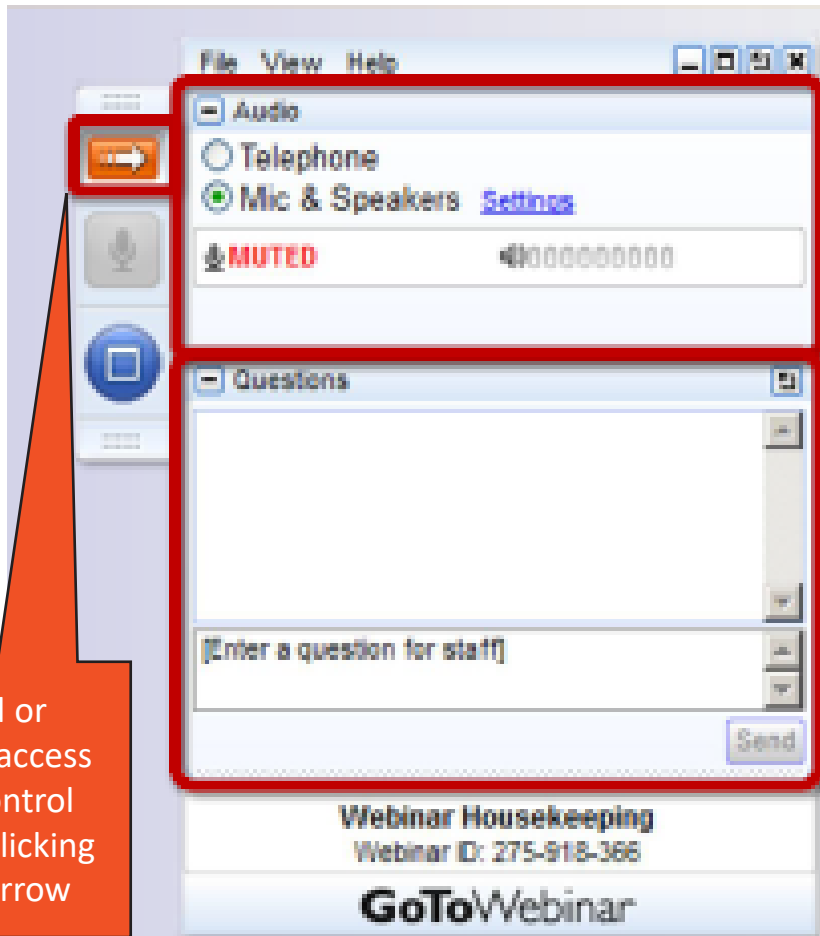




The Competitive Advantages of Joint Commission Home Care Accreditation

August 15, 2023

Housekeeping Notes



Your Participation

- ☐ Make sure to join audio choosing either the “Mic & Speakers” or “Telephone” option
- ☐ Lines will be muted so please use your control panel to communicate. You may need to expand view if you can’t see the panel. (see directions)
- ☐ If you’re having audio difficulty Raise Your Hand or submit comments in the Questions module
- ☐ Presentation slides can be downloaded any time via the Handouts module
- ☐ You will be provided with slides and a recording of today’s presentation

Today's Agenda:



- 1 Who We Are
- 2 Market Distinctions & Recognitions
- 3 Industry-Leading Clinical Outcomes
- 4 Business Intelligence Tools & Resources
- 5 Wrap-Up: Questions, Discussion

Who We Are

“We wanted to work with an organization that was well known in our community as **an indicator of unmatched quality.**

Additionally, several of our referral sources are Joint Commission-accredited, so we’re **fostering continuity of care, while strengthening our competitive position.**

The Joint Commission



Our Roots

- Founded in 1951
- The world's most trusted accreditation organization
- **Accredits and certifies about 20,000 health care organizations**

Full Service

- Serves the full home care continuum:
 - **Home Health**
 - **Hospice**
 - **Palliative Care**
 - **Personal Care & Support**
 - **DMEPOS**
 - **Home Infusion**
 - **Specialty Pharmacy**

Gold Seal Distinction

- The Gold Seal of Approval® is:
 - A symbol of quality
 - Reflects a commitment to the **highest national standards for safety and quality of patient care**

Market Leader

- **The market leader in home care accreditation**
- Currently accredits more than 4,500 home care organizations

Accreditation at a Glance

What is accreditation?

