Panel

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Today’s webinar will be focused solely on the home care accreditation program related questions as they relate to COVID-19 and The Joint Commission.

For questions related to other accreditation or certification programs, please join us for those webinars.
Recovery and The Joint Commission
The Joint Commission return to survey activity

• In addition to conducting accreditation surveys and certification reviews, we have been advocating for the safety and wellbeing 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 onsite survey/review process.
Your questions

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

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

• Survey/review 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 # 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 AE will contact you to determine your readiness.
• We are aware that surveys/reviews are past their due dates, CMS is also aware – we will conduct those surveys/reviews 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/reviewers?

- 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 they are required to wear a mask/face covering
- **Required to wear a mask on survey/review and follow the organizations guidelines. The organization will provide the PPE to the surveyor/reviewer as required by their policy.**
- Practice physical distancing
- Practice good hand hygiene
- Follow CDC guidelines
What has changed about the survey process?

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

• Limiting the number of individuals in group sessions
• The use of audio or videoconferencing could be incorporated to safely expand the number of attendees for sessions
• Use of masks will be 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
• Interviewing patients and staff by telephone
• Driving in separate cars to offsite or patient homes
Survey/Review process - continued

• We will NOT Enter at risk or confirmed COVID-19 homes or rooms.
• We will avoid visiting a unit with any confirmed COVID-19 patients when possible.
• 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
• Limiting observers or scribes to avoid additional exposure during the survey
What will be the focus of survey activities?

During the opening conference we will have a discussion with you about the impact of the current pandemic and your organization’s response.

• We will discuss both Infection Control and Emergency Management.
• The focus of our survey will not be the timeframe of the public health emergency but the current situation within your organization.
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 (Hospital, Behavioral, Lab, NCC, CAH and Home care)

• 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 pre survey

• Initial surveys conducted virtually will have a follow up survey onsite.

• Organization is contacted to verify ability and willingness to participate
Can you outline the emergency preparedness preparations that The Joint Commission will expect during the pandemic?
How will The Joint Commission approach hand hygiene review? Will it be done remotely or in a different way to avoid unnecessary entry into patient homes?
Pre-Submitted Questions

Will The Joint Commission be required by CMS to review COVID-19 response plan during unannounced surveys?
Pre-Submitted Questions

Will tracers still occur in the patient’s home?
What will the tracer process look like?
Are virtual competency assessments for RNs, aides, etc. acceptable? Please share insight on what a surveyor would want to see for documentation.
Can licensed vocational nurses do telehealth or is it only for RNs?
Pre-Submitted Questions

Can home health do televisit for initial assessment?

What are the current guidelines on tele-assessments?
Pre-Submitted Questions

What is the best guidance for papers/consents for COVID positive patients?

Can we get verbal consent over phone for skilled home health services and meet CMS/Joint Commission requirements? We could obtain their signature after quarantine is over.
What kind of documentation do you expect for quarterly QM work when our entire focus this year has been COVID-19 and we were not required to have QAPI projects while the PHE is in effect?
CMS 1135 Waivers
Pre-Submitted Questions

Can physical/occupational therapies do the start of care OASIS if nursing is also ordered?
Pre-Submitted Questions

Do you need a policy for patients that are COVID positive or rule out to accept verbal consent vs. written consent on CMS/State forms that require written signature?
During this pandemic with the 1135 waiver for home care, are the RN virtual visits paid differently than RN in-person visits?
Has there been a decrease in the number of states under the waiver?
How has COVID-19 affected areas such as QAPI and use of volunteers?

For volunteers can you explain in more detail?
If a DMEPOS company's accreditation is set to expire in July, how will the company prove it’s continued accreditation for state licensing agencies or payors other than CMS?
When can we expect to hear updates on the 1135 waivers? Will there be sufficient warning before waivers end?
Can you explain how the 1135 waivers affect home care?
Pre-Submitted Questions

Looking for more information on CMS 1135 Waivers?

AccRedited organizations can learn more by visiting Resources and Tools > Tools > Learn More in their Joint Commission Connect® extranet site.
Infection Control
What is a general rule of thumb to let staff, caregivers, nurses, etc. return to work after exhibiting signs and symptoms of COVID-19?

