



## Using New Jersey's Accreditation Deemed Status Pathway for NJ Licensure Renewals

August 3, 2023

# The Agenda

## Today's Presentation Objectives



### The NJ Deemed Status Program

- Overview on Collaboration with Deeming Agencies
- Benefits offered by Deeming Agencies
- Deemed Status Program Participation

Presented by:

Pamela Lebak, Assistant Commissioner  
NJ Department of Health

Jackie Chadwick, Regulatory Officer  
NJ Department of Health

### The Joint Commission Assisted Living Accreditation

- A Framework for Quality, Safety and Performance Excellence
- Program Eligibility
- The Accreditation Survey
- Steps to Accreditation and Certification
- Benefits and Return beyond meeting Licensure Requirements

Presented by:

Monnette Geronimo, Associate Director  
Assisted Living Community Services  
The Joint Commission

### Q&A



Presenters

# The New Jersey Deemed Status Program

# **Assisted Living Deemed Status**

Pamela Lebak, Assistant Commissioner,  
Health Facilities Survey & Field Operations  
New Jersey Department of Health



# Assisted Living Residences Licensing and Deemed Status in NJ

Guidance Memorandum dated April 26, 2023

- NJ's Advanced Standing Pilot Program will be replaced by a Deemed Status Program, effective November 1, 2023
- The Deemed Status Program will be in lieu of periodic inspections of Assisted Living Residences (ALRs) licensed pursuant to NJAC 8:36.
- After completion of an Accreditation survey, validation surveys will be conducted at 10% of the Assisted Living facilities by the New Jersey Department of Health.



# New Jersey's Collaboration with Deeming Agencies

When New Jersey's Advanced Standing program concludes, the state is actively seeking collaboration with esteemed agencies, such as the Joint Commission, to conduct comprehensive surveys at assisted living facilities.

Recognizing the importance of maintaining high standards of care, NJ aims to forge partnerships with deeming agencies that possess expertise in assessing and evaluating healthcare facilities.

By involving the Joint Commission and other reputable organizations, NJ endeavors to ensure that assisted living facilities across the state adhere to stringent quality guidelines and provide optimal care to their residents.

This collaborative effort emphasizes New Jersey's commitment to enhancing the well-being and safety of individuals residing in assisted living communities, ultimately fostering a culture of excellence in senior care throughout the state.



# Deeming Agencies Bring Numerous Benefits to Assisted Living Facilities

- **Quality Assurance:** Deeming agencies assess and evaluate assisted living facilities based on established standards, ensuring a consistent level of quality and care. Their rigorous evaluation processes help identify areas that require improvement, leading to enhanced resident safety and well-being.
- **Accreditation:** Achieving accreditation from a deeming agency signals that an assisted living facility meets or exceeds industry-recognized standards. This accreditation provides reassurance to residents, families, and the community that the facility is committed to maintaining high-quality care.
- **Compliance with Regulations:** Deeming agencies help assisted living facilities stay up to date with ever-changing regulatory requirements. By conducting surveys and assessments, they ensure that the facility complies with local, state, and federal regulations, promoting legal and ethical practices.
- **Continuous Improvement:** Deeming agencies not only focus on compliance but also encourage continuous improvement. Through feedback, recommendations, and ongoing monitoring, they assist facilities in identifying areas for growth and implementing best practices, leading to better outcomes for residents.



# Benefits of Deeming Agencies

- **Consumer Confidence:** When an assisted living facility is accredited by a reputable deeming agency, it instills confidence in potential residents and their families. It serves as an indicator of quality and professionalism, helping individuals make informed decisions when choosing a facility.
- **Professional Development:** Deeming agencies often provide educational resources, training, and guidelines to assist facility staff in enhancing their skills and knowledge. This investment in professional development benefits the facility as a whole and contributes to the overall quality of care provided.
- **Peer Benchmarking:** Deeming agencies facilitate benchmarking opportunities among assisted living facilities. Comparing performance metrics and best practices allows facilities to learn from one another, driving continuous improvement across the industry.

Overall, deeming agencies play a crucial role in raising the standards of care and promoting accountability within assisted living facilities. Their involvement helps ensure that residents receive high-quality services and enjoy a safe and supportive environment.