Quality-focused
market distinction
based on peer
reviewed standards

What is the process?

Standards + Survey
= Accreditation

What does it do for me?

Better performance,
stronger outcomes,
elevated brand

How We Help You Grow



Reliable,
High-Quality
Care Delivery

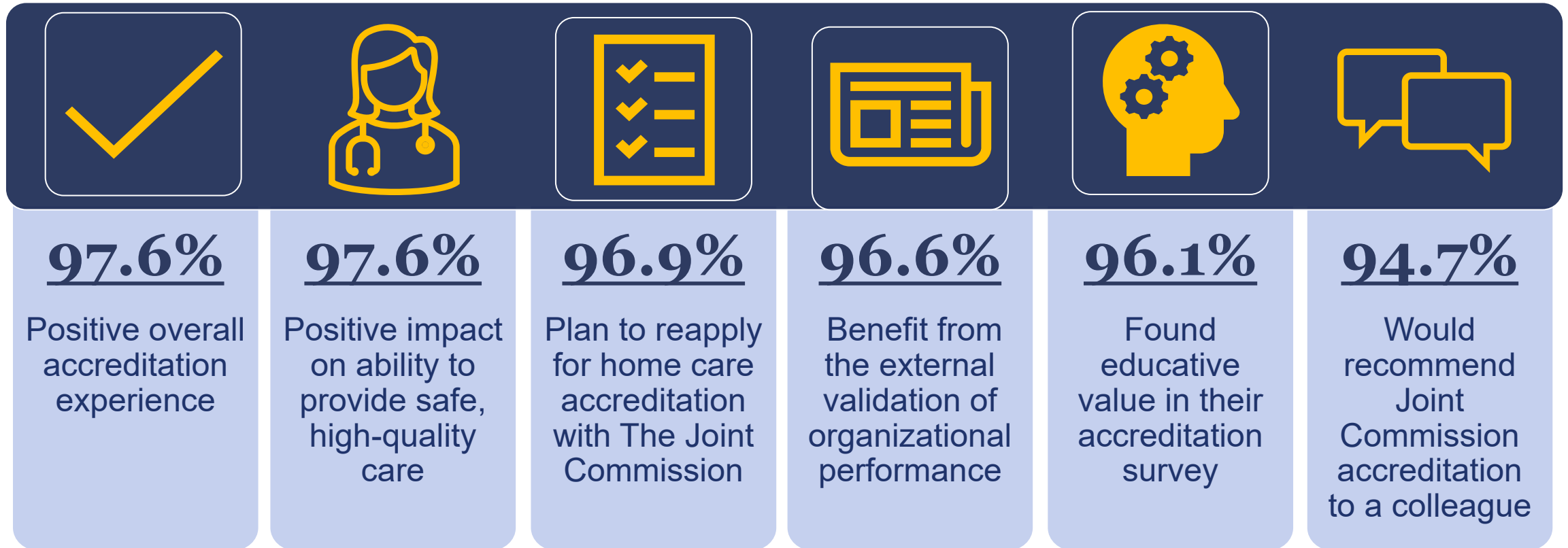


Maximized
Regulatory
Compliance for
Stronger
Reimbursement



Differentiate
and Elevate
Your Brand in
a Crowded
Market

Customer Loyalty Scores: 2022 Results



Rating of 7 or higher on a 0-10 scale. Results of 2022 Customer Loyalty and Satisfaction Survey from Joint Commission accredited Home Care organizations.

