



# The Role of Certification in Demonstrating Quality Programs

The Third National Disease Management Summit

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# Mission Statement

To continuously improve the  
quality and safety of care provided  
to the public...



# Accreditation Services

- Ambulatory Health Care and Office-Based Surgery
- Behavioral Health Care
- Home Care
- Hospitals
- Laboratories
- Long Term Care and Assisted Living
- Networks (managed care plans, integrated delivery systems, managed behavioral health care organizations and preferred provider organizations)

# Accreditation vs. Certification

- Accreditation
  - Surveys are organization-based, focused on quality and safe care processes and functions
  - Traditional JCAHO evaluation product
  - 50 years establishing expertise in evaluating health care organizations
- Certification
  - Reviews are service-based, focused on quality, safety, and outcomes of improving clinical care
  - Voluntary—not an add-on to accreditation





# Implementing Disease-Specific Care Certification

- Established Disease-Specific Care Advisory Committee
- Established Advisory Council of Certified Programs
- Pilot testing completed
- Requests for Certification accepted beginning December 2001
- Final standards approved February 2002
- Certification reviews began February 2002



# Types of Services Certified

- Services that provide clinical care directly to participants:
  - Examples—hospitals, clinics, home care companies, long term care facilities, rehabilitation centers, physician groups, etc.
- Services that provide comprehensive clinical support and interact directly with participants on-site, telephonically, or through the use of on-line services or other electronic resources:
  - Examples—disease management companies, health plans providing disease management services, etc.



# Eligibility for Certification

- The disease-specific care service
  - Uses a standardized method of delivering clinical care based on clinical guidelines and/or evidence-based practice
  - Has an organized approach to performance measurement

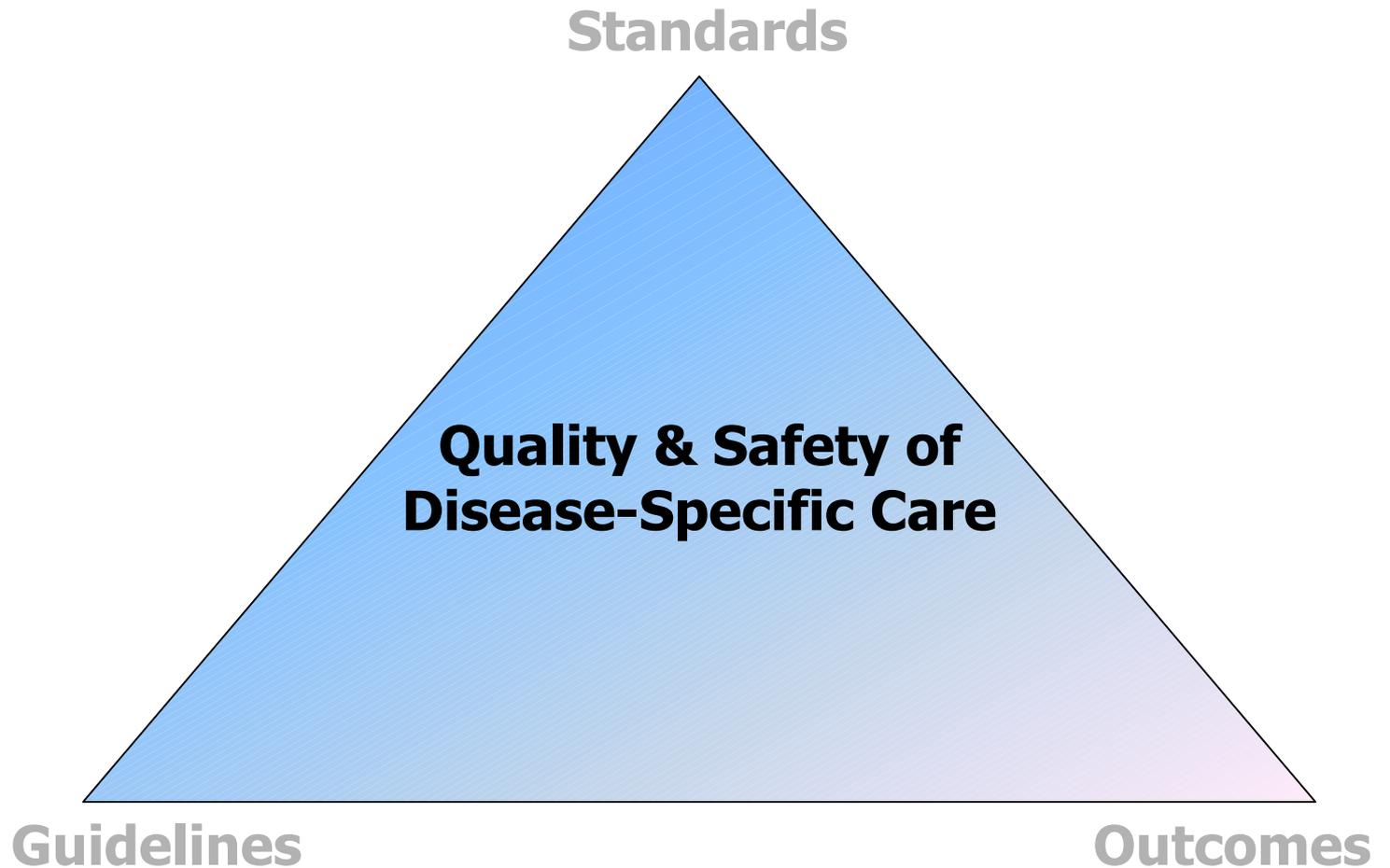


# Certificate of Distinction

- One evaluation model for all disease states
- Separate Distinction awarded for services based on guideline and outcomes review



