



Nursing Care Center Accreditation

Check in with The Joint Commission.

July 11, 2023



What We'll Cover Today –



What nursing care center customers need to know:

- Learn about standards changes
- Tips from our Field Director on thriving throughout the accreditation process
- Current most commonly cited RFIs
- State relations updates

Today's Nursing Care Center Experts



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Standards Update for Nursing Care Centers

Updates from the Department of Standards and Survey Methods

- NCC & NCC Memory Care Updates
 - Last Updated July 1, 2022
- Assisted Living Community Memory Care Certification
 - Launched July 1st, 2023
- Post-Acute Care Certification
 - Launching July 1st, 2024

Standards Updates

Standards Development

- Analyze Current State
- Research
- Technical Advisory Panel
- Draft Standards with Internal Review
- Field Review
- Final Approval



Updates from the Department of Standards and Survey Methods

American Medical Directors Association's (AMDA), Post Acute and Long-term Care (PALTC) Clinical Practice Guidelines

- 19 Topics
- 3Ds: Delirium, Depression and Dementia

Standards Updates

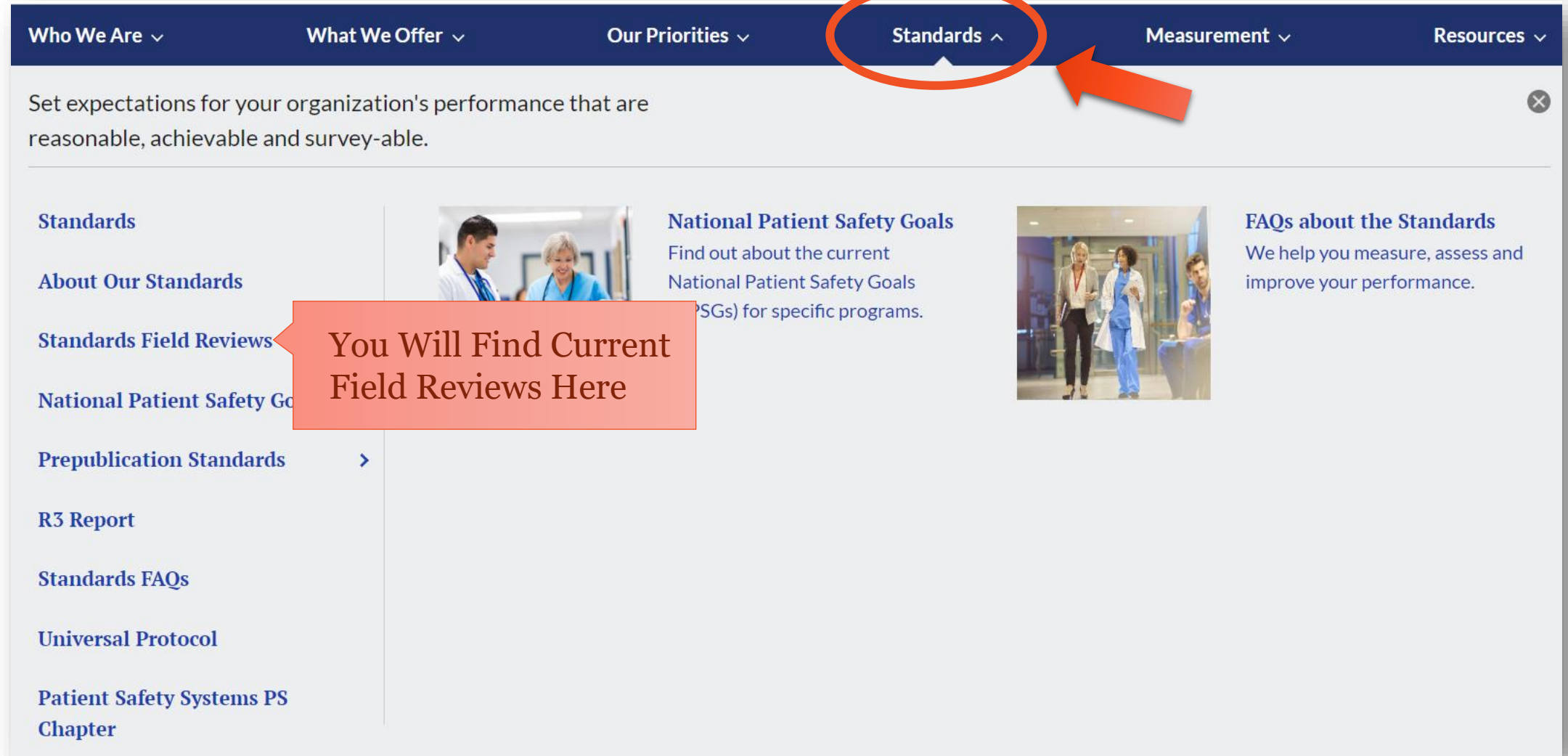
<https://www.jointcommission.org/>

Field Review

- Boots on the Ground Expertise
- Post-Acute Field Review August-September 2023
- Invitations Will be Emailed to Customers

Standards Updates

https://www.jointcommission.org/



The screenshot shows the top navigation bar of the Joint Commission website. The 'Standards' menu item is circled in red, and a red arrow points to it from the right. Below the navigation bar, there is a search bar with the text 'Set expectations for your organization's performance that are reasonable, achievable and survey-able.' and a close button. The main content area features a left sidebar with a list of links: Standards, About Our Standards, Standards Field Reviews, National Patient Safety Goals, Prepublication Standards, R3 Report, Standards FAQs, Universal Protocol, and Patient Safety Systems PS Chapter. The 'Standards Field Reviews' link is highlighted with a red callout box that says 'You Will Find Current Field Reviews Here'. To the right of the sidebar, there are three featured sections: 'National Patient Safety Goals' with a photo of two healthcare professionals and the text 'Find out about the current National Patient Safety Goals (PSGs) for specific programs.', 'FAQs about the Standards' with a photo of three healthcare professionals and the text 'We help you measure, assess and improve your performance.', and 'Prepublication Standards' with a right-pointing arrow.