Market Distinctions & Recognitions

“The Joint Commission really helps us to look at our processes, make them as clean and efficient as they possibly can be, **so we can improve our bottom line.**”

The Joint Commission: The Gold Standard

Comprehensive approach to patient safety



Collaborative accreditation experience



Unmatched expertise and resources



Recognized leader in patient safety



Types of Recognitions



Initial State
Licensure or
License Renewals



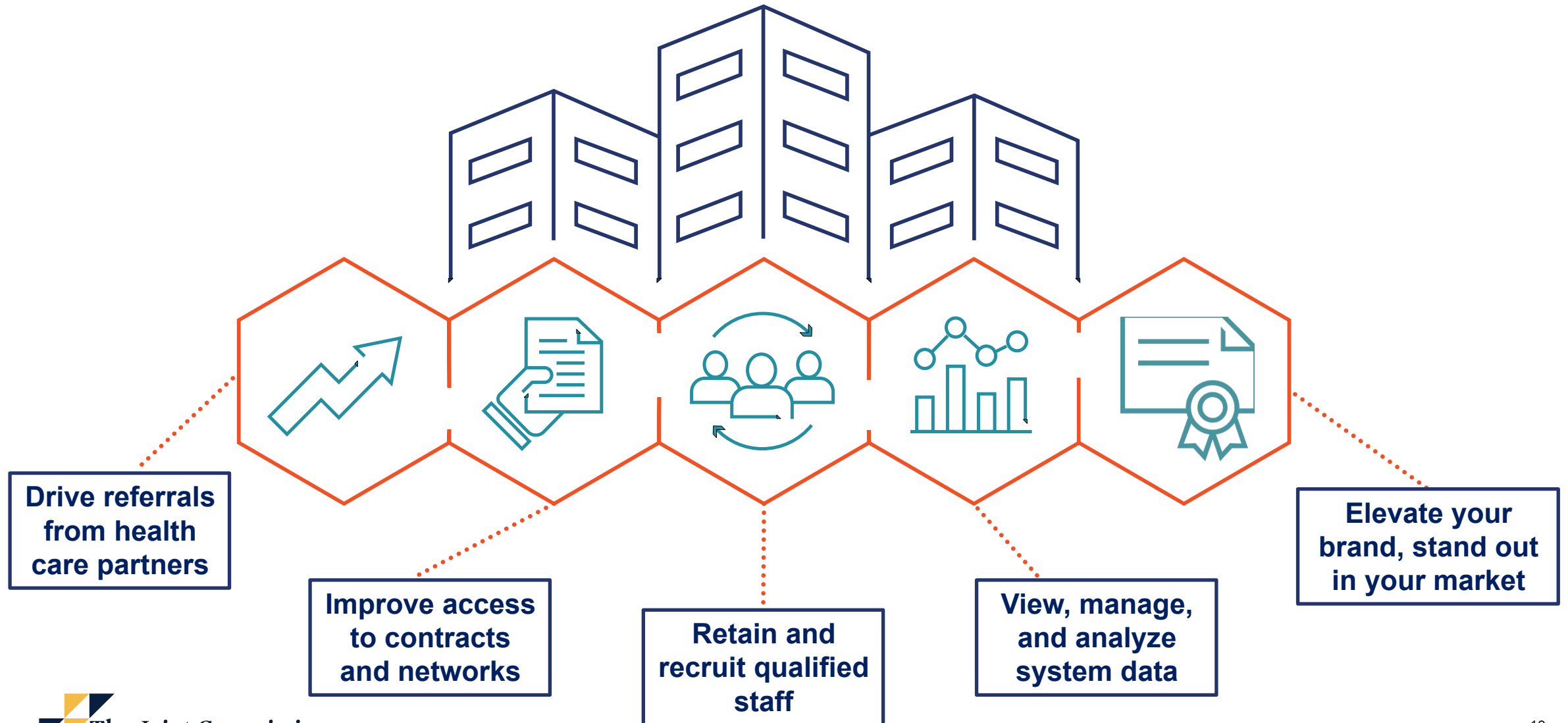
Medicare
Certification
(Deeming)



Corporate,
Payor or Partner
Recognitions



Enhance Your Reputation, Compete More Effectively



Industry- Leading Clinical Outcomes

“Performance improvement has **made us a better organization,** and accreditation has taught us to think that way.”