# Assisted Living Deemed Status

Jacqueline Chadwick  
Regulatory Officer, CN&L



# Deemed Status

Effective November 1, 2023, New Jersey's Advance Standing Pilot Program will be replaced by a Deemed Status Program.

The Deemed Status Program will be in lieu of periodic inspections of Assisted Living Residences (ALRs) licensed pursuant to N.J.A.C. 8:36.

# Participation in Deemed Status

A facility will submit a request for deemed status including:

- A copy of accrediting body report from a nationally recognized accreditation organization that accredits ALRs.
- Accreditation must have occurred within the past two years.

# DOH Approval

The Department will review requests for deemed status and may grant full or no deemed status depending on accreditation, the accrediting body report, the request submitted, and current licensure status.

# Surveys

A facility granted full deemed status will forgo the required biennial inspection.

The Department will continue to conduct inspections prior to initial licensure and investigate complaints, regardless of whether a facility has deemed status.

Receiving deemed status does not preclude the Department from conducting inspections of a facility.

# Regulations

The Department anticipates that future rule writing will incorporate the above into N.J.A.C. 8:36.



# The Joint Commission Assisted Living Community Accreditation Program

# Your Speaker

Monnette Geronimo



**Monnette Geronimo** is the Associate Director of the Assisted Living and Nursing Care Center Services of The Joint Commission.

Monnette assists and guides organizations as they evaluate and move forward toward achieving Joint Commission Assisted Living Community accreditation. She advises senior living leadership on how their organization can leverage Joint Commission accreditation and other Joint Commission enterprise solutions to achieve business objectives and create value for their organization.

# POLL:

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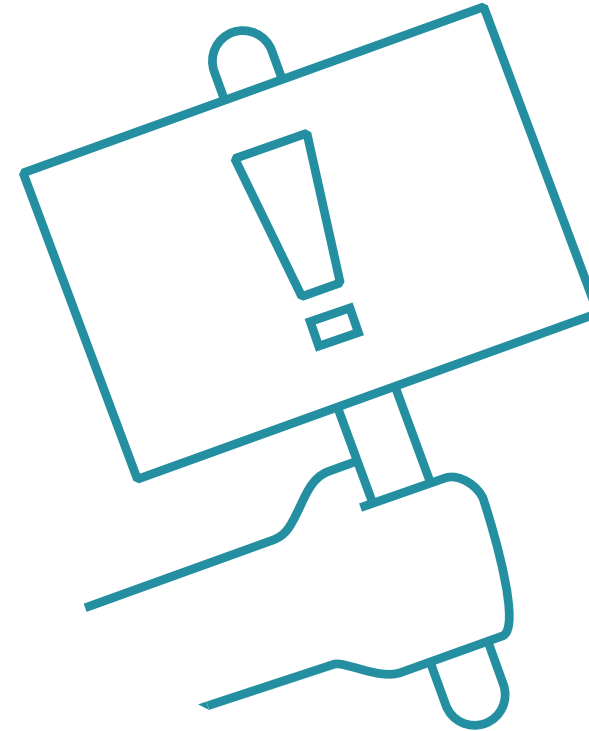
How familiar are you with Joint  
Commission accreditation?

(Choose one)

# New Market Challenges

## Require New Solutions

- Continued, growing demand for safe living environments as the population ages
- Care for residents with higher health care needs including memory impacting conditions
- Staffing competency and development, recruitment and retention
- Greater scrutiny around quality and safety among residents and their families, community referral and care partners and other stakeholders



Now more than ever, confidence in quality matters.

# The Accreditation Program

Strengthening Services for Resident Wellness and Safety

Accreditation Standards

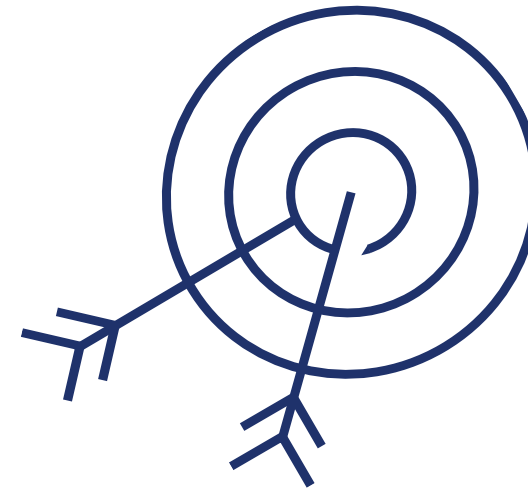
Specialty Certification Standards

Joint Commission and Alzheimer's Association's Memory  
Care Certification  
for Assisted Living Communities