You Will Find Current Field Reviews Here

Standards Updates

https://www.jointcommission.org/

The screenshot shows the 'Standards' section of the Joint Commission website. The 'Standards' menu item in the top navigation bar is circled in orange, with a red arrow pointing to it. A red callout box points to the 'Standards Field Reviews' link in the left sidebar, containing the text 'You Will Find Current Field Reviews Here'. Another red callout box is positioned over the 'Sign up for E-Alerts' button and the 'CONTENT TYPE' and 'CONTENT TYPES' filter sections, which are also highlighted with a red border. The filter section includes options for 'CONTENT TYPE' (Select all, Customize type) and 'CONTENT TYPES' (Blog Posts, General Pages, Newsletters, Speak Ups, Standard Field Reviews, Webinars, Events and Products, News Releases, Podcasts, Standard FAQs, Videos).

Who We Are ▾ What We Offer ▾ Our Priorities ▾ **Standards** ▾ Measurement ▾ Resources ▾

Set expectations for your organization's performance that are reasonable, achievable and survey-able. ✕

Standards

About Our Standards

Standards Field Reviews ▶ **You Will Find Current Field Reviews Here**

National Patient Safety Goals

Prepublication Standards ▶

R3 Report

Standards FAQs ▶ **Sign up for E-Alerts**

Universal Protocol

Patient Safety System Chapter

National Patient Safety Goals
Find out about the current National Patient Safety Goals (NPSGs) for specific programs.

FAQs about the Standards
We help you measure, assess and improve your performance.

CONTENT TYPE
 Select all Customize type

CONTENT TYPES

<input type="checkbox"/> Blog Posts	<input type="checkbox"/> Events and Products
<input type="checkbox"/> General Pages	<input type="checkbox"/> News Releases
<input type="checkbox"/> Newsletters	<input type="checkbox"/> Podcasts
<input type="checkbox"/> Speak Ups	<input type="checkbox"/> Standard FAQs
<input type="checkbox"/> Standard Field Reviews	<input type="checkbox"/> Videos
<input type="checkbox"/> Webinars	