Risk Reduction:



Preparedness



Standardization



Safety Culture

The Study:

- **Rationale**: Determine and quantify the presence of Joint Commission Home Care accreditation's impact on outcomes
- **Question**: Is there any correlation between CMS star ratings, quality outcomes, or safety issues and Joint Commission accreditation for home care?
- **Method**: Compare our customers' performance against the performance of home health agencies that were not accredited by The Joint Commission



Once Again, Joint Commission Customers Perform Better than the Rest

New Study Confirms Stronger
Performance



Year-over-year, Joint Commission-accredited customers deliver stronger outcomes. In a 2022 replication study, our home care customers continued to demonstrate superior performance when compared to their peers who are not accredited by The Joint Commission. This result remained consistent across a broad range of process and outcome measures in each of the three years of the study.



Stronger Overall Performance: Joint Commission-accredited home care organizations were more likely to have a high overall quality rating (4-Star and above), and a had a higher average rating on the CMS 5-Star rating scale.



Higher Quality: Joint Commission-accredited home care organizations performed better on 11 of 14 OASIS HHC measures.



Better Outcomes: Joint Commission-accredited home care organizations had lower rehospitalization rates across all three years, and were less likely to have unplanned care in the emergency room without being admitted.

An Interdisciplinary Focus to

Home Health Care Management & Practice



The Findings:



Stronger Performance:

- Overall quality rating
- CMS Star rating



Higher Quality:

- OASIS HHC measures



Better Outcomes:

- Lower rehospitalization
- Lower rates of unplanned

Our Impact? Superior Performance.

Year-over-year, Joint Commission-accredited customers delivered stronger outcomes.

This result remained consistent across a broad range of process and outcome measures.

Unmatched Business Intelligence Tools & Resources

“By collecting metrics and looking at trends, we can pinpoint changes and quickly react to improve the patient outcome.”

The Joint Commission Tools & Resources

***SAFER*® Dashboard**

Publications

Joint Commission Resources

Your Dedicated Teams of Experts

The SAFER[®] Dashboard

Survey Analysis for Evaluating Risk[®] (SAFER[®]) Model

- Identifies and communicates risks levels associated with deficiencies cited during survey
- Experience that allows the organizations to see areas of non-compliance at an aggregate level
- Provides one, comprehensive visual representation of survey findings

This is the best thing since sliced bread. It has saved my life.



