

Pioneers in Quality

Introduction to Joint Commission's New Telehealth Accreditation Program Requirements

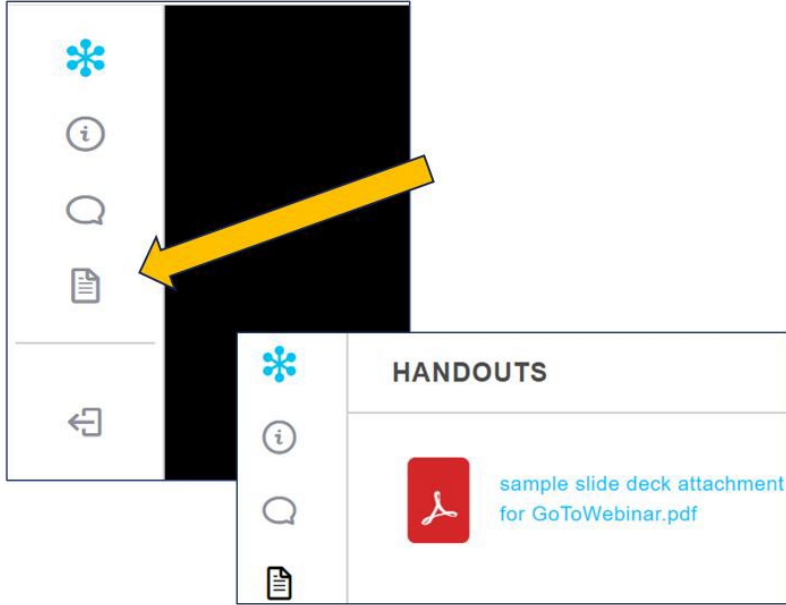
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Learning Objectives



- Explain the rationale for the new Telehealth accreditation program
 - Describe the topics addressed by the Telehealth accreditation requirements and their applicability to your organization
-

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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Welcome & Introduction

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Telehealth Requirements

Overview of TEL program standards

June 2024

Agenda



Overview of the new Telehealth accreditation program



Structure and content of the Telehealth program requirements



Outline of off-site survey to evaluate compliance with Telehealth standards

Setting the Stage



Telehealth: The use of telecommunications technologies to deliver care, treatment, or services and/or to support care, treatment, or services through the exchange of electronic health care information from one location to another location. Telemedicine is a subcategory of telehealth.



The Joint Commission's expectations for the quality and safety of care, treatment, and services **are the same** whether the care, treatment, and services are **provided in person or via telehealth**.



Consistency in the framework used to address quality and safety **across programs and settings**

Legacy Accreditation Products

Organizations with a primary business model to deliver services to patients or individuals served via a telehealth platform directly or by contract are accredited under a subset of standards in these programs:

Ambulatory Health Care (AHC)

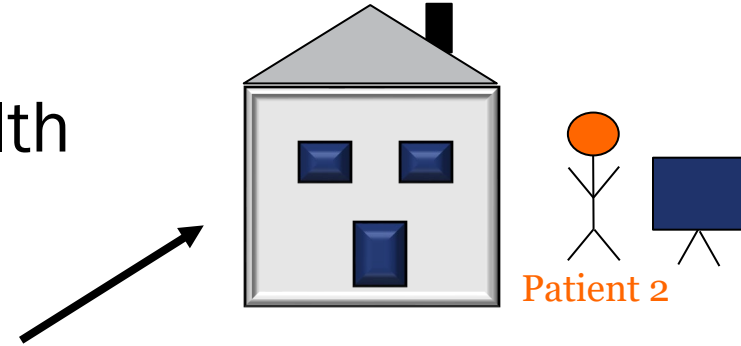
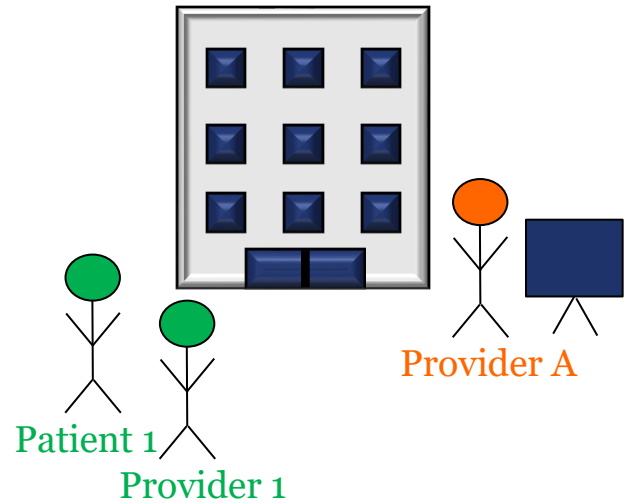
- Telehealth – surgical
- Telehealth – nonsurgical