Standards Updates

https://www.jointcommission.org/

The screenshot shows the 'Standards' section of the Joint Commission website. The navigation bar at the top includes 'Who We Are', 'What We Offer', 'Our Priorities', 'Standards', 'Measurement', and 'Resources'. The 'Standards' link is circled in red with a red arrow pointing to it. Below the navigation bar is a banner with the text: 'Set expectations for your organization's performance that are reasonable, achievable and survey-able.' The main content area features a left sidebar with links: 'Standards', 'About Our Standards', 'Standards Field Reviews', 'National Patient Safety Goals', 'Prepublication Standards', 'R3 Report', 'Standards FAQs', 'Universal Protocol', and 'Patient Safety System Chapter'. A red callout box points to 'Standards Field Reviews' with the text 'You Will Find Current Field Reviews Here'. The main content area has three columns: 'Standards', 'National Patient Safety Goals' (with a sub-link 'Find out about the current National Patient Safety Goals (SGs) for specific programs.'), and 'FAQs about the Standards' (with sub-text 'We help you measure, assess and improve your performance.'). A red callout box points to the 'Standards Field Reviews' link in the sidebar, containing a 'Sign up for E-Alerts' button and a 'CONTENT TYPE' dropdown menu. The dropdown menu is open, showing 'CONTENT TYPE' with 'Select all' and 'Customize type' (circled in red), and 'CONTENT TYPES' with a list of content types: Blog Posts, General Pages, Newsletters, Speak Ups, Standard Field Reviews, Webinars, Events and Products, News Releases, Podcasts, and Standard FAQs.

Standards Updates

- **ALC Memory Care Add-On Certification**
 - Launch 7/1/23
- Webinars and Other Resources
www.jointcommission.org
- Standards Inquiries
[https://web.jointcommission.org/sigsubmission/sigquestionform.aspx?Pr
ePubStdFl=Y](https://web.jointcommission.org/sigsubmission/sigquestionform.aspx?Pr
ePubStdFl=Y)

Tips on Thriving Throughout the Survey Process

Checking in with Survey Process: The Problem

- What to do after the survey is over?*
- Navigating a Joint Commission survey when you have just started a new job as an Administrator or DON for the building
- Managing a Joint Commission survey when The Joint Commission and the State Department of Health are present at the same time



After the Surveyors Leave: Now What?

- Yeah, we're done until they come back in 3 years!
- Celebrate!
- Something Else?



After the Surveyors Leave: The Journey Continues

- Celebrate your accomplishments
- Work with your leadership team and personnel on:
 - understanding the why
 - developing fixes
 - implementing fixes
 - evaluate
 - adjust as needed
 - sustain improvement
 - stay informed/keep current
 - document your journey



I Just Started My Job & The Joint Commission is Here !!!



When you start your new job

- Ask to see the last Joint Commission survey report
- Ask to see the follow-up plan
- Ask for access to Joint Commission Connect
- Get to know the standards
- Read chapter introductions
- Skim through other resources
- Review the public Joint Commission website



I Just Started My Job & The Joint Commission is Here !!!

As soon as you can after starting your new job

- Evaluate where the building is in their quality and safety journey
- Find out what resources are available to you within your organization
- Develop a plan

When the surveyor arrives

- Share your status with the surveyor
- Ask questions during the survey
- Don't focus on the number of requirements for improvement (RFIs)

The Joint Commission Mission

To continuously improve health care for the public, **in collaboration with other stakeholders**, by evaluating health care organizations **and inspiring them** to excel in providing safe and effective care of the highest quality and value.

The Joint Commission Vision

All people always experience the safest, highest quality, best-value health care across all settings.

State and The Joint Commission Present at Same Time Issues

Issues

- Both arrive at same time
- State arrives after Joint Commission
- DON, Administrator, or Facilities Director needed by both simultaneously
- Both groups requesting the same documents
- Both groups in patient care areas at the same time

Potential Solutions

- Have a plan for how to manage when both groups are onsite at the same time
 - Keep your documents organized and readily accessible
 - Prioritize your quality and safety journey
- Share potential for State visit with surveyor upon arrival
- Have State and Joint Commission surveyors meet to coordinate activities
- Make your schedule preferences known
- Make your patient care priorities and requirements known