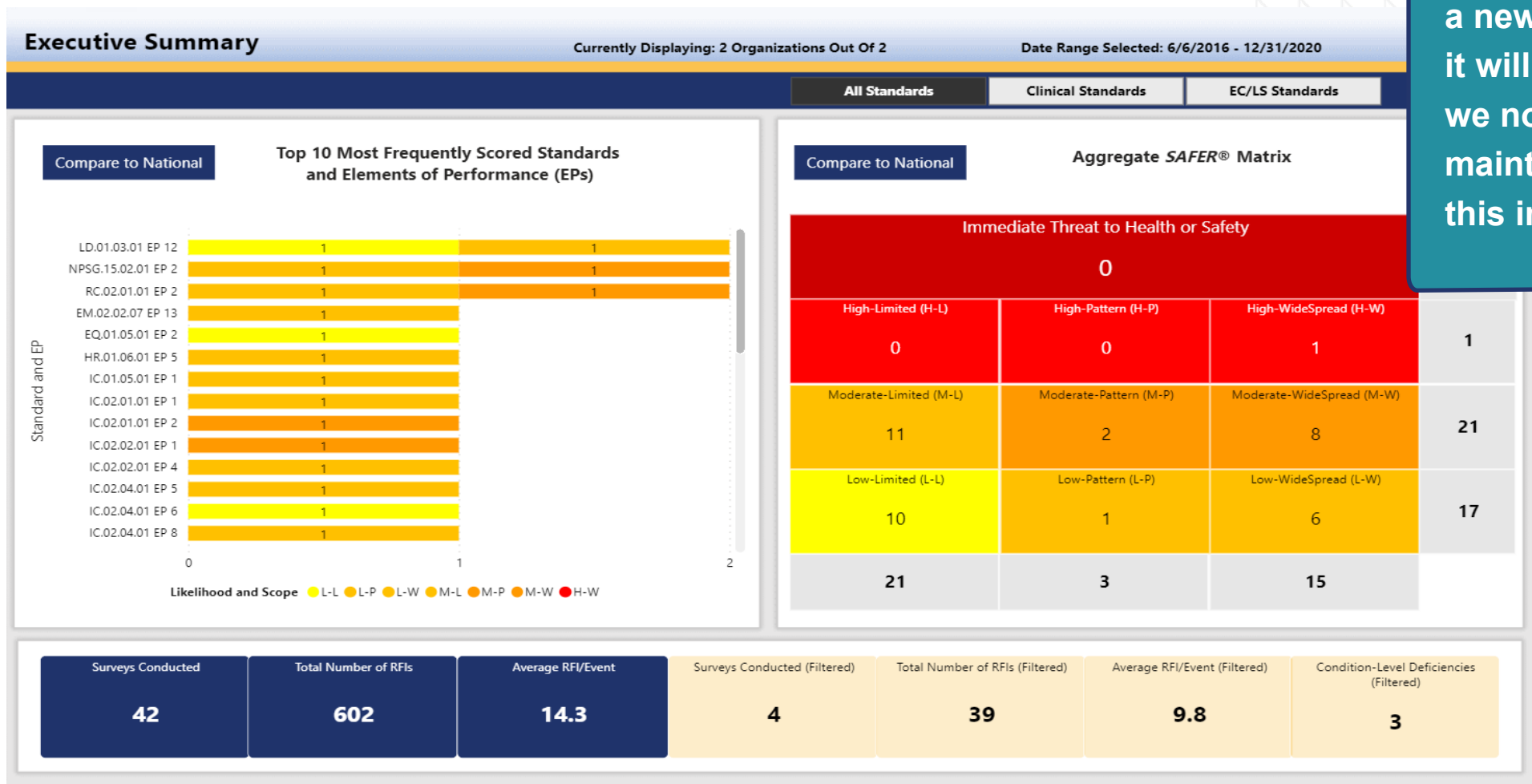
Benefits of the Dashboard

- Provides organization users own data at an aggregate level
- Eliminates the need for organizations to manually key-in accreditation data into an electronic format for analysis/tracking
- Enable faster reporting of data to make timely decisions
- Offers a visual representation of survey findings data over time

“Before the dashboard, it would take us anywhere from half a day to couple of days for one task, depending on the level of data needed.

Using this tool, it took us about an hour to find, download, and complete that same task.”