Onsite Evaluation

Performance Measures

Ongoing Support and Education



# Quality Framework

## Meeting the Needs of Residents and Staff





# Accreditation Standards

## Standards Chapters

- Standards focus on staff, resident and daily organizational functions and processes that are essential to providing **consistent high quality, safe care**
- Standards are designed to be **reasonable, achievable and surveyable**



# Dementia Care, Elevated

## Memory Care Certification

**Be a part of history.** Having launched its first-ever memory care certification for assisted living communities this July, The Joint Commission is collaborating with the Alzheimer's Association to recognize providers meeting evidence-based dementia care standards.

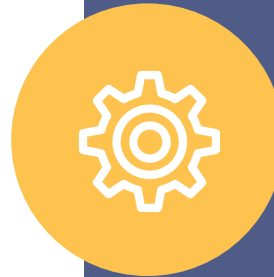
Providers will be recognized via a unique designated certification mark of distinction and will also be included in the Alzheimer's Association Community Resource Finder.

[Learn More.](#)



### Improve

To help improve quality and safety in dementia care in skilled nursing and assisted living facilities.



### Evaluate

To evaluate ongoing standards, performance measures and quality improvement initiatives.



### Educate

To provide education programs and presentations and share data with the public.

Memory Care Certification for Assisted Living Communities

# Memory Care Topics

## Focus Areas



Provision and  
record of care

Safe and supportive  
physical environment  
and emergency  
management



Leadership/Staff  
knowledge and  
competency

Medication  
Management



# Program Eligibility

# 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.

# Survey Event



# Survey Process

Actionable Insights, Collaborative Process

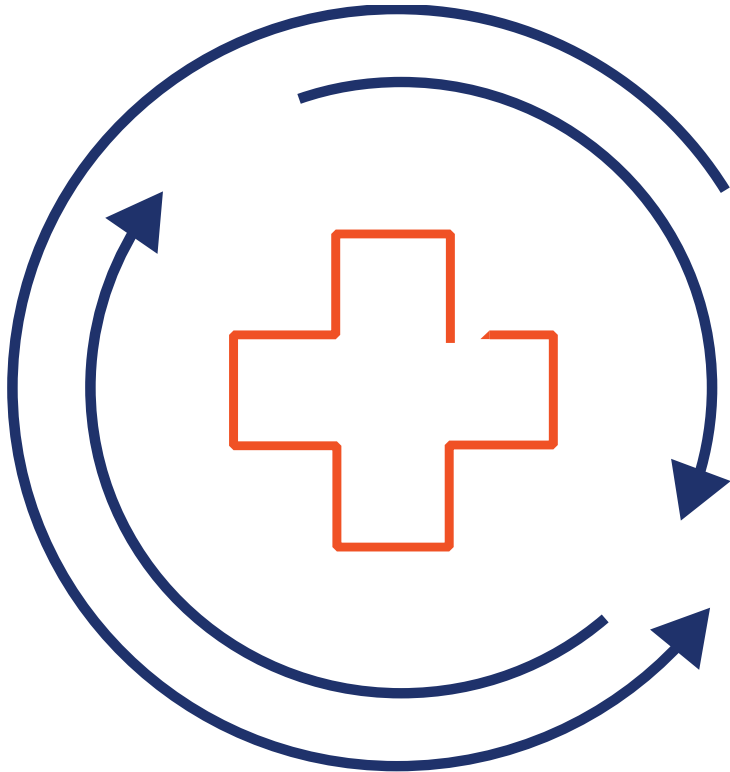


## The On-Site Survey Process

- Offers in-depth, real-time analysis of your organization's compliance with Joint Commission standards and related regulations
- Identifies your strengths and challenges
- Provides thorough, written evaluation
- Shares practical, evidence-based strategies, and “better” practices gleaned from our extensive survey experience