Standards Interpretation Group

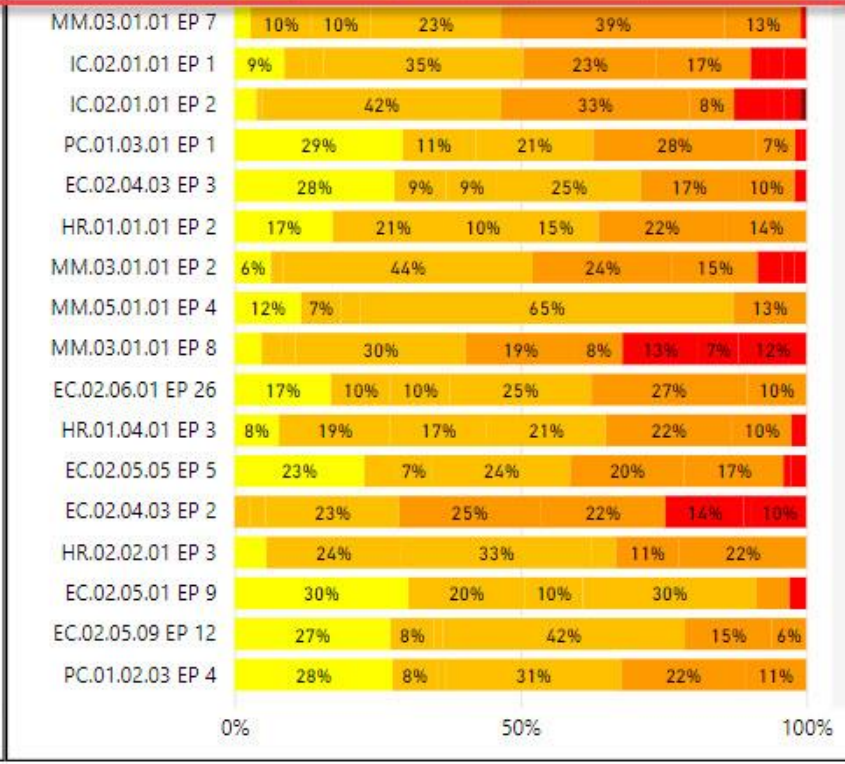
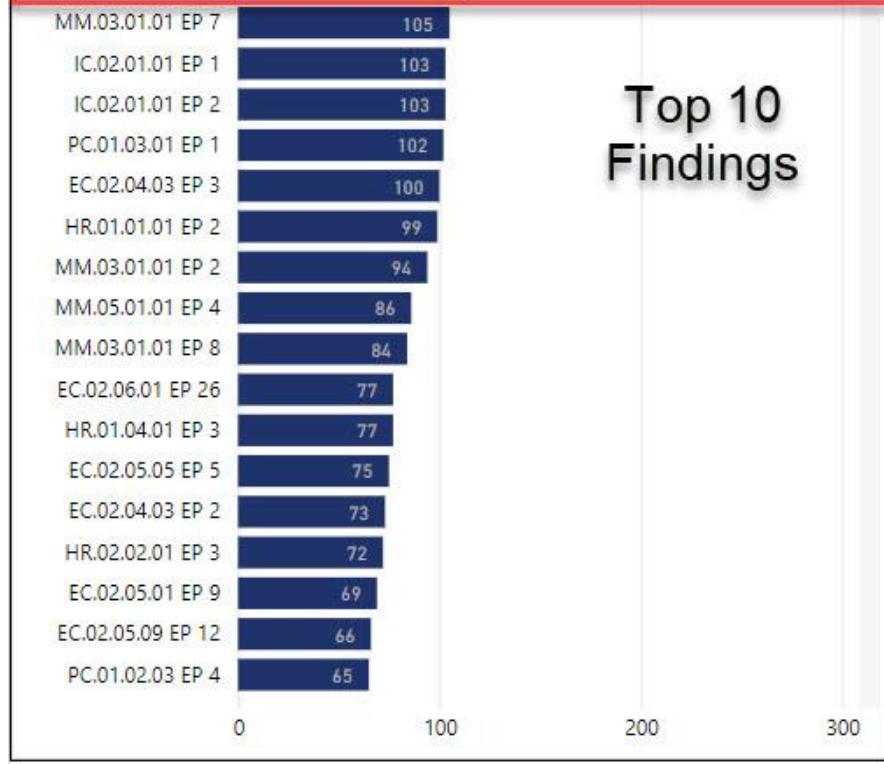
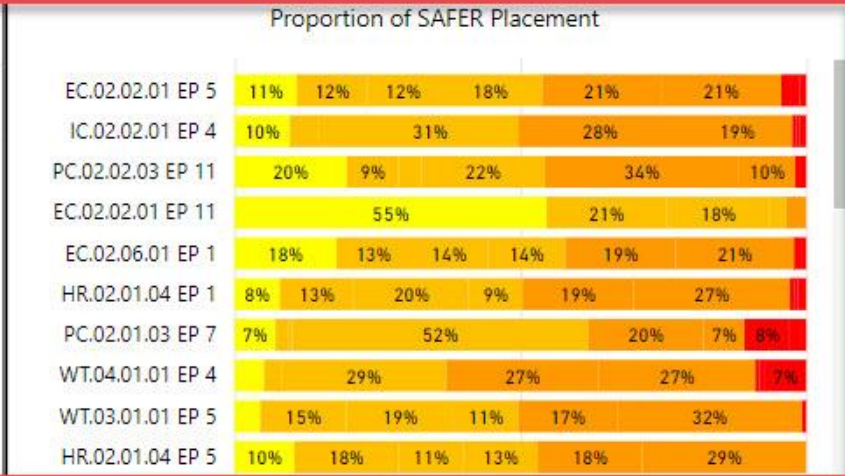
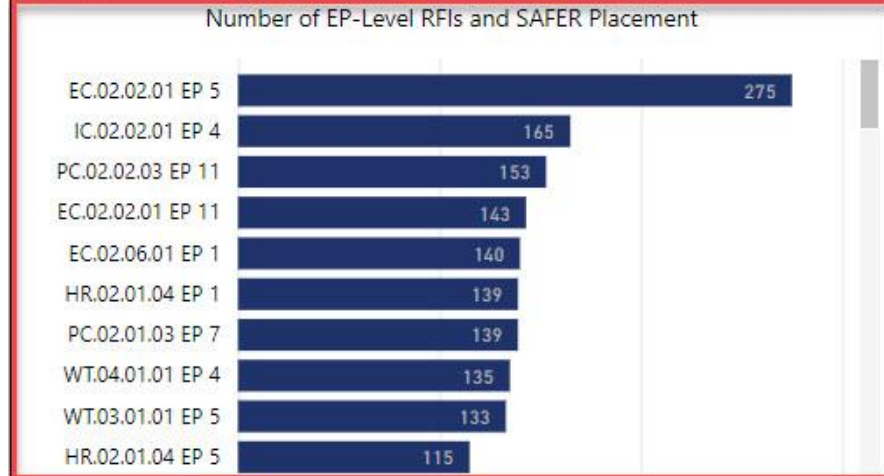
Most Frequently Cited