Behavioral Health Care and Human Services (BHC)

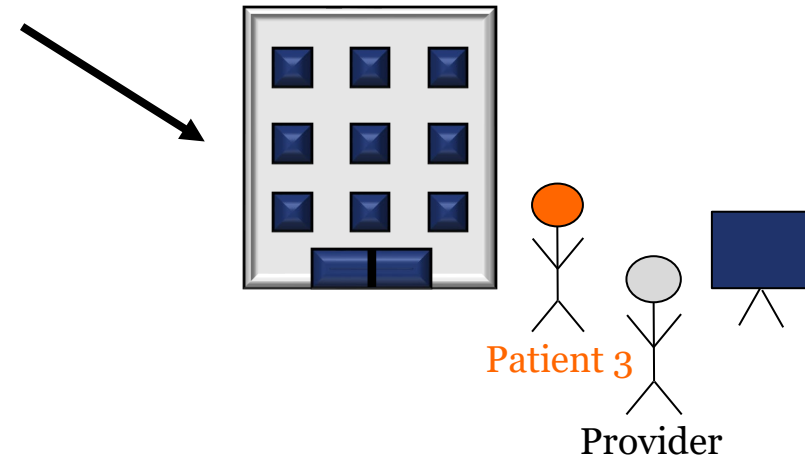
- Technology-based services

Accredited Telehealth Organizations (AHC/BHC)

