Joint Commission's Primary Care Medical Home Certification Option - Additional Material

Lon Berkeley
Project Co-lead, PCMH Initiative
The Joint Commission
Project Director, CHC Accreditation

Medical Home Summit March 23, 2015
PRECONFERENCE I: UPDATE ON PATIENT-CENTERED PRIMARY CARE RECOGNITION/ACCREDITATION

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Topics to be Covered

- Background: The Joint Commission
- PCMH overview
- PCMH requirements (current and upcoming modifications)
- On-site survey & post-survey process
- Resources
- Aspiring Higher

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Joint Commission's Vision & Mission

- **Vision**:

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

- **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
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Background on Joint Commission

- **Private, non-profit created & governed by health care professionals and consumers**
- Accredits/certifies over 20,000 total organizations (hospitals, labs, behavioral health, home care, long term care, ambulatory care)
- Accrediting over 2,100 Ambulatory Care organizations since 1975 covering 7,600 sites of care, including:
  - Single and Multi-Specialty Group Practices
  - Community Health Centers/FQHCs
- Primary Care Medical Home (PCMH) Certification since 2011

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

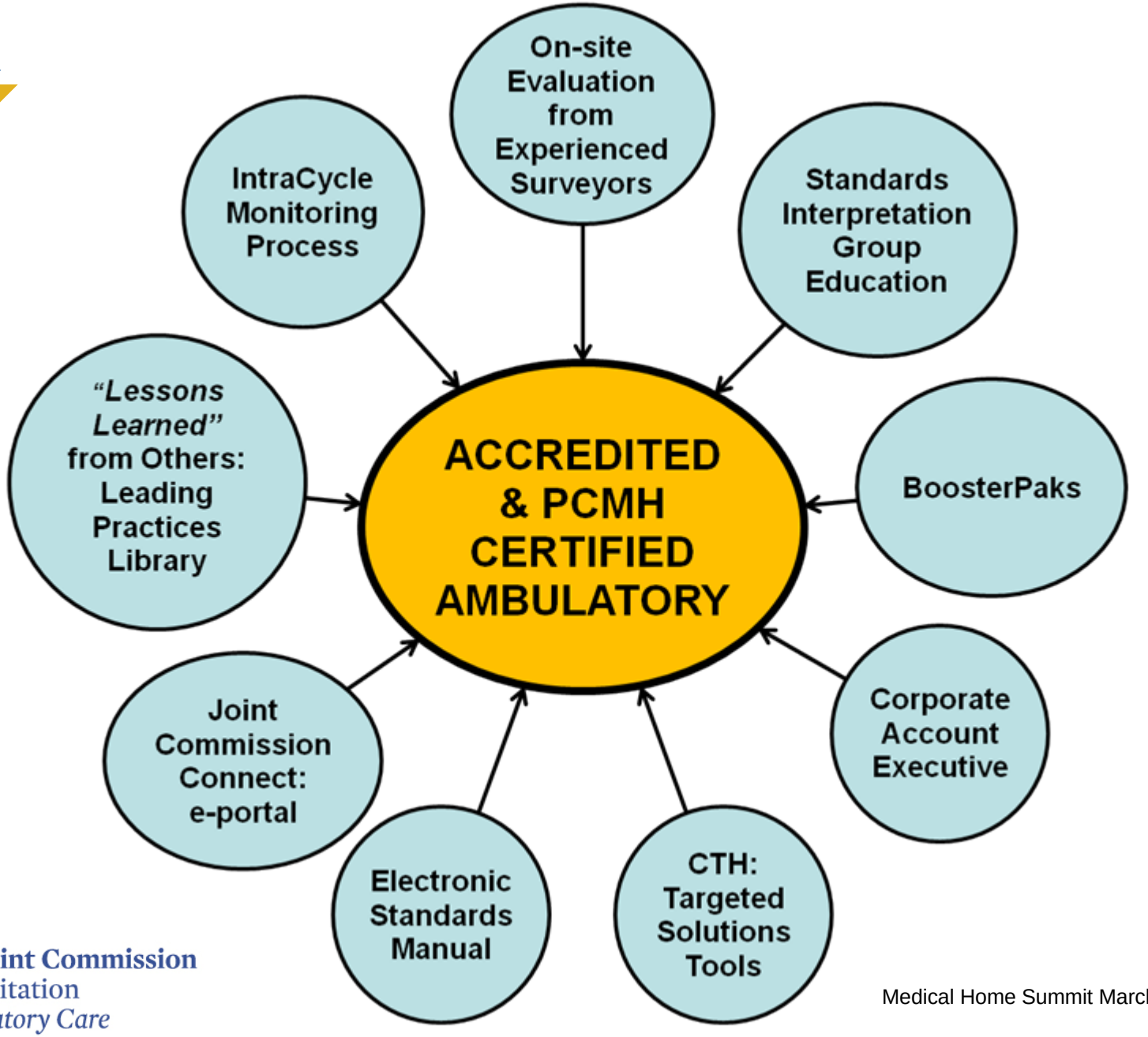
Background on Joint Commission

- General customer base:
  - Accredits or certifies over 20,000 total organizations (hospitals/critical access hospitals, labs, behavioral health, home care, long term care, ambulatory care)
- Accrediting Ambulatory Care since 1975:
  - Ambulatory Care program accredits over 2,085 organizations with 7,600 sites of care
  - Wide variety of ambulatory settings, including:
    - Single and Multi-specialty Group Practices
    - Community Health Centers (FQHCs)

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Diverse Services to Support Customers



The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Three things
you should know.

The Joint Commission
Accreditation
Ambulatory Care

HEALTH CENTERS WITH PCMH CERTIFICATION

- www.jointcommission.org/accreditation/pchi.aspx

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

HEALTH CENTERS WITH PCMH CERTIFICATION

- www.qualitycheck.org/Consumer/SearchQCR.aspx

