



# Peer Insights: Why We Chose The Joint Commission for Our Nursing Home

# Your Speaker

## Sapna Patel

**Sapna Patel** is the Associate Director of the Nursing Care Center Accreditation Program at The Joint Commission.

She advises nursing care center leadership on where Joint Commission accreditation and the Joint Commission enterprise can deliver significant value for the organization given their unique business models and objectives.

# Your Speaker

**Dr. Keitta Evans**

DNP, MSN, NE-BC, RN-BC, LNHA, NHDP-BC

**Dr. Keitta Evans** currently serves as Senior Vice President of Clinical Practice, Medical Services, and Rehabilitation Services for Ethica, a health service of Community Health Systems of Georgia.

She has served as a leader in healthcare for the past 20 years with progressive leadership roles in nursing and healthcare administration and has participated on several boards and committees.

Her ability to lead and innovate has assisted in the successful development and implementation of clinical models of care that support the current healthcare landscape in post-acute care.

# Your Speaker

**Dr. Kendra Ferrero**

**NHA, RN-BC**

**Dr. Kendra Ferrero** is currently the Vice-President of Administrative Services for Onyx Care Centers where she oversees eight skilled nursing facilities.

Kendra is a multi-state licensed RN board certified in Gerontology and holds an active Nursing Home Administrator license in several states.

Working in the post-acute environment since 1977, Kendra has held many positions and served on numerous committees, contributing to the original RUG11 Demonstration Project when it was implemented in NY in 1985.

Today she also serves as the chairperson for the Professional Development Committee for FHCA and is a Lead Senior Examiner for AHCA/NCAL Quality Program.

# Your Speaker

**Michelle Stuercke**

DNP, MSN, MPA, BSN, QCP, LNHA

**Michelle Stuercke** currently serves as Chief Clinical Officer for Transitional Care Management.

Driving initiatives to improve quality and fiscal outcomes, Michelle is an expert in regulatory environment and program development.

Her successes include the implementation of QAPI across 27 centers, installation of EMR, Quality and electronic wound care system across multiple facilities and participating on the Technical Advisory Group to develop and set Medicaid Rates in Illinois.

# Question #1

Why accreditation?

# Question #2

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Why work with  
The Joint Commission?

# Question #3

What steps did you take to convince your colleagues to pursue accreditation?



# Question #4

How did you prepare  
for the visit?

# Question #5

What are some of the associated costs of accreditation?

# Question #6

What stood out most to you about the onsite survey experience?

# Question #7

Can you give an example of certain standards impacting change?

# Question #8

How did you handle any requirements for improvement?

# Question #9

Name one key improvement that was a direct result of your accreditation process.

# Question #10

What advice and tips do you have for your colleagues?

Questions?



# As We Conclude

## Last Minute Reminders and Resources



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Thank you!