# Survey Process

## Timing and Structure



- Initial accreditation onsite survey is always **announced and scheduled** around your ready date- **30-day advanced notice of survey**
- The On-site survey assesses compliance with evidence-based standards. A typical on-site survey is conducted by a **single surveyor over 2-3 days**
- **Individual and System tracers** are employed
- Onsite accreditation surveys are conducted **once every 3 years**

# Our Surveyors

## Experienced Industry Professionals



- Employed by The Joint Commission, not independent contractors
- Masters prepared RNs
- Careers have focused in the senior care sector including assisted living communities (ALCs)
- Understand details and challenges associated with the day-to-day activities at ALCs
- Specialty knowledge of care needs of individuals with memory care issues
- Knowledgeable of regulations impacting ALCs
- Expertise in The Joint Commission ALC Standards
- Continuous training and education to provide consistent, current and relevant insights

# Survey Process

## Individual/System Tracers

### Tracer methodology

The cornerstone of on-site survey and unique to The Joint Commission



#### Individual

Follows an individual resident's interactions with your organization



#### System

Evaluates how you integrate related processes and coordinate communication across and outside of your organization.

# Survey Process

## System Tracers

System tracers are focused facilitated conversations between the surveyor and members of your team that evaluates how you integrate related processes and coordinate communication across and outside of your organization.



**Environment of Care &  
Emergency Management**



**Competence &  
Credentialling**



**Leadership &  
Data Use**

# SAFER Matrix

## Survey Analysis for Evaluating Risk™

- A transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- Provides one, comprehensive visual of survey findings
- View [portal](#) for more information

	<i>Immediate Threat to Life</i>		
HIGH			
MODERATE			
LOW			
	LIMITED	PATTERN	WIDESPREAD



# SAFER Dashboard

Reveals trends to strengthen decision-making

- Aggregate survey findings at the organization, multi-organization and program levels.
- Includes national comparison data and organization level comparison data
- Survey metrics including number of surveys, total survey findings and most frequently scored findings
- Visit [web page](#) for more information.



# 8 Step Accreditation Process

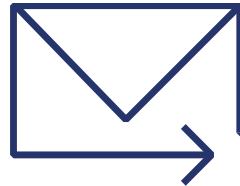
# Steps to Accreditation

## Process Map to the Gold Seal



### STEP 1

Explore your options with us; access the ALC standards



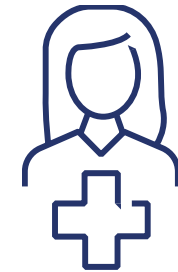
### STEP 2

Submit your application & deposit



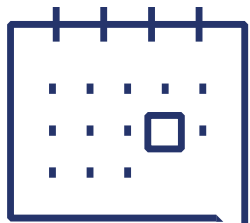
### STEP 3

Review standards & address any identified gaps in standards compliance



### STEP 4

Access applicant tools and resources & prepare for your initial onsite survey



### STEP 5

Participate in your survey



### STEP 6

Complete any post-survey follow up to receive your accreditation decision



### STEP 7

Celebrate & publicize your accomplishment



### STEP 8

Maintain survey readiness

# Performance Measures

# Performance Measures

## The 5 Measures

Advanced Care Plan/  
Surrogate Decision  
Maker

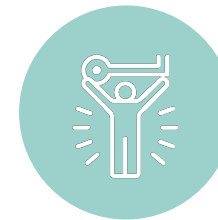


Resident Falls

Off-Label  
Antipsychotic  
Drug Use



**Performance  
Measures**



Resident Preferences  
and Goals of Care



Staff Stability

More Than a Means  
for Licensure,  
Much More

# Industry Leader

The World's Most Trusted Accreditation Organization



## Our Roots

Founded in 1951,  
The Joint Commission is the  
nation's oldest and most  
trusted standards-setting body  
in health care.

## Market Leader

The market leader  
in accreditation,  
The Joint Commission  
recognizes more than 22,000  
health care organizations and  
has served nursing homes and  
community-based  
organizations for over  
50 years.

## Gold Seal Distinction

The Gold Seal of Approval®  
is a symbol of quality that  
reflects an organization's  
commitment to meeting the  
highest national standards for  
safety and quality of  
patient care.

