

Pioneers in Quality

Introduction to New Assisted Living Community Memory Care Certification Requirements

July 2023

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Learning Objectives



- Understand the Eligibility for the Assisted Living Community Accreditation and Memory Care Certification
- Describe the new Memory Care Certification requirements and the rationale for each
- Locate and use available resources

Disclosure Statement

These staff and speakers have disclosed that they do not have any conflicts of interest. For example, financial arrangements, affiliations with, or ownership of organizations that provide grants, consultancies, honoraria, travel, or other benefits that would impact the presentation of today's webinar content.

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- Debbie Holzer, RN, MSN, CRRN, Department of Standards and Survey Methods, The Joint Commission

Welcome & Introduction

Session Presenter

Debbie Holzer, RN, MSN, CRRN, The Joint Commission



Debbie Holzer is a project director for healthcare standards development in the department of Standards and Survey Methods, at The Joint Commission.

In this role she is responsible for developing standards for:

- Nursing Care Center Accreditation
- Assisted Living Community Accreditation
- Memory Care Certification
- Post-Acute Care Certification
- Advanced Palliative Care Certification
- Advanced Inpatient Diabetes Certification

Assisted Living Community Accreditation

Memory Care Certification

- Assisted Living Community (ALC) Accreditation Launched July 1, 2021
- State and Insurer Recognition
- 42% of Residents are Living with Dementia
- 58% of Residential Care Facilities Offer Dementia Care Services
- Memory Care Certification Launching July 1, 2023
- Standards Expand Upon the Assisted Living Standards Focusing on Memory Care

ALC Accreditation Program

Our Program, Defined

Definition:

- Provides housing, meals, and a combination of supervision and personal care services
- Services may also include nursing care, dementia care, medication management, rehabilitation, and palliative care
- Care can be provided in freestanding communities, near or integrated with skilled nursing homes or hospitals, as components of continuing care retirement communities or life plan communities, or at independent housing complexes.

Eligibility:

- Is U.S.-based or is owned or operated by the US government.
- Must be operational and providing care
- Has satisfied state law or licensing requirements
- The organization assesses and improves the quality of its care, treatment, and/or services.

Minimum Requirements

ALC Accreditation and Memory Care Certification

ALC Accreditation:

- For communities with up to 18 beds, it's 3 residents served, with at least 2 active at the time of survey.
- For communities with 19 beds or more, it's 5 residents served, with at least 2 active at the time of survey.

Memory Care Certification (MCC):

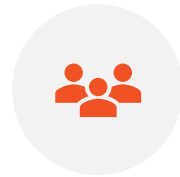
- Currently accredited or simultaneously seeking accreditation under the Assisted Living Community Accreditation Program
- A minimum of 5 patients have been served within the program with a minimum of 2 active patients at the time of survey
- A distinct unit is NOT an eligibility requirement
- Certification is awarded for a three-year period.

Certification Standards

Relevant, Peer Reviewed Standards



**ALZ Dementia Care
Practice
Recommendations**



**Alzheimer's
Association
Collaboration**



Research



Learning Visits



**Internal Subject
Matter Expert
Review**



**External Field
Reviews**



Pilot Test



**Final Approval
Process**

MCC Standards

Standards Structure

Standard **PC.02.01.01**

The organization provides care, treatment, or services for each resident.

Elements of Performance for **PC.02.01.01**

1. The organization provides the resident with care, treatment, or services according to the resident's needs and preferences.
3. Only residents with a diagnosis of dementia, who a provider has determined will benefit from a specialized distinct environment, may be moved into the organization's secured, distinct dementia care unit or area.
31. **For organizations that elect The Joint Commission Memory Care Certification option:** The organization supervises residents based upon their individual needs.

PC.02.01.01 EP31

MCC Standards

The Environment of Care (EC) Chapter



EC.02.06.01 EP38, 40, 41, 42, 43, 44, 45

The Environment

- Visual Cues or Landmarks for Wayfinding
- Minimize Noises
- Minimize Confusing Visual Stimuli
- Access to Outdoor Spaces
- Paths Free from Obstructions or Barriers
- Limit Use of Paging Systems
- Interest Points

MCC Standards

The Emergency Management (EM) Chapter

Emergency Operations Plan

- How Supervision will be Maintained During Evacuations
- How to Manage Agitation or Anxiety
- How Staff will Maintain Access to the Residents Medical History, Medication Orders, Physician Information, and Family Contacts

EM.02.01.01 EP26



MCC Standards

Human Resource (HR) Chapter

Staff

- Recruit and Retain Qualified Staff
- Staff Orientation - Psychotropic Medications
 - The need for a medication
 - Potential for drug-drug/food interactions
 - Effects and adverse reactions to psychotropic medications
 - Appropriate duration
 - Optimal dosages
 - Frequent monitoring of the medication's effectiveness
 - Nonmedication interventions and alternatives
 - Reduction and discontinuation of a medication
- Annual Staff Training Align with Best Practices
 - Team Building
 - Therapeutic Environment
 - Pain Management
 - Palliative Care
 - Transitions in Care