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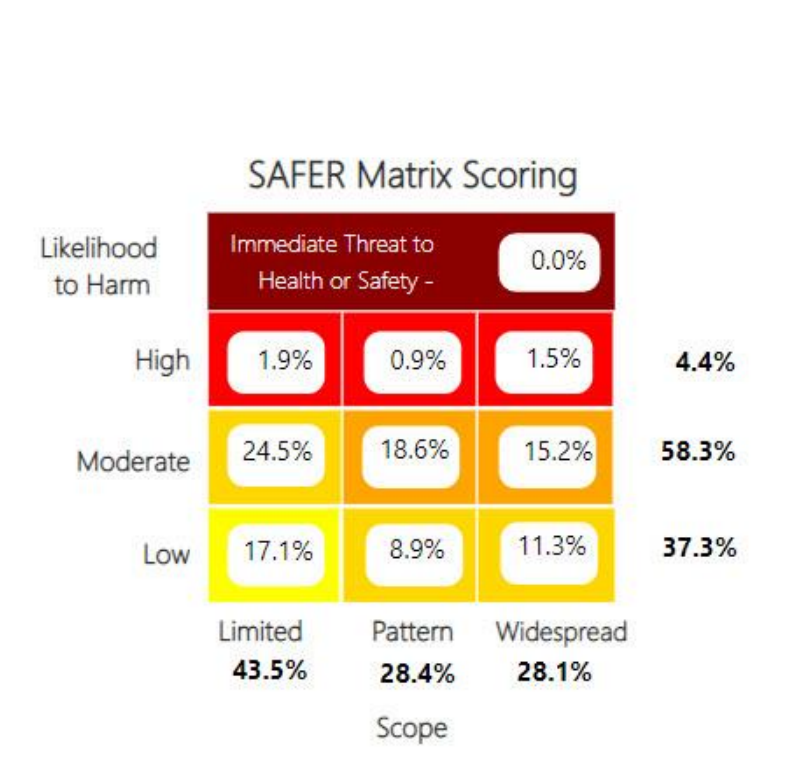
Survey Type	Program	Deemed Prg	DSC Program	Chapter	Standard	Standard and EP	SAFER Placement	Survey Date (end date)	
Full Survey Type ▾	NCC ▾	All ▾	All ▾	All ▾	All ▾	All ▾	All ▾	5/1/2022	5/25/2023

