregivers they do not need to wear masks or they do not want them to wear masks, can home care employers require them to wear masks?
Pre-Submitted Questions

We are trying to weigh patient rights with current infection control recommendations. Are patients allowed to *choose* not to wear masks during home visits with staff even though the mask is not contradicted? What do we do if they refuse?
Pre-Submitted Questions

What is a company supposed to do when they can't get any more N95 masks?
Pre-Submitted Questions

Human Resource would like to know what factors are important to evaluate possible transmission between employees?

Pre-Submitted Questions

Should Home Care personnel be tested for COVID before making home visits? And if yes, how often?
Pre-Submitted Questions

What does The Joint Commission require if an RN's family member has tested positive for COVID-19, and the RN denies any symptoms? Can the RN continue to work?

Pre-Submitted Questions

Is every discipline required to screen the patient for COVID-19 symptoms if they are seeing the patient on the same day? The same week?
Pre-Submitted Questions

Does The Joint Commission have guidance regarding shortages in hand hygiene products, cleaning and disinfecting supplies?

EPA Disinfectants: https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19
Pre-Submitted Questions

We provide Life-Support Ventilators and other equipment to patients at home.

What measures should we be taking to insure our equipment is properly sanitized other than wiping down with disinfecting wipes?
Pre-Submitted Questions

Client remains positive after repeated swabs, with other referral sources refusing to accept patient. Do we test once, let the 10-14 days elapse and consider the client 'negative' once symptoms abate, something else?

Pre-Submitted Questions

What would surveyors be looking for with regards to COVID positive patients being cared for by our agency and staff who have tested positive for COVID?
Pre-Submitted Questions

What IC plan updates or policy & procedures are required for COVID-19?
Pre-Submitted Questions

Does The Joint Commission have specific infection control protocols for COVID-19 that apply to the office, retail, or home environment?

CDC Guidance: Community, Work, and School
Interim Guidance for Implementing Home Care of People Not Requiring Hospitalization for Coronavirus Disease 2019 (COVID-19)
Pre-Submitted Questions

We currently follow the guidelines of OSHA and the Puerto Rico Department of Health, what other preventive measures must be taken to comply with TJC?
Thank You

We support your efforts in response to the COVID-19 pandemic and hope to provide helpful resources
Resources

- COVID Resources
  - https://www.jointcommission.org/covid-19/

- Standards Interpretation
  - https://www.jointcommission.org/standards/standard-faqs/