HR.01.02.05 EP41

HR.01.04.01 EP8

HR.01.05.03 EP26

MCC Standards

The Information Management (IM) Chapter



MCC Standards

The Leadership (LD) Chapter



LD.01.06.01 EP3, 7
LD.01.07.01 EP4

Medical Director or Designated Physician

- Specialized Expertise
- Directs Medical Care
- Creates Policies, Procedures, and Guidelines
- Participates in the Provision of Training
- Provides Practitioner Recommendations
- Monitors Performance of Medical Services
- Public Health Policies and Programs
- Represents the Organization in the Community
- Monitors Psychotropic Medications

MCC Standards

The Leadership (LD) Chapter



LD.03.08.01 EP1, 4
LD.03.10.01, EP5

MCC Standards

The Medication Management (MM) Chapter



MM.01.01.05 EP2, 3, 6

Psychotropic Medications

- Interdisciplinary Team Monitors Physician, Pharmacist, Nurse, and Others
- Prescribing:
 - Medical Necessity
 - Nonpharmacologic Interventions
 - Lowest Effective Therapeutic Dose
- Involve Resident & Family

MCC Standards

The Medication Management (MM) Chapter



MM.01.01.05 EP4, 5, 7

Psychotropic Medications

- Admitted on Psychotropic Medication
 - Clinical Indication
 - Necessity for Ongoing Use
 - Consider Dose Reduction
 - Consider Alternatives
- Review PRN use
- Evaluate Compliance

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter

Disclosure

- Philosophy and Mission
- Specialty Services Provided
- Placement Criteria
- Transfer Policies and Procedures
- Plan of Care
- Medication Assessments
- Behavior-related Interventions
- Staff Credentials, Job Duties, Training, and Coverage
- Environmental Adaptations
- Activities Offered
- Family Involvement and Support

PC.01.01.01 EP50



MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter

Assessments

- Differential Diagnosis
- Qualified Clinicians
- Every 6 Months and Change in Condition
- Decision-Making Capacity
- Cognitive & Functional Assessment Tools
- Quarterly Behavioral Health Assessments for Residents Taking Psychotropic Medications



PC.01.02.01 EP41, 54

PC.01.02.03 EP30

PC.01.02.05 EP7, 8

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter

Assessment Criteria

- Resident's Perception
- Health Status
- Medications
- Behavioral Expressions
- Sensory Capabilities
- Swallow Abilities
- Sleep Patterns
- Weight Loss Patterns
- Depression Screening
- Wandering Patterns
- Elopement Risk
- Pain
- Time of Day Variances
- Dietary Needs
- Environmental Impact
- Well-Being
- Intervention Outcomes

PC.01.02.01 EP42

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



Plan for Care

- Interdisciplinary Team
- Resident's Goals, Preferences, Interests, Routines, & Freedom of Choice
- Supervision
- Review & Revise

PC.01.03.01 EP2, 7
PC.02.01.01 EP31
PC.02.01.05 EP14

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



PC.02.01.08 EP7

Family Education

- Dementia Progression
- Communication Techniques
- Personalized Approach
- Psychotropic Medication Use

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



Healthcare Needs

- **Consultations or Evaluations**
- **Physician Visits**
- **Comorbidities**
- **Resident Care Conferences**
 - **Goals of Care**
 - **Disease Prognosis**
 - **Advanced Care Planning**

PC.02.01.13 EP1, 2
PC.02.01.15 EP9
PC.02.02.01 EP27

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



Coordination of Care

- Qualified Individuals Coordinate Care
- Activities Tailored to the Resident
- Monitor Staff Performance
- Foster Authentic Learning Environment
- Coordinate Support Resources
- Communicates Quality and Safety Needs to Leadership
- Evaluates Cognitive Devices and Equipment

PC.02.02.02 EP3, 4

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



Food and Nutrition

- Engage Residents
- Menu Planning
- Decorate
- Promote Independence
- Visual Contrast
- Limit Choices
- Provide Finger Foods
- Offer Assistive Devices/Equipment

PC.02.02.03 EP23, 25

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter

Social and Recreational Activities

- Interactive Activity Programming
 - Adapts to Residents Abilities and Interests
 - Cognitive Stimulation
 - Facilitates or Enhances Communication
 - Outings
 - Intergenerational Activities
 - Physical Activities

PC.02.02.09 EP5, 7, 9, 10



MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



Education and Support Needs

- Evaluate Understanding
- Communicating Concerns
- Brain Health Cognitive Aging
- Disease Stages and Progression
- Person-Centered Dementia Care Strategies
- Transfer Protocols
- End of Life Considerations
- Support Needs

PC.02.03.01 EP25, 27, 29, 34

MCC Standards

The Provision of Care, Treatment and Services (PC) Chapter



PC.04.01.01 EP34, 35

MCC Standards

The Record of Care (RC) Chapter



RC.02.01.15 EP1

For More Information

<https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/assisted-living-community/learn/memory-care-certification/>

Coming Soon: A New Memory Care Certification

The Joint Commission is collaborating with The Alzheimer’s Association to help improve quality and safety in dementia care for patients and residents in assisted living communities.