Chptr Std Std+EP



Total For Time Period and Program		
Surveys	Average RFIs Per Survey	Number of RFIs
556	12.59	7,000

Statistics for Selected Standards		
Surveys	Average RFIs Per Survey	Number of RFIs
556	12.59	7,000



Environment of Care

#1 EC.02.02.01 EP 5:

The organization minimizes risks associated with selecting, handling, storing, transporting, using, and disposing of hazardous chemicals.



Eyewash Station Strategies

- Required where corrosive chemicals are used/mixed/dispensed.
- Accessible: within 10 seconds from where hazardous chemicals located without obstructions.
- Temperature: tepid water with mixing valve.
- Activates within 1 second.

** See Perspectives March 2021.*

Environment of Care

#4 EC.02.02.01 EP 11

For managing hazardous materials and waste, the organization has the permits, licenses, manifests, and safety data sheets required by law and regulation.

Examples

- DOT training not done.
- Staff who signed the manifest did not have training completed.

Environment of Care

#5 EC.02.06.01 EP 1

Interior spaces meet the needs of the patient and resident populations for safety and suitability for the care, treatment, and services provided.

Note: Interior spaces contain rehabilitation equipment and activities needed to achieve patients' and residents' goals, but they are arranged in a way that does not compromise the safety of the environment.

Observations

- Stained ceiling tiles.
- Cracked floor or wall tiles.
- Peeling paint.
- Furniture not in good repair.
- Floors in need of deep cleaning.

Strategies

- Set a maintenance schedule for ceiling tiles and deep cleaning.
- Staff education.
- Environmental rounds.



Infection Control

#2: IC.02.02.01 EP 4

The organization implements infection prevention and control activities when doing the following: Storing medical equipment, devices, and supplies.



Examples

- Expired supplies
- Sterile item/kitchen items stored on open, bottom shelf without solid bottom.
- Dirty equipment stored in clean storage area.

Strategies

- Assign someone to check for expired supplies at a specified frequency.
- Use plastic coverings on bottom shelf.
- Designate an area for dirty equipment. Monitor by rounding at a specified frequency.

Provision of Care

#3 PC.02.02.03 EP 11

The organization stores food and nutrition products, including those brought in by patients and residents or their families, under proper conditions of sanitation, temperature, light, moisture, ventilation, and security.

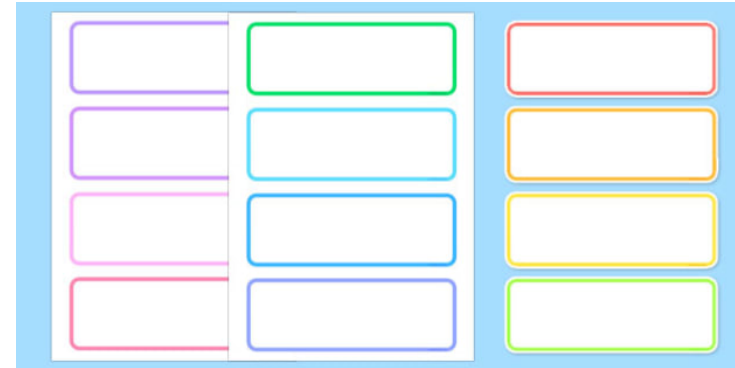


Observations

- Expired food.
- Unlabeled food.
- Missed temperature checks of refrigerator/freezer.
- No action taken when temperatures are out of the required range.
- Comingling expired products with unexpired products.

