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The Joint Commission

Accreditation: A Team “Sport” Approach

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Today's Discussion

- ☑ Accreditation- The What and Why
- ☑ Process Overview
- ☑ Ongoing Survey Readiness
- ☑ Role of Leadership



What is accreditation? Why seek accreditation?

*Accreditation is the process of inviting outside experts to conduct a review of your organization to **validate** and **improve** the safety and quality of care, treatment and services you provide to families and individual.*

- Improves credibility
- Establishes your reputation by providing an external validation of the quality and safety of the care, treatment or services your organization provides
- Differentiates your organization from others for marketing and investment/financing purposes



The Mission of Accreditation



ACCREDITATION



EXCELLENCE IN PATIENT CARE

Value to Unaccredited ASCs



Access to payers and their patients, as well as standardization to better manage costs



Operational Efficiencies and proactive performance improvement



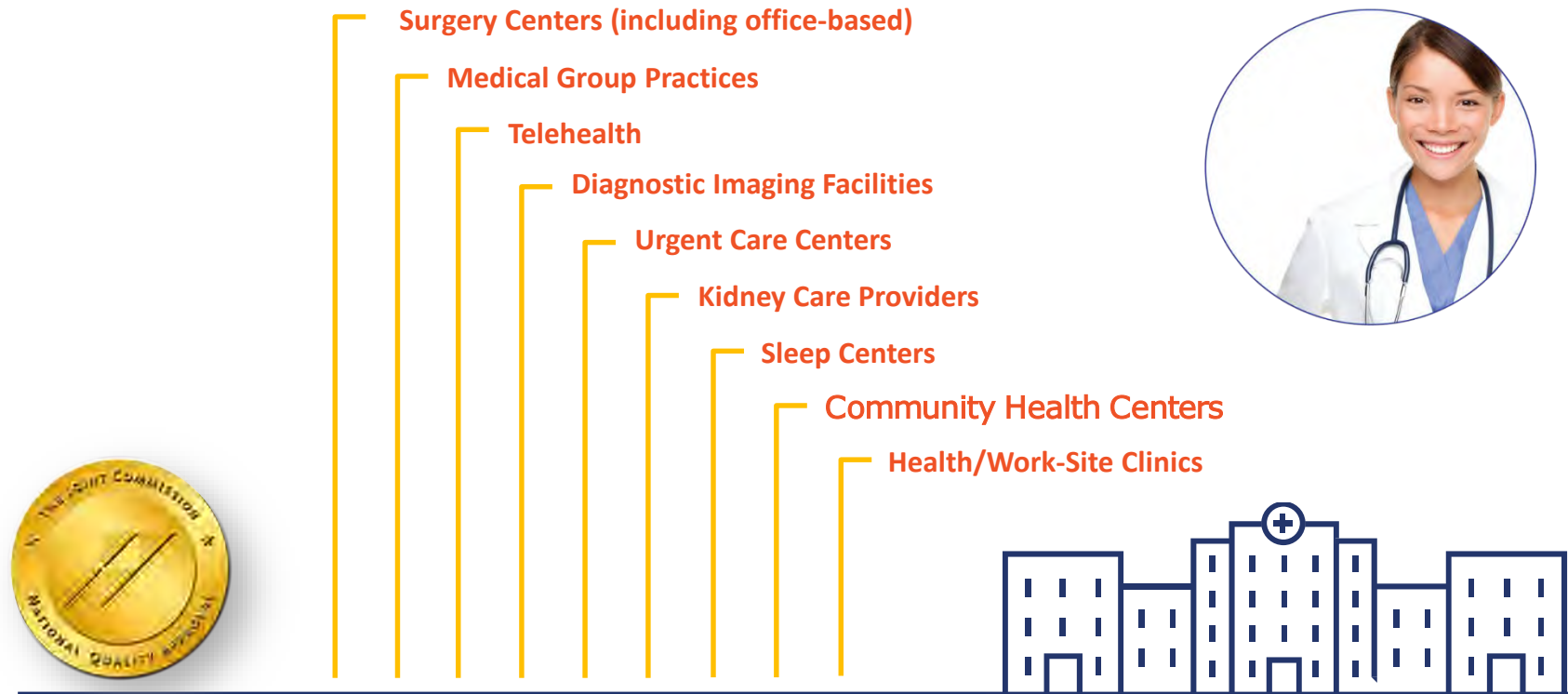
Reduction of risk of harm to patients, staff, and visitors, as well as related liability costs