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

www.jointcommission.org/assets/1/18/most_challenging_pcmh_req_2013.pdf

MOST CHALLENGING PRIMARY CARE MEDICAL HOME REQUIREMENTS

Joint Commission PCMH Requirements Generating FINDINGS in 10%+ Organizations Surveyed

TOP TEN CHALLENGING REQUIREMENTS FROM 2013

(Note: some requirements updated to reflect July 2014 wording)

1) The interdisciplinary team identifies the patient's **health literacy needs**. *(PC.02.02.01/EP 24)*

2) The organization **collects data** on *(PI.01.01.01/EP 42)*:
   - Patient experience and satisfaction related to **access to care and communication**, and
   - Patient perception of the **comprehensiveness, coordination and continuity** of care.

3) Patient **self-management goals** are identified, agreed upon with the patient, and incorporated into the patient's treatment plan. *(PC.01.03.01/EP 44)*.

4) The clinical record contains the **patient's communication needs**, including preferred language for discussing health care. *(RC.02.01.01/EP 29)*

5) The organization **provides patients with the ability to do** the following 24/7: *(PC.02.04.01/EP 1)**
   - Contact the PCMH to obtain a same or next day appointment
   - Request prescription renewal
   - Obtain clinical advice for urgent health needs.

The Accreditation Ambulatory Care

© Copyright, The Joint Commission

MOST CHALLENGING PRIMARY CARE MEDICAL HOME REQUIREMENTS

Joint Commission PCMH Requirements Generating FINDINGS in 10%+ Organizations Surveyed

6) The organization provides information to the patient about **how the PMCH functions**, including the following: *(RI.01.04.03/EP 3)**
   - Selection of a primary care clinician
   - Involvement in his or her own treatment plan
   - Management of referrals
   - Coordination of care
   - Collaboration with patient-selected clinicians who provide specialty care or second opinions
   - Communication with the primary care medical home about health care concerns/other information

7) The primary care clinician and the interdisciplinary team educate the patient on **self-management goals** and techniques based on the patient's individual needs. *(PC.02.03.01/EP 28)*

8) When a patient is referred to an external organization, the interdisciplinary team **reviews and tracks the care** provided to the patient. *(PC.02.04.05/EP 6)*