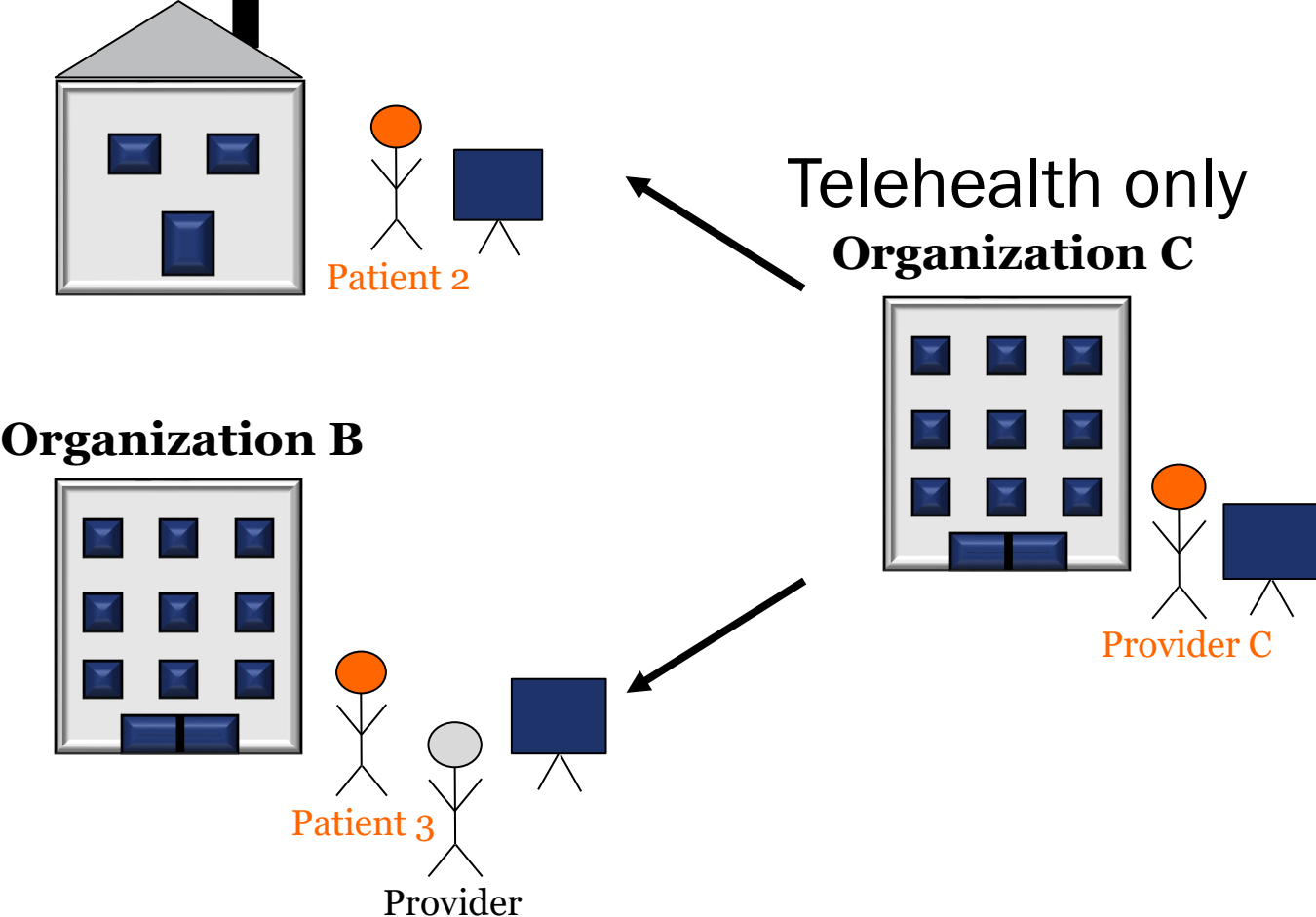
In-person and telehealth
Organization A



Organization B



New Telehealth Accreditation Program (TEL)



TEL Program Overview

- Eligible organizations:
 - Developed for organizations that **exclusively** provide care, treatment, and services via telehealth
 - Hospitals and other organizations **with written agreements** to provide services via telehealth to **another organization's patients** have the option to apply
- 3-year accreditation award
- Off-site survey process
- The new TEL program will replace the AHC/BHC telehealth accreditation for organizations that meet eligibility criteria

Telehealth Standards

Standards Overview

- Framework to address the structures and processes necessary to provide safe, high-quality care using a telehealth platform
- Chapter structure aligned with other accreditation programs
 1. Streamlined standards for telehealth organizations
 2. Shared expectations across settings
 3. Additional specificity and new requirements
- Standards applicability based on telehealth modality and service provided

Standards Development



Identify opportunities to streamline current requirements



Literature review for new quality and safety issues



Technical advisory panel input and consensus



Collect feedback on proposed standards



Refine off-site survey process to evaluate compliance

Streamlined Standards

Standards	Comments
Environment of Care (EC) Physical environment, fire safety, utilities	<ul style="list-style-type: none">• Standards not included• No building location for care, treatment, or services• Some topics incorporated into other chapters
Infection Prevention/Control (IC) Systematic program, activities	<ul style="list-style-type: none">• Standards not included• No in-person care, treatment, or services• Organizations that provide equipment to patients and staff
Emergency Management (EM) Planning, preparing for potential emergencies or disaster incidents	<ul style="list-style-type: none">• Streamlined standard• Maintained key expectations for emergency management• For business occupancy location or remote provider sites

Emergency Management

Standard EM.18.01.01 The organization addresses emergency management and business continuity.

- Hazard vulnerability analysis to identify potential emergencies
(include organization's *business occupancy location and remote provider sites*)
- Communications plan during an emergency
(processes for *notifying office staff, clinical staff, and any external entity receiving services under a contractual agreement of emergencies*)
- Providing care/clinical support via telehealth
(*transfer care and share care information and medical documentation if the organization can no longer provide care and clinical support*)

Shared Expectations

Human Resources (HR) Staff qualifications, credentialing/privileging	Performance Improvement (PI) Data collection, PI plan, analyze, improve
Information Management (IM) Managing information, privacy, security	Provision of Care (PC) Patient assessment, care plan/coordination
Leadership (LD) Structure, governance, clinical practice guidelines	Record of Care (RC) Components of clinical record
Medication Management (MM) Orders, antibiotic stewardship	Rights and Responsibilities (RI) Patient participation, informed consent, effective communication, provider information
National Patient Safety Goals (NPSG) Patient identifiers, critical results, health care equity	