Attract, develop competency and retain staff

Ambulatory Health Care Accreditation

Settings Accredited



Accreditation Process

Getting Started with Accreditation

Connect with your
dedicated

- Vhenry@jointcommission.org
- Phone: 630-792-5247



Welcome

- Overview of the accreditation process

Get to Know

- Understand organization's goals, vision, and structure
- Establish timelines
- Understand education needs

Help With Readiness

- Provide access to the standards
- Overview of survey process

Submit Application

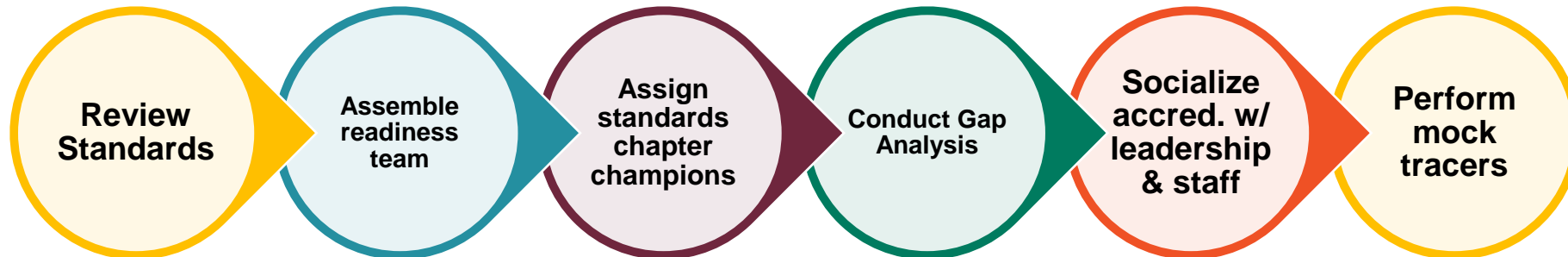
- Guided completion of the Application

Post-Application

- Additional resources

The Pathway to Accreditation

Key Milestones



Survey Preparation and Documentation

Get	Complete	Don't Provide	Understand
Get Organized	Complete Documentation Don't give a surveyor a reason to ask a question!	Don't Provide More Than Requested	Understand the Standards and EPs