## Full Service

The Joint Commission serves  
the full continuum of care for  
providers such as nursing  
homes, surgery centers, home  
care, laboratories, behavioral  
health treatment facilities and  
hospitals.

# Benefits of Accreditation

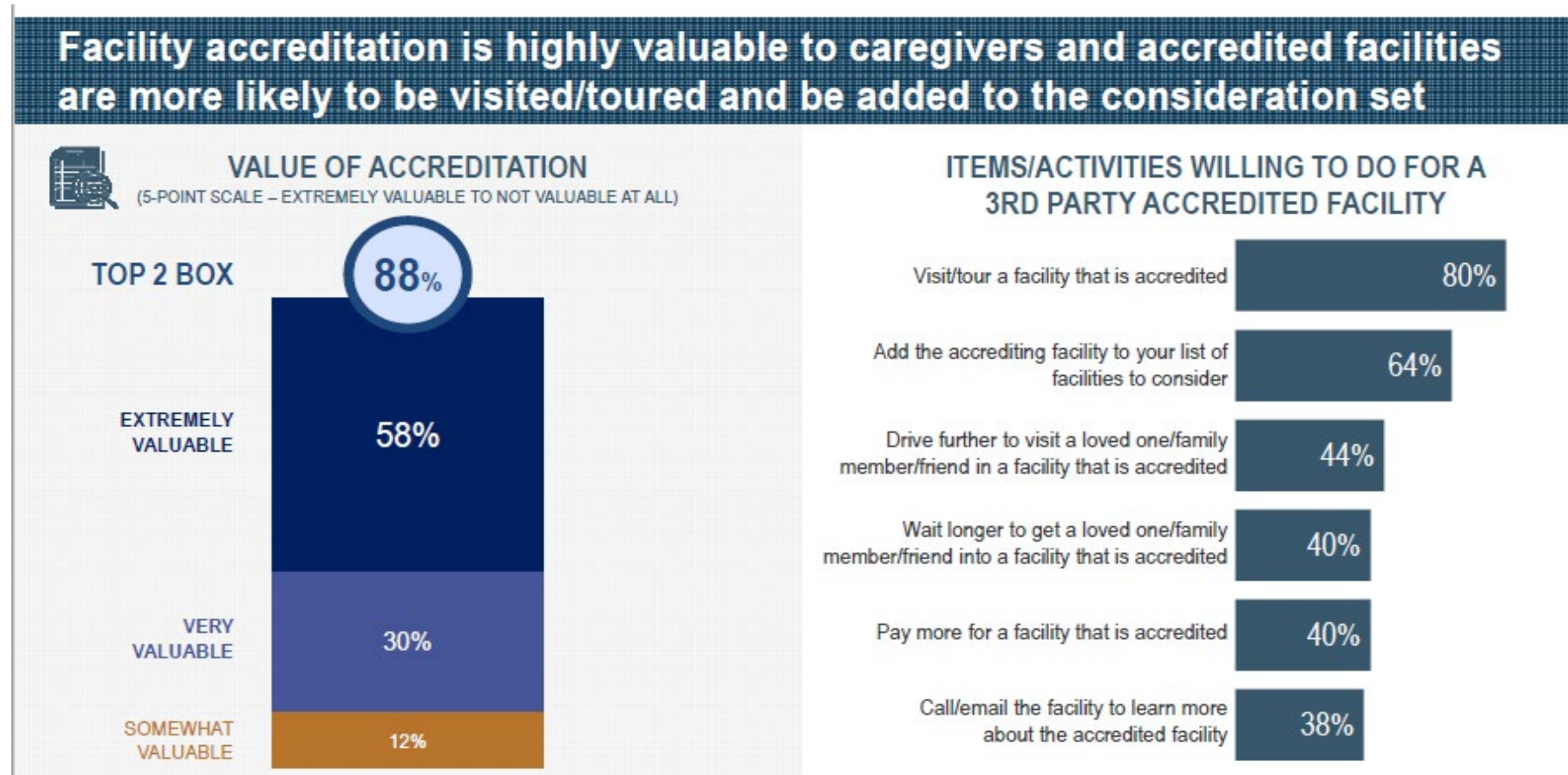
## Demonstrate Your Commitment to the Highest Quality