# Information-Driven Evaluation



# Disease-Specific Care Certification Award Cycle

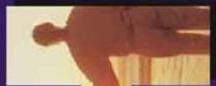
	<b>Year 1 +</b>	<b>Year 2 =</b>	<b>2-year award</b>
	<b>Off-site and On-site Evaluation</b>	<b>Off-site Intracycle Evaluation</b>	
<b>Scope of review</b>	Evaluation of standards, clinical practice guidelines and outcomes	Review of updated clinical practice guideline information and demonstrated ongoing improvement in outcomes	
<b>Outcome of Evaluation</b>	Obtain Certificate of Distinction	Maintain Certificate of Distinction	





# Standards

- Delivering or Facilitating Care
- Performance Measurement
- Supporting Self-Management
- Program Management
- Clinical Information Management



# The Standards Manual

- **Standards**
  - A statement that defines the performance expectation, structure, or process that must be in place
- **Elements of Performance**
  - Measurable characteristics used to evaluate compliance with standards
- **Documents to Submit**
  - Required documents that must be submitted with the Request for Certification
- **Documents for Review On-Site**
  - To be available for the on-site review
- **Discussion Points**
  - Helps the disease-specific care service organize its discussion with the on-site reviewer

# The On-Site Evaluation: A Sample Agenda

8:00-8:10 a.m.	Introductions	
8:10-8:30 a.m.	Overview	Presentation by service on delivery of clinical care and use of clinical information system(s)
8:30-9:00 a.m.	Program Management Interview	Review and explanation of implementation of clinical practice guidelines
9:00-9:30 a.m.	Performance Measurement Review	Discussion on how data are used to improve practice and/or care and services
9:30-10:00 a.m.	Observation of participant call/interaction process	
10:00-10:30 a.m.	Participant Interviews	
10:30-11:30 a.m.	Staff Interviews (individual, small group, telephone to sites)	Direct contact staff, clinical leaders, staff trainer(s)



# The On-Site Evaluation: A Sample Agenda (cont'd.)

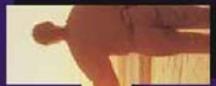
11:30-12:30 p.m.	Staff Record Review and Human Resources Interview (competence, licensure)	Randomly selected for each classification (RN, MD, other members of the team)
1:00-2:00 p.m.	Participant Record Review and Information Systems Interview	Randomly selected; minimum of 5 records
2:00-2:30 p.m.	Staff Interviews (individual, small group, telephone to sites)	
2:30-3:00 p.m.	Observation of participant call/interaction process	This activity can be mock if permission not granted by participants
3:00-4:00 p.m.	Report Preparation	Reviewer prepares report
4:00-4:30 p.m.	Closing Conference	





# DSC Certified Programs

Organization	Disease-Specific Care Program	Disease or Condition
Los Angeles County, Dept. of Health Services	Los Angeles County, Dept. of Health Services	Pediatric Asthma
WellStar Health System	WellStar Disease Management Program	Pediatric Asthma, Adult Asthma, CHF, Diabetes, COPD
Maine Medical Center	The Heart Failure Program at Maine Medical Center	CHF
St. Michael's Hospital	Chronic Care – CHF Care Management	CHF
Advocate Health System	Asthma Initiative and Congestive Heart Failure Management Initiative	Asthma, CHF
Centra	Improving Care for Diabetes Program	Diabetes
Lee Memorial Hospital	Lee Diabetes Care Program	Diabetes
American Healthways	American Healthways	CHF, Diabetes, COPD, Coronary Artery Disease



# DSC Certified Programs

Organization	Disease-Specific Care Program	Disease or Condition
Walter Reed Army Medical Center	HEALTHeFORCES	Diabetes, Heart Failure, Cardiovascular Risk Reduction, Pediatric Asthma, COPD, Women's Health
Dallas Children's Hospital	Asthma Initiative	Asthma
Health Choice Network	DiabetikSmart	Diabetes
McKesson Health Solutions	McKesson Health Solutions	Diabetes, Asthma, Heart Failure
University of Michigan	University of Michigan Health System	Depression, Diabetes, Heart Failure, Coronary Artery Disease, Pediatric Astma
Curative	Curative	Wound Care
Tempur-Pedic, Inc.	TUSMaP, Tempur-Pedic Medical Ultimate Skin Management Program	Skin and wound management



# Why Choose Joint Commission Disease-Specific Care Certification

- 50 years of recognized and respected excellence and expertise in evaluating clinical care quality
- A Certificate of Distinction will distinguish program and service competencies
- The certification evaluation provides a valued and objective assessment
- Validate your service's internal performance improvement initiatives
- Meet nationally recognized criteria for disease management
- May assist in obtaining contracts from employers and other purchaser groups



**The Gold Standard  
for Health Care Quality**