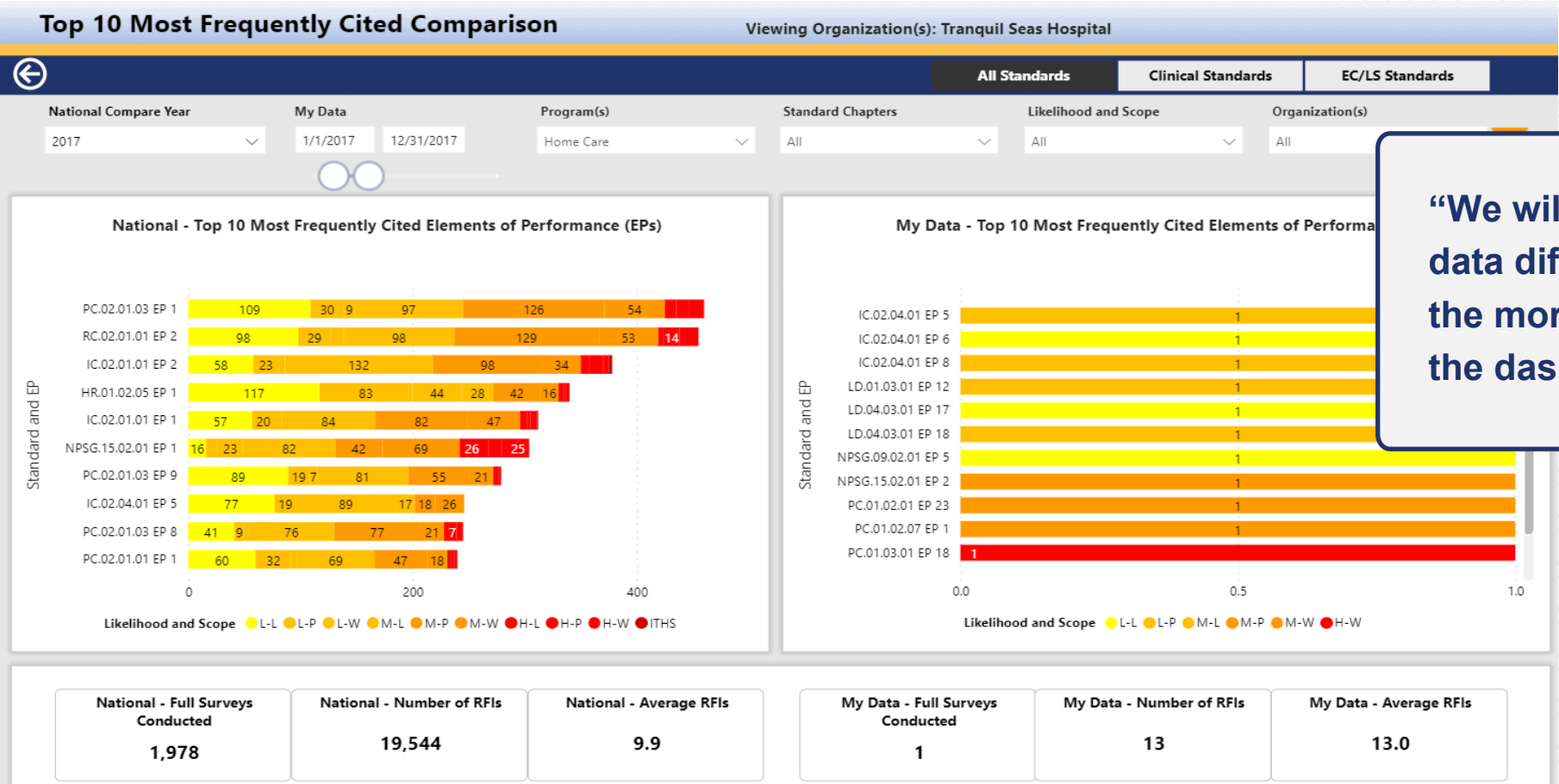
Executive Summary



“This is going to add a new dimension and it will save us time as we now manually maintain some of this information.”

Demo Data showcased for Sample Dashboard Purposes only

National Comparison Data



“Share high-risk findings at a glance with our organizations.”

“We will look at data differently the more we use the dashboard.”

Demo data showcased for Sample Dashboard Purposes only

Specific Publications

HEADS UP...

TOPIC: Infection Prevention and Control Activities
SETTING: Home Care (OME) Program

Home health care organizations need to implement infection prevention and control precautions and personal protective equipment (PPE), to protect both healthcare workers and patients from the spread of infection. The importance of standard precautions and appropriate use of PPE was highlighted during the COVID-19 pandemic, when home care providers were facing a novel pathogen and had to protect themselves and their members and visitors in the home and to prevent community spread.

Why is this important?

Scope of the Problem:

Time period: January 1, 2020 through December 31, 2020

Number of full surveys performed: 1,246

Number of high and moderate risk findings: 208 (17%)

Relevant standard/EP: IC.02.01.01 The organization implements the infection prevention and control program. EP 2 The organization uses standard precautions, * including the use of personal protective equipment (PPE). EP 4 Note: Standard precautions are infection prevention and control practices that are general and applicable to all patients.