# Accreditation Matters

## Help Consumers Choose Quality



*Research commissioned by the Joint Commission and conducted by Directions Research, Inc. 2018*

# Accreditation Fees

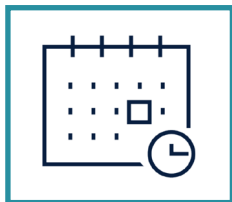
Investing in Quality



**Fees based on  
total Assisted  
Living and memory  
care occupied beds**

**Inclusion of  
Memory Care  
Certification with  
Accreditation**

## Annual Fee



Tiered structure,  
based on census /  
occupancy

Billed every January

For initial applicants,  
annual fee  
pro-rated based on  
application  
submission date

≈ \$3300 - \$4,620

## On-site Fee



Cost inclusive of all  
surveyor travel &  
maintenance expenses

Billed after survey is  
completed, once every 3  
years

ALC surveys are  
2-day surveys, 1 surveyor  
ALC surveys with MCC are  
3 –day surveys, 1 surveyor

≈ \$4,845 (2-day survey) or  
\$6,260 (3-day survey)

## Deposit



\$1,700 paid  
at time of  
application

Applied to future  
invoices

# POLL:

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What is the primary reason you would pursue accreditation?

# Customer Loyalty Survey Results

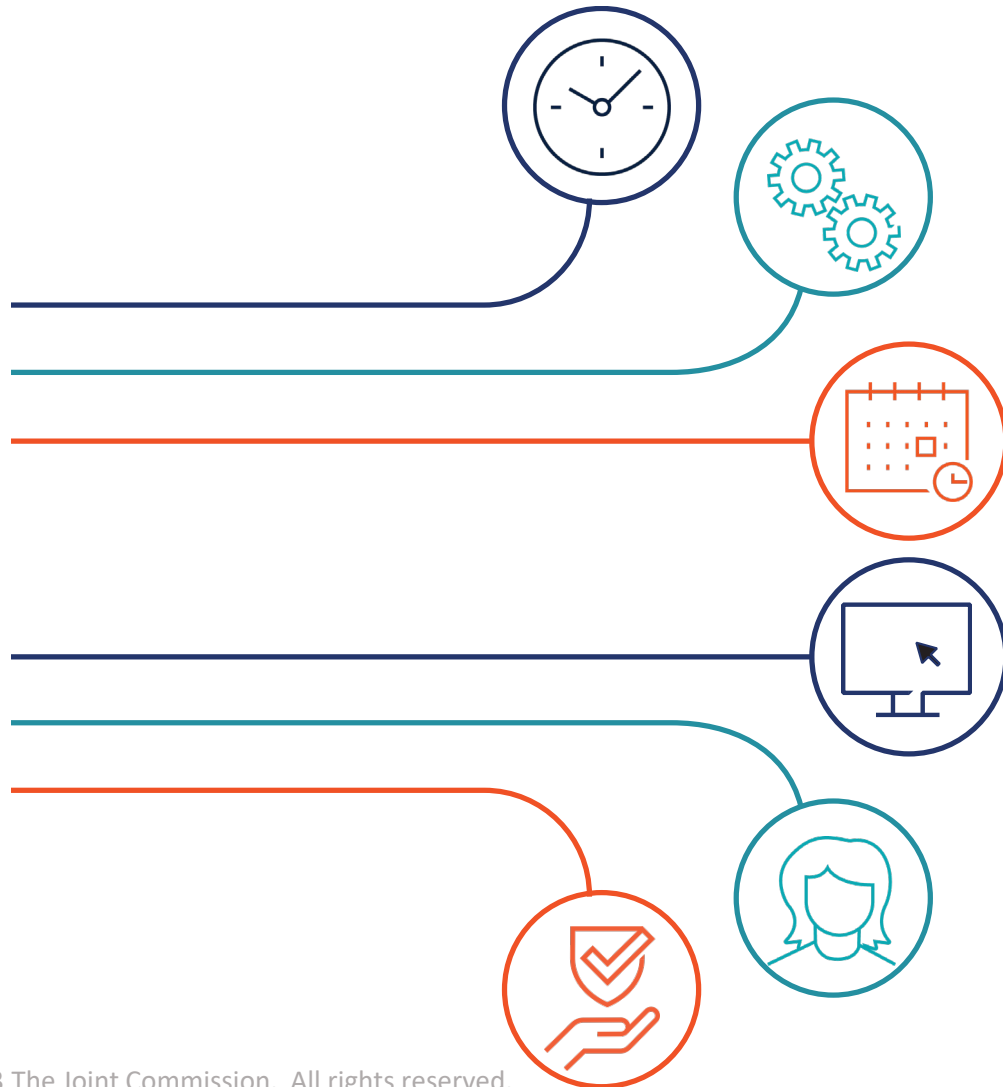
## Highest Scoring Elements

	Rating of 7 or higher on a 10-pt scale
Overall Experience	98.1%
Customer Service	98.1%
Surveyor Performance	96.1%
External Validation of Organizational Performance	96.1%
Quality Improvement Resource	96.1%
Standards Promoting Safe, High-Quality Care	96.1%
Inspiring	95.5%
Meaningful Assessment of Organizational Strengths and Weaknesses	95.5%
Relevancy of Joint Commission standards to the Services the Organization provides	95.5%