Strategies

- Environmental rounds monthly.
- Education for staff quarterly or biannual.
- Labels readily available in sleeve on refrigerator.
- Assigned refrigerator clean out twice weekly.



Provision of Care

7: PC.02.01.03 EP 7

The organization provides care, treatment, and services according to current orders.

- Not measuring PICC line arm circumference as ordered.
- Not giving sliding scale insulin as ordered.
- Failing to notify physician when patient refuses medication/treatments.

Human Resources

6: HR.02.01.04 EP 1

Before permitting licensed independent practitioners new to the organization to provide care, treatment, and services, the organization does the following:

- Documents **current licensure** and any disciplinary actions against the license available through the primary source.
- Verifies the identity of the individual by viewing a valid state or **federal government-issued picture identification** (for example, a driver's license or passport).
- Obtains and documents information from the **National Practitioner Data Bank (NPDB)**. The medical director evaluates this information.
- Determines and documents that the practitioner is **currently privileged at a Joint Commission–accredited organization**; this determination is verified through the accredited organization. If the organization cannot verify that the practitioner is currently privileged at a Joint Commission–accredited organization, the medical director oversees the monitoring of the practitioner's performance and reviews the results of the monitoring. This monitoring continues until it is determined that the practitioner is able to provide the care, treatment, and services that they are being permitted to provide.

Human Resources

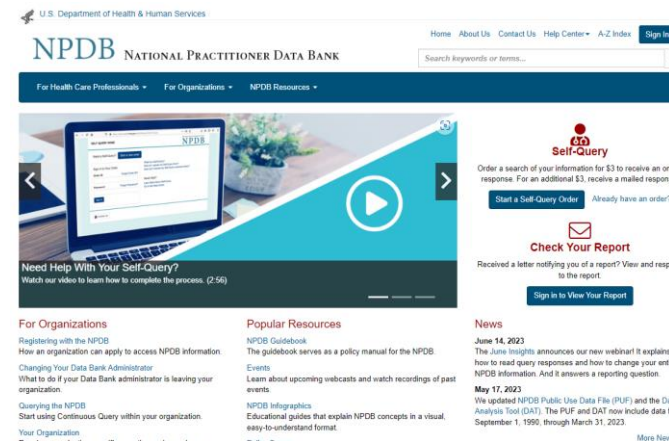
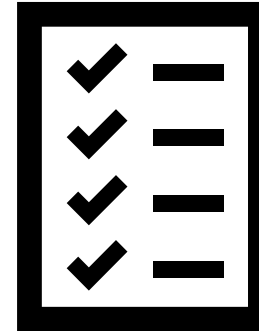
#10 HR.02.01.04 EP 5

At least every three years or within the period required by law and regulation if shorter, before permitting licensed practitioners to continue to provide care, treatment, and services, the organization does the following:

- Documents current licensure and any disciplinary actions against the license available through the primary source.
- Obtains and documents information from the National Practitioner Data Bank (NPDB). The medical director evaluates this information.
- Reviews any clinical performance in the organization that is outside acceptable standards. The medical director evaluates this information.
- Reviews information from any of the organization's performance improvement activities pertaining to professional performance, judgment, and clinical or technical skills. The medical director evaluates this information.
- Confirms the licensed practitioner's adherence to organization policies, procedures, rules, and regulations.