When to Apply

Submit Application

4-6 months prior to survey ready date



Survey Ready Date

Date you are ready for survey



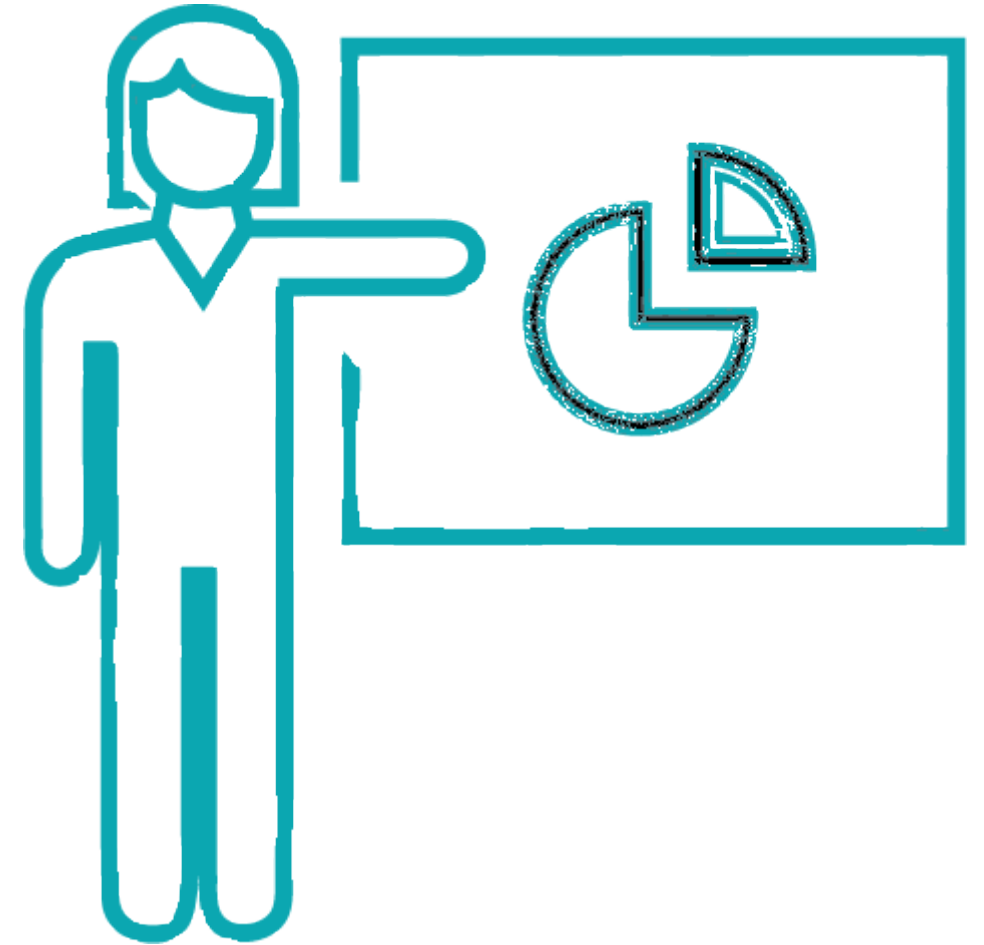
Prepare for Survey

Varies based on each Health Care Organization circumstances that affect determining a timeline: De Novo versus longstanding provider; resources available to prepare

Education & Development Opportunities for Staff

Create education and development opportunities through ongoing readiness

- Chapter champions
- Mock surveyor group



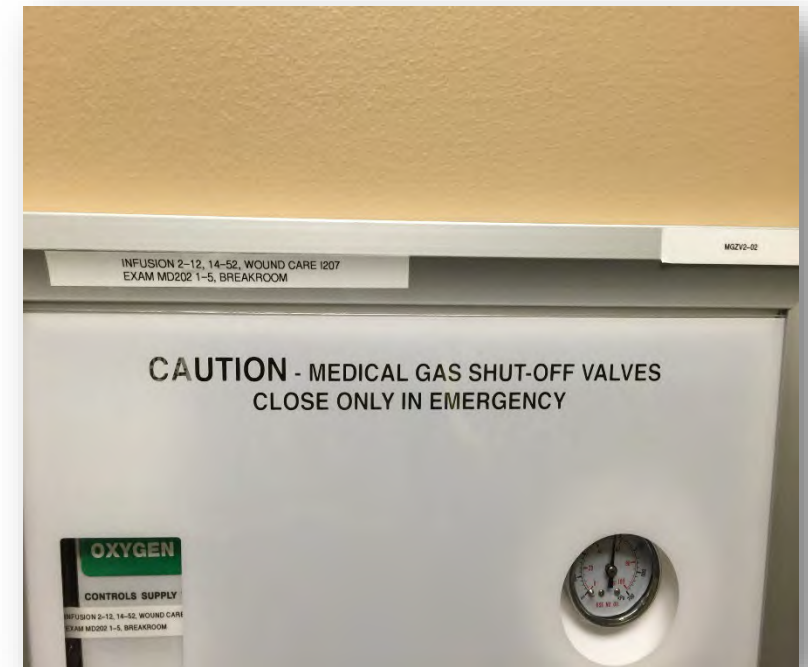
Achieve Maximum Education

- Educate your staff about the survey process: Compliance & Education
- Encourage organizational staff to be open to learn, share, and seek to understand
- If an organization is eager to learn, grow and improve, more educative information is likely