Fosters a continuous operational improvement process	95.5%

# Getting Started

# Accreditation on Your Terms

## The Journey to Accreditation and Certification, Built for You



Year-round access to application so you can apply on your timetable

Non-prescriptive standards enable you to comply based on your resources and capabilities

Flexible timeframes with the opportunity to indicate ready date and blackout dates for on-site survey

Joint Commission Connect™ customized extranet portal with centrally located resources

Dedicated representatives for simple, streamlined navigation throughout the process

No progressive levels to achieve. You can earn The Gold Seal of Approval® on your first survey.

# Survey Preparation

## Tips for Success

### Take a Look

Get to know the standards. Use the self-assessment prompts and checklists to identify any gaps in compliance.

### Have the Right Mindset

Rather than ramping up, make quality and safety a tangible part of your resident's and your entire team's daily routine.

### Involve Your Team

Discuss the certification process with your team. Get creative! Create multiple champions and "Write it on the Walls"

### Get Organized

Develop a roadmap that everyone knows, is transferrable and serves as a key storage point for tools and documents important to the survey process

### Make the Most of It

Ask questions! We are here to help. Make sure you understand the any requirements for improvement.

### Follow Up After Survey

Share any findings with your team, understand the underlying reason for non-compliance and develop a plan to eliminate any issues.