Sample survey observations [from surveyor notes]

Sample observations

- After HV#1, the surveyor noted the organization did not use standard precautions to reduce the risk of infection. For example, the home health aide turned the face of the patient away from the surveyor. In addition, on at least two occasions only applied hand sanitizer before applying gloves, and, on at least two occasions only applied hand sanitizer required all surfaces of the hand to be cleansed with hand sanitizer.
- In 1 of 3 home visits conducted, HV3, the surveyor noted the organization failed to observe the nurse recapped the needle after administering medication.

Potential contributing factors

- Organizational COVID-19 procedures were not clear or did not provide sufficient information.
- Personal protective equipment not available at the point of use.
- The organization did not identify necessary education or training.
- Staff are not held accountable for their responsibilities.

Joint Commission Perspectives®

THE OFFICIAL NEWSLETTER OF THE JOINT COMMISSION

Contents

- APPROVED: Updated Requirement for Addressing Ethical Issues**
The Joint Commission has updated its Leadership (LD) requirements for addressing ethical issues to better reflect its intent for most accreditation programs.
- UPDATED: Ventricular Assist Device Implant Volume Requirement to Be Reinstated**
The previously suspended requirement to count the ventricular assist device implants by surgeons will resume when the public health emergency ends on May 11, 2023.
- APPROVED: The Term Licensed Independent Practitioner Eliminated for Ambulatory Care and Office-Based Surgery**
Effective August 27, 2024, the term *licensed independent practitioner* will be eliminated for the ambulatory care and office-based surgery programs and replaced with the term *licensed practitioner*.
- Latest Quick Safety: Using Validated Tools for Suicide Risk Screening**
Quick Safety advisory Issue 68 helps health care organizations ensure that the validated tools they select for suicide risk screening are used appropriately to produce the intended results.
- Summary of Changes for the Spring 2023 Update to Joint Commission Manuals**
Accreditation, certification, and verification updates with changes effective July 1, 2023, or as noted, will post to E-dition® soon.
- Consistent Interpretation**
Joint Commission surveyors' observations related to the informed consent process.
- The Joint Commission Journal on Quality and Patient Safety**
Table of Contents—April 2023
- In Sight**

The Source™

FOR JOINT COMMISSION COMPLIANCE STRATEGIES



- Sentinel Event Overview: Delay in Treatment**
This article reviews common causes of delay in treatment and offers strategies for preventing this sentinel event. It's the final installment in a five-part series outlining the most common sentinel events reviewed by The Joint Commission in the first half of 2022.
- Speak Up™ About Your Care**
This patient-facing infographic encourages patients and their advocates to speak up and become active participants in their care.
- Supporting and Celebrating Nurses During National Nurses Month**
In honor of National Nurses Month, this article explores the challenges nurses face in the current post-pandemic environment and highlights ways health care organizations can support and celebrate their efforts via the American Nurses Association's National Nurses Month activities.
- Top Patient Safety Concerns for 2023**
This article takes a closer look at the Top 10 Patient Safety Concerns 2023 Special Report from ECRI and the Institute for Safe Medication Practices and summarizes related Joint Commission requirements while also providing resources to help health care organizations improve patient safety.
- Top News: A Digest of Accreditation and Health Care News**
- Other Learning Opportunities from The Joint Commission and Joint Commission Resources**