Commonly Cited EC Standard & EP

EC.02.05.01 EP9

The organization labels utility system controls to facilitate partial or complete emergency shutdowns



Commonly Cited LS Standard & EP

LS.03.01.10 EP10

The space around pipes, conduits, bus ducts, cables, wires, air ducts, or pneumatic tubes penetrating the walls or floors are protected with an approved fire-rated material.

Note: *Non-approved Polyurethane expanding foam is not an accepted fire-rated material for this purpose. (For full text, refer to NFPA 101-2012: 8.3.5)*



Survey Process Objectives



What Happens After the Survey

- Preliminary report
- Status of Final Accreditation Report
 - Content of Final Accreditation Report
 - Scored findings, follow up events, etc.
- Evidence of Standards Compliance (ESC) Submission Process
 - Optional 10 Day Clarification*
 - 60 Day Timeframe to Submit ESC
- Award letter
- Certificate



Ongoing Survey Readiness

Tools and Resources Beyond Accreditation



Perspectives Newsletter

The official newsletter of The Joint Commission which provides information about revisions and updates to Joint Commission standards, policies, and other requirements for all Joint Commission-accredited and-certified organizations.



SAFER® Dashboard

A data analytics tool to view current and historical aggregate survey findings allowing you to track performance at the corporate or site level, share data, with stakeholders and compare to other organizations nationwide.



Heads-Up Report

Reports that address frequently scored high-risk standards or EPs and provide examples of actual surveyor observations, potential contributing factors, and a checklist to help organizations identify similar issues in their own organizations prior to survey.



Standards Interpretation Group (SIG)

Contact the Standards Interpretation Group (SIG) for information about interpreting and applying specific ambulatory care standards.



Readiness Roadmap

A toolkit with hundreds of documents, webinars, videos, checklists, and crosswalks that are sortable to help you find the resources you need based on where your organization is in the accreditation/certification process.



Survey Activity Guide

This guide contains information to help you prepare for survey and a description of each survey activity that includes session objectives, an overview of the session, logistical issues, and suggested participants.

The Role of the Coach aka Leadership

What is a leader?

An individual who sets expectations, develops a plan, and implements procedure to assess and improve the quality of the organization's governance, management, and clinical and support functions and processes



The Essential Role of Leadership in Developing a Safety Culture



Leadership's #1 priority is to be accountable for effective care while protecting the safety of patients, employees, and visitors



A leader is committed to prioritizing and making patient safety visible through everyday actions and is a critical part of creating a true culture of safety



Culture is a product of what is done on a consistent daily basis

Leadership Oversight

- Who do you need and where do you need them?
- High risk areas/procedures
 - High-level disinfection/sterilization
 - Surgery/procedures
 - Dental



Role of Administrator

- Leverage your Medical Director
- Keep doctors happy (easier said than done!)
- Applaud and appreciate staff
- Understand what motivates staff
- Create socialization to connect staff
- Be open to new information and processes
- Most importantly...Promote a culture of safety



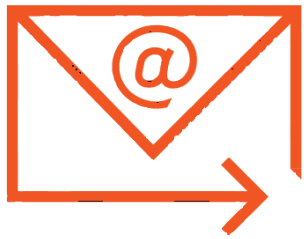
ASC Associations and Professional Networks



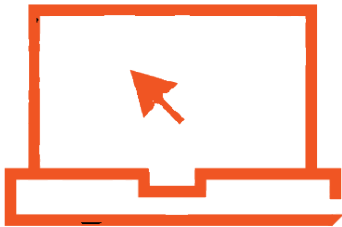
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