Credentialing and Privileging

Telehealth (TEL)	Ambulatory Health Care (AHC)	Behavioral Health Care and Human Services (BHC)
<p>Standard HR.02.01.03</p> <ul style="list-style-type: none"> • Verify identity • Primary source verification of training and license • Evidence of ability, clinical performance • Query National Practitioner Data Bank • Process to grant privileges 	<p>Standard HR.02.01.03</p> <ul style="list-style-type: none"> • Verify identity • Primary source verification of training and license • Evidence of ability, clinical performance • Query National Practitioner Data Bank • Process to grant privileges 	<p>Standard HRM.01.02.01*</p> <ul style="list-style-type: none"> • Verify identity • Primary source verification of education, experience, licensure • Query National Practitioner Data Bank • Criminal background check* • Health screening*

*addressed in HR.01.01.01 for TEL and AHC

Clinical Practice Guidelines and Recommendations

Standard LD.03.10.01 The organization considers **clinical practice guidelines and industry recommendations, when available,** to design or improve processes.

- **Examples** include guidelines/recommendations from nationally recognized organizations and professional societies and information from current literature
- Identifies criteria that guide the selection and implementation of guidelines and recommendations



Antibiotic Stewardship

Standard MM.09.01.03 For telehealth organizations that prescribe antibiotic medications: Antibiotic stewardship is identified as an organizational priority.

- Identify an individual responsible for appropriate prescribing practices
- Set at least one annual goal
- Use evidence-based practice guidelines related to the goal
- Provide all clinical staff with education and strategies related to the goal
- Collect, analyze, and report data to leaders and prescribers

Health Care Equity

Standard NPSG.16.01.01 Improving health care equity for the organization's patients/individuals served is a quality and safety priority.

- Designate a leader
- Assess health-related social needs
- Stratify quality and safety data
- Create an action plan
- Adjust when the action plan
- Keep stakeholders informed



Accepting Patients for Care, Treatment, Services



Standard PC.01.01.01 The organization **accepts the patient or individual** served for care, treatment, or services delivered via telehealth based on its ability to meet the patient's or individual's needs.

- The organization accepts a patient or an individual served for care, treatment, or services delivered via telehealth **based on whether its scope of services can meet the patient's or individual's needs.**

New Requirements

Standards	Comments
Equipment, Devices, and Connectivity (EDC)	<ul style="list-style-type: none">• Equipment and device maintenance, disruptions in connectivity
Information Management (IM)	<ul style="list-style-type: none">• Technical infrastructure and capacity to support care
Human Resources (HR)	<ul style="list-style-type: none">• Education for telehealth encounters
Leadership (LD)	<ul style="list-style-type: none">• Agreement between organizations providing/receiving contracted services
Medication Management (MM)	<ul style="list-style-type: none">• Safe opioid prescribing
Provision of Care (PC)	<ul style="list-style-type: none">• Patient education about technology• Notification of changes in the patient's condition

Equipment, Devices, Connectivity

Standard EDC.02.01.01 The organization manages risks associated with disruptions in connectivity.

- The organization develops and implements **written procedures for responding to disruptions in connectivity.**

Note 1: Criteria to determine when care, treatment, and services need to be rescheduled or transferred to another provider or if the telehealth encounter can be converted to audio only

Note 2: Procedures address the organization's business occupancy location and remote provider sites, if applicable.

- The organization **responds to disruptions in connectivity**

Information Management

Standard IM.01.01.01 The organization plans for managing information.

- The organization has policies and procedures to **maintain the technical infrastructure and the capability to transfer information from one location to another to support the care, treatment, and services it provides via telehealth.**



Staff Education and Training

Standard HR.01.05.03 Staff participate in ongoing education and training.

- Use of the organization's telehealth **platform and software applications**
- Providing care, treatment, and services in a virtual environment and **optimizing the telehealth encounter**

*Note: **Examples** of education and training include communication and professionalism, use of technology (for example, videoconferencing platform, peripheral devices), security and privacy of health information, data collection, and documentation.*

- Use of telediagnostic **equipment**

Written Agreement to Telehealth Providers

Standard LD.05.01.01 The organization provides care, treatment, or services via telehealth **according to a written agreement and/or policy.**

- Nature and scope of services to be provided
- **Expectations and metrics used to measure performance**
Examples: provider availability, timeliness of care, adherence to guidelines
- **Competencies** required
- **Communication about unexpected incidents and involvement in analysis**
- Evaluates and takes steps to improve care provided

Safe Opioid Prescribing

Standard MM.10.01.01 For telehealth organizations that prescribe opioid medications: Safe opioid prescribing is identified as an organizational priority.