Learn
Why The Joint Commission
State/Payor Recognitions
Eligibility
Process and Pricing
Our Standards
▶ Memory Care Certification
Learn the Application Process

[Collaborating to Address a Growing Need](#) [A Collaborative Approach to Memory Care Requirements](#)

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Memory Care Certification for Assisted Living Communities



Interested in becoming accredited?



Assisted Living Program Basics

Our Program

Today's assisted living providers are presented with unprecedented quality and safety challenges as they shift their focus from hospitality to health care to meet the growing, unique needs of residents. Providing a valuable external perspective of your performance against nationally recognized standards, our experts help you develop strategies to address the most complex issues and identify key vulnerabilities in the resident care experience.

Learn the Basics

Learn more about the Assisted Living Community Accreditation Program such as eligibility, process, and pricing. Then, review our performance standards to assess your organization's readiness to apply for accreditation.

Learn more

Get the Help You Need

We are here to help your organization throughout the entire accreditation process. Whether you're new to The Joint Commission or looking for guidance after your survey, you'll have plenty of support.

Assisted Living Community Contact Us

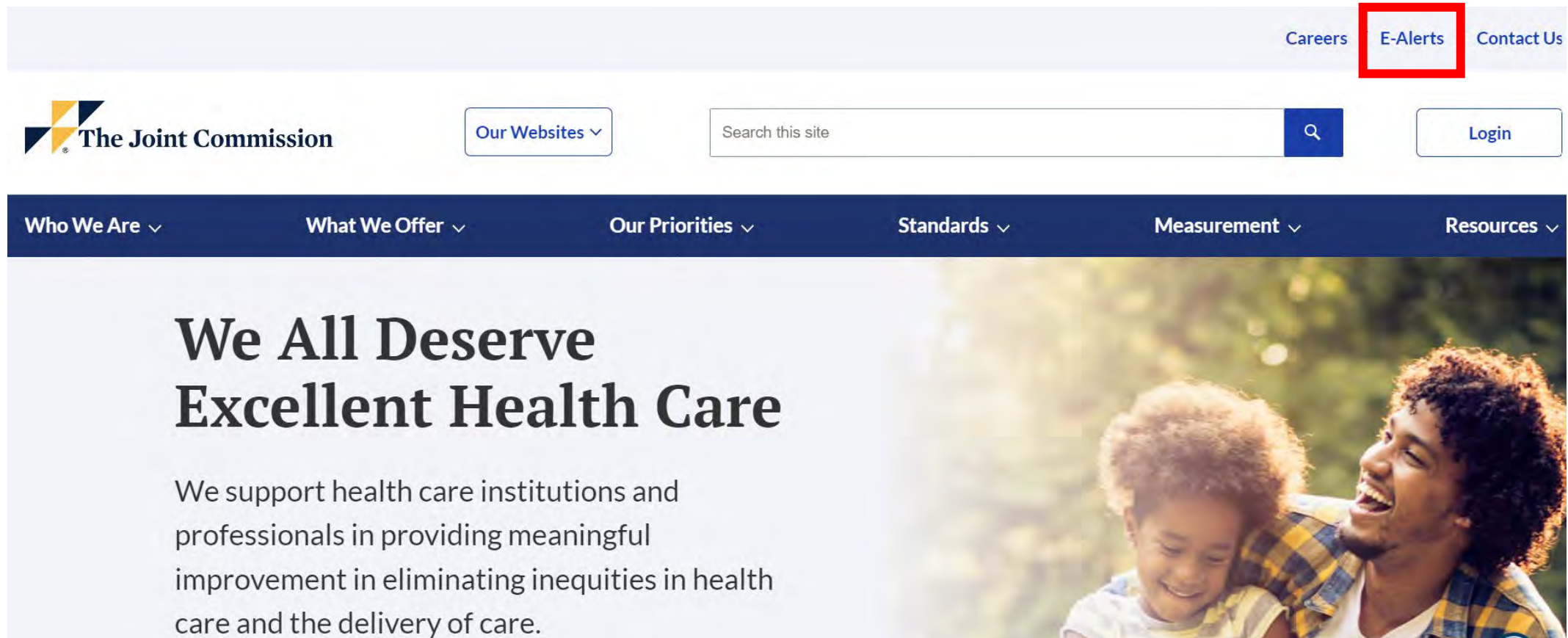
Visit this link for basic information about the Assisted Living Community Accreditation Program:

<https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/assisted-living-community/>

Click the button “Learn the Basics” to find many additional resources about the accreditation program requirements

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dssminquiries.jointcommission.org

Regarding the On Demand webinar operations and other Pioneers in Quality educational content: pioneersinquality@jointcommission.org

Regarding the process and pricing for Assisted Living Communities: <https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/assisted-living-community/learn/process-and-pricing/>

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