Strategies

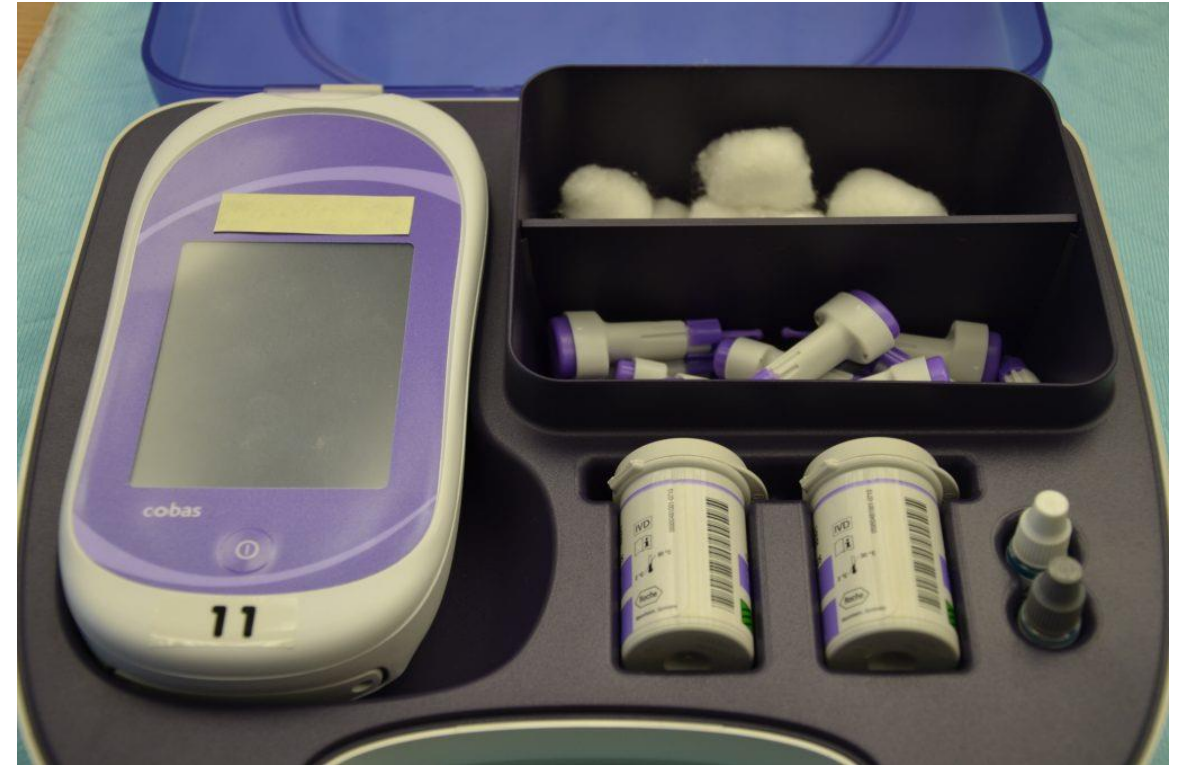
- Primary source verification of license.
- National Practitioner Data Base.
- Medical Director evaluation.
- Privileges at Joint Commission accredited organization.



Waived Testing

#8 WT.04.01.01 EP 4

For instrument-based waived testing, quality control checks are performed on each instrument used for patient or resident testing per manufacturers' instructions.



Strategy for Quality Controls

- Define specific process regarding frequency, responsibility and accountability of performing QC based on IFU
- Address staff education and training.
- Address documentation requirements.
- Evaluate implementation
 - Monitor QC logs.
 - Interview staff
 - Ensure resources are available (strips, solution)

Free CDC training: [Waived Tests | CDC](#)

Waived Testing

#9 WT.03.01.01 EP 5

Competency for waived testing is assessed using at least two of the following methods per person per test: - Performance of a test on a blind specimen - Periodic observation of routine work by the supervisor or qualified designee - Monitoring of each user's quality control performance - Use of a written test specific to the test assessed.



Strategies for Waived Testing Competence

- Plan for annual waived testing competence assessment.
- Identify the 2 methods the organization will use:
 - Performance of a test on a blind specimen.
 - Periodic observation of routine work by the supervisor or qualified designee
 - **Observe quality control performance.**
 - Use of a written test specific to the test assessed.
- Develop a checklist for documentation purposes.

State Relations Update

Updates from State Relations

- Resident/Patient Visitation
- Technology
- Liability Protection
- Workplace Violence



Updates from State Relations

- Personal Protective Equipment
- Emergency Power Restoration
- Vaccination



Wrapping Up

A new distinction for Memory Care Services in Assisted Living Communities

- A collaboration with the Alzheimer's Association
- A program to help organizations minimize risk and improve care for patients and residents with all levels of cognitive impairment.
- Learn more at <https://www.jointcommission.org/what-we-offer/accreditation/health-care-settings/assisted-living-community/>



Thank you for joining us.