- The organization has a **process for safe opioid prescribing.**
- The organization facilitates licensed practitioner and pharmacist **access to the Prescription Drug Monitoring Program databases.**

Note: This element of performance is applicable in any state that has a Prescription Drug Monitoring Program database, whether querying is voluntary or is mandated by state regulations for all patients prescribed opioids.

Patient Education

Standard PC.02.03.01 The organization provides education and training to the patient or individual served based on each patient's or individual's needs and abilities.

- The organization provides education to the patient or individual served about the **technology used to provide care, treatment, and services via telehealth.**

*Note: The education may include information about the **software platform, medical equipment, or medical devices used.***



Changes in Condition of Patient/Individual Served

Standard PC.01.02.03 The organization assesses and reassesses the patient/individual served and the patient's/individual's condition according to defined time frames.

- Communicates with providers at the facility where the patient/individual served is located about **changes in their condition**
- **Escalate the care of deteriorating patients/individuals** served to provide immediate care at the facility where the patient/individual is located
- **Notify the emergency contact and/or local emergency services to respond** if immediate care is needed when the patient/individual served is not located in a health care facility (for example, a residential or remote site)

Standards Applicability Categories

Telehealth Modality/Service	Example
1. Real-time, interactive video/audio services	<ul style="list-style-type: none">• audio and video technology for live, interactive, two-way communication
2. Asynchronous services	<ul style="list-style-type: none">• store-and-forward platforms to transmit images and medical information
3. Remote patient monitoring services	<ul style="list-style-type: none">• digital medical devices to capture and transmit patient-generated health data
4. Telebehavioral health care services	<ul style="list-style-type: none">• Behavioral health care services provided through interactive, live/real time audio and video-conferencing

Standards Applicability Example

Standard/EP	Real-time	Async	RPM	BHC
Standard PC.01.02.03 The organization assesses and reassesses the patient or individual served and the patient's or individual's condition according to defined time frames.	X		X	
PC.01.02.03, EP 21 The organization communicates with providers at the health care facility where the patient or individual served is located about changes in the patient's or individual's condition.	X		X	X
PC.01.02.03, EP 22 The organization has a process to escalate the care of deteriorating patients or individuals served to provide immediate care, treatment, or services at the health care facility where the patient or individual is located.	X		X	
PC.01.02.03, EP 23 The organization has a process to notify the patient's or individual's emergency contact person and/or local emergency services to respond if immediate care, treatment, or services are needed when the patient or individual served is not located in a health care facility (for example, a residential or remote site).	X		X	X

Survey Process

Off-Site Survey Process

- 30d notice for initials
7d notice for resurvey
- Microsoft Teams call
- 1 surveyor x 1 day
- Upload documents to secure Share Point site
- Share documents with surveyor during visit



Examples of Survey Activities

Survey
document list

Opening
conference

Orientation to
the organization

Individual tracer

Competence
assessment and
credentialing
and privileging

Leadership
session

Organization exit
conference

Document Upload List Examples

- Organization chart
- Performance improvement plan
- Emergency management plan
- Policies for care of patients/individuals served
- IT security/safety plan and applicable policies
- Performance/quality improvement data
- Suicide risk screening assessment (if applicable)

Individual Tracer Selection

Tracer selection is based on risk areas and the modalities used and services provided:

- Patient/individual receiving ongoing care via telehealth
- Patient/individual that experienced an emergency during the telehealth encounter
- Patient receiving care related to the antibiotic stewardship goal
- Individual at a high risk for suicide

Summary



Overview of the new Telehealth accreditation program



Structure and content of the Telehealth program requirements



Outline of off-site survey to evaluate compliance with Telehealth standards

Questions?

Regarding the standards and elements of performance content, use this form:

dssminquiries.jointcommission.org



Use this link to request access to the prepublication standards:

<https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/request-prepublication-requirements-for-telehealth/>

Regarding the On Demand webinar operations and CE inquiries:

pioneersinquality@jointcommission.org

Additional Resources

To learn more about the Joint Commission's Telehealth Accreditation program and eligibility, visit this portal:

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

**May 2024 Joint Commission Perspectives Article –
New: Telehealth Accreditation Program Launching
in July**



Telehealth Accreditation Program Survey Activity Guide

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