Pre-Submitted Questions

Does Joint Commission have any guidelines in place for hospice agencies to follow in the prevention of COVID-19?

Please also see *Perspectives 2019* for the Joint Commissions Approach to Infection Control Standards.
Pre-Submitted Questions

What do you do as a home health nurse taking care of a patient with a long-term condition who recently contracted COVID-19 from family after the nurse has done a lot of teaching with positive feedback from the family. Moving forward what do you do?
Pre-Submitted Questions

Do you have any Quality Assessment Performance Improvement (QAPI) project recommendations that are specific to infection control?
Pre-Submitted Questions

What are the recommended practices for face-to-face patient visits in the home and for people coming into our offices?
Pre-Submitted Questions

We halted home peritoneal dialysis when COVID started. Are we now able to resume home peritoneal dialysis?
Pre-Submitted Questions

Is COVID able to be transmitted by aerosols? If so, which procedures or treatments generate aerosols?

Pre-Submitted Questions

What infection control practices or policies will Joint Commission expect to see created in response to COVID? Do you need to have a separate COVID policy or can you include with your existing infection control policies? Should I have a separate policy for each aspect of COVID-19 response (masking, patient home entry, office safety and sanitization, etc.) or can I utilize one policy with different sections?
Pre-Submitted Questions

For a household with suspected or known COVID (and other infectious/contamination risks) we do not bring the bag in. Our policy is to disinfect clinical bags inside and out monthly or when visibly soiled. Is this acceptable during the pandemic?
We want to follow good infection control practices, so we would like advice on how to handle our annual skills fair and other education while meeting requirements for social distancing and use of face coverings. Can you provide some best practices?
Should all field staff be wearing N95 masks since we do not know who is infected and should all patients wear some type of mask?
Are face shields or other eye protection recommended in all home visits regardless of COVID status/symptoms? Is a new face shield required for each patient?
Are N95 masks recommended for collection of COVID-19 swab tests?
How long can an N95 be reused?
Please discuss OSHA requirements for COVID.

OSHA COVID website: https://www.osha.gov/SLTC/covid-19/

OSHA Guidance on preparing workplaces for COVID

OSHA Enforcement Guidance for Recording Work-related cases:
Pre-Submitted Questions

Please discuss removal of PPE and leaving it at patient's house or placing it in company vehicle to dispose.
Should phlebotomists wear a face shield for routine blood draws?
Pre-Submitted Questions

We are still experiencing a shortage of fit testing kits—what allowances are made for this and do you have any guidance for us on the N95 mask re-usage?

OSHA Enforcement
Pre-Submitted Questions

Do we still need to do COVID-19 surveillance monitoring? Does The Joint Commission require temperature screening as part of staff daily screening? What is required by CMS?
Pre-Submitted Questions

How do we handle the impact of a COVID positive patient on family members?
Pre-Submitted Questions

Have any changes to the standards been made due to COVID-19?
Pre-Submitted Questions

How are the surveys factoring in equipment shortages and substitutions?
Have Infection Control Elements of Performance changed due to COVID-19? How will COVID-19 impact infection control on the SAFER matrix during survey evaluation?
Pre-Submitted Questions

The CDC keeps changing the protocol for quarantine post exposure and post positive quarantine timeframe. Will this affect our record keeping if the times are not the same during an audit?
Pre-Submitted Questions

What should we do if clients have repeated positive COVID tests? Do we wait 10 days, 14 days, or 20 days and then assume they are colonized or no longer infectious?

Pre-Submitted Questions

What are the requirements for someone to administer the test to clients in their home?

CDC Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for COVID-19
Home Care Executive Briefings Program: Live, Virtual Event (2-half days)

**Date:** October 26 and October 27, 2020

**SKU:** EDU2016

**Price:** $399.00


**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.
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/](https://www.jointcommission.org/covid-19/)

- Standards Interpretation
  - [https://www.jointcommission.org/standards/standard-faqs/](https://www.jointcommission.org/standards/standard-faqs/)