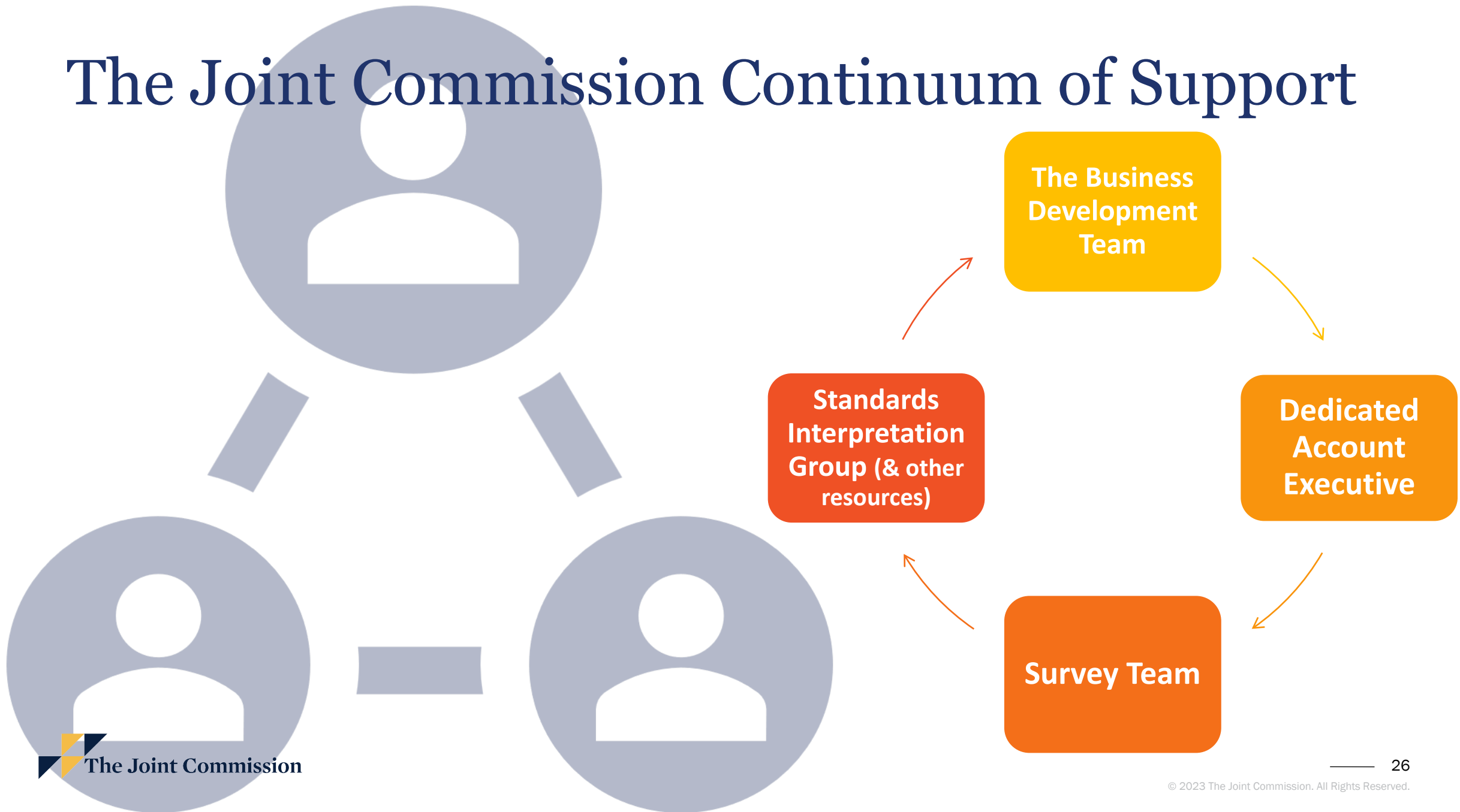
Position Your Home Care Organization for Success

No matter what your home care organization's quality goals may be, JCR can help position it to succeed. We have a full portfolio of strategies and solutions for home care.



*The use of Joint Commission Resources consultative technical or advisory services is not necessary to obtain a Joint Commission Accreditation award, nor does it influence the granting of such awards.

The Joint Commission Continuum of Support



Wrap Up

“Achieving Joint Commission accreditation has **heightened our awareness of safety and quality** in every aspect of our daily work. It helped us develop tools that continue to add value for our patients every day.”

Questions? Discussion Topics?



Reach out to us! We'd be happy to help.

Home Care Team: HomeCare@JointCommission.org

630-792-5070

[JointCommission.org/OME](https://www.jointcommission.org/OME)