# Customer Support

Dedicated resources to guide you every step of the way

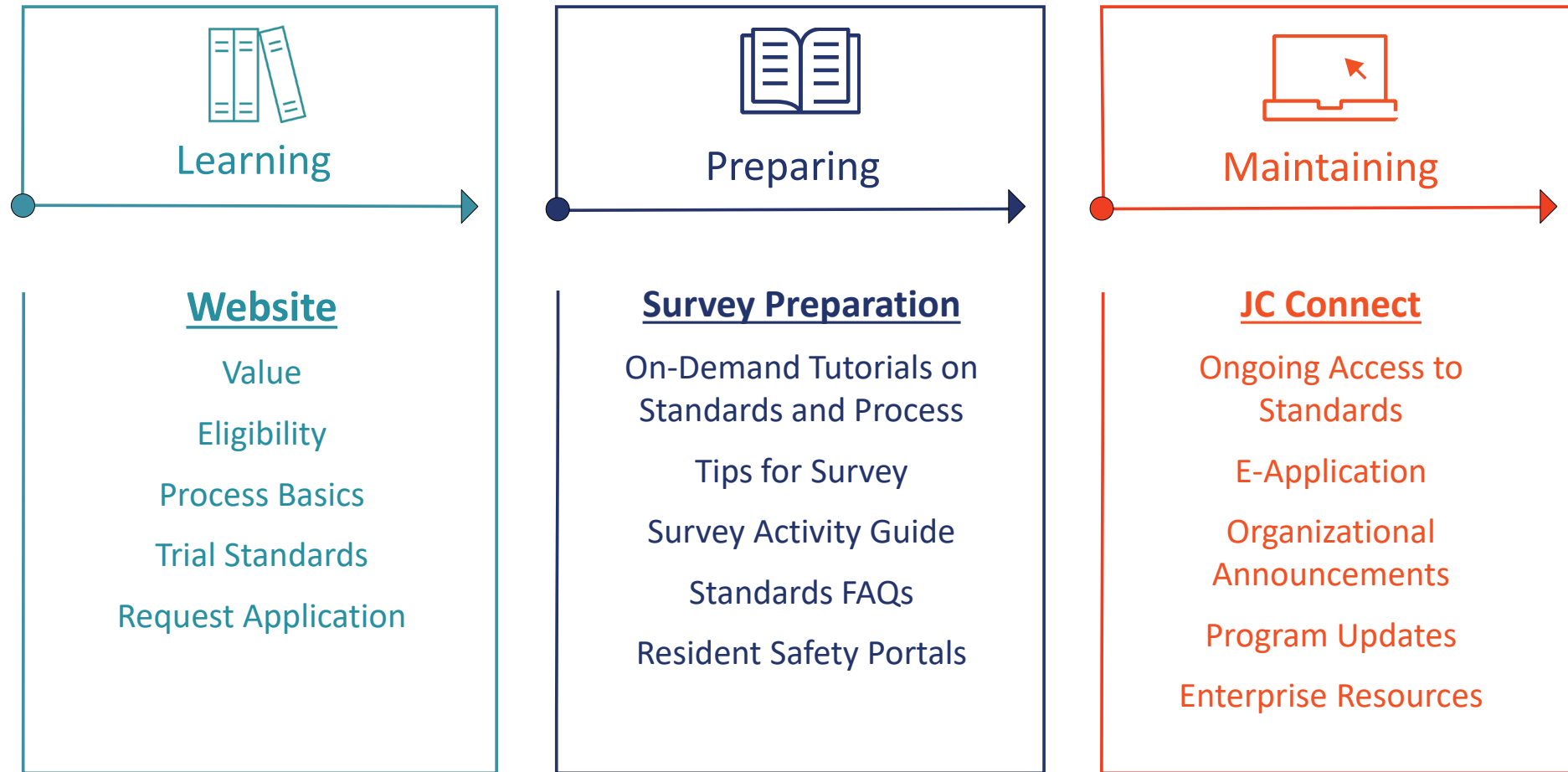


Dedicated Staff Resources	Accreditation and Certification Preparation	Supplemental Educational Resources
<ul style="list-style-type: none"><li>– <b>Business Development Staff</b> answer initial questions and provides access to standards and application</li><li>– <b>Account Executive</b> is your dedicated point-of-contact, from application onward</li><li>– <b>Standards Interpretation Group</b> to assist with questions related to compliance with Joint Commission standards</li><li>– <b>State/Federal/Payor Relations</b> interfaces with stakeholders on key legislative, regulatory, and public policy issues to promote safe and high-quality health care</li></ul>	<ul style="list-style-type: none"><li>– Joint Commission Connect™ Personalized page to access pertinent accreditation and certification documents and resources:<ul style="list-style-type: none"><li>• E-dition - electronic standards manual</li><li>• Survey Activity Guide</li><li>• The Joint Commission Perspectives® - official monthly e-periodical</li></ul></li></ul> <p><small>*The use of Joint Commission Resources (JCR) consulting services is not necessary to obtain a Joint Commission Accreditation award, nor does it influence the granting of such awards.</small></p>	<ul style="list-style-type: none"><li>– Publications</li><li>– Software</li><li>– Seminars/ Webinars</li><li>– Environment of Care®/Life Safety</li><li>– Infection Prevention</li><li>– Custom Education</li><li>– Advisory Services*</li></ul>



# Resources and Tips

Tools to Guide You Every Step of the Way



# POLL:

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What is your timeline to pursue  
accreditation?

(Choose one)

# Questions

# As We Conclude

## Last Minute Reminders and Resources



### SUBMIT YOUR FEEDBACK

Please complete a brief survey upon exit from today's presentation.



### ACCESS WEBINAR MATERIALS

A recording and PDF of today's webinar will be emailed to all attendees.



### CONTACT US!

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#### Social



Thank  
You!