9) The organization provides patients **information about the mission, vision, and goals** of the primary care medical home. *(RI.01.04.03/EP 1)*

10) The organization collects data on patient **access to care within time frames** established by the organization. *(PI.01.01.01/EP 41)*

* *Note: The Element of Performance has been updated to reflect the July 2014 revision.*

© Copyright, The Joint Commission

PCMH Resources for Free-standing Ambulatory Care Practices/Organizations

- Joint Commission PCMH website
  http://www.jointcommission.org/PCMH
  - PCMH requirements & Self-assessment Tool
  - News, articles and links to other resources!
  - Comparisons to other evaluative models

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Primary Care Medical Home Comparisons

- HRSA/BPHC's "National Quality Recognition Initiatives Resources: Comparison Chart"
- Urban Institute's "Comparison of Ten Patient-Centered Medical Home Recognition Tools"
- Medical Group Management Association Report's "Patient Centered Medical Home Guidelines - A Tool to Compare National Programs"
- The American College of Physicians' updated "Medical Home Builder"

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Comparability of Joint Commission to NCQA "Levels" (based on 2011 requirements)

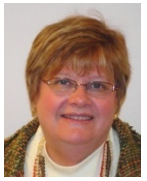
THE JOINT COMMISSION	COMPARES TO	NATIONAL COMMITTEE ON QUALITY ASSURANCE
Ambulatory Care Accreditation		Level One - Patient-Centered Medical Home recognition
Primary Care Medical Home Certification option plus Ambulatory Care Accreditation		Level Three - Patient-Centered Medical Home recognition

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

You are not alone! Be in touch!

- For standards questions: 630-792-5900
  - "Standards Interpretation Group"
    - Ginny McCollum, or Kathleen Richmond



- Use our web site: www.jointcommission.org
- For BPHC-specific accreditation info:

  - Rex Zordan, Account Executive 630-792-5509 (rzordan@jointcommission.org)

  - Delia Constanzo, BPHC specialist 630-792-5011 (dconstanzo@jointcommission.org)

  - Kristen Kaszynski, Business Dev Specialist 630-792-5292 (KKaszynski@jointcommission.org)

  - Lon Berkeley, Proj Dir, & Co-PCMH Project Lead 630-792-5787 (lberkeley@jointcommission.org)

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

PCMH Resources for Hospitals & Critical Access Hospitals

- The Joint Commission PCMH Website
  http://www.jointcommission.org/accreditation/primary_care_medical_home_certification_option_for_hospitals.aspx
  - ✓ PCMH Eligibility
  - ✓ Prepublication Standards for Hospitals & CAHs
  - ✓ Frequently Asked Questions

- Existing accredited customers:
  Call your Account Executive

- New customers not yet accredited:
  Send inquires to qualityhospitals@jointcommission.org

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Tips to Attain Accreditation & PCMH

- Designate a Project Leader/Lead Staff & Organize a "Key Personnel" team
  - Don't do it alone
  - Involve governing board
- Incorporate the standards' framework & concepts into day-to-day work, rather than "rules that must be followed"
- Educate, Learn, Teach, Train
  - See this as a learning experience that will have very positive outcomes

© Copyright, The Joint Commission

Leading Practices Library

- Web-based service, free to customers
- Offers customer-generated "library":
  - Sample policies
  - Patient satisfaction survey
  - Safety risk assessment
- Sorted by program or by standards chapters
- Share your own leading practices with others

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

Joint Commission Center for Transforming Healthcare

The Joint Commission's Center for Transforming Healthcare aims to solve health care's most critical safety and quality problems. The Center's participants -- the nation's leading hospitals and health systems -- use a proven, systematic approach to analyze specific breakdowns in patient care and discover their underlying causes to develop targeted solutions that solve these complex problems. In keeping with its objective to transform health care into a high reliability industry, The Joint Commission will share these proven effective solutions with the more than 17,000 health care organizations it accredits.

Bringing the Leading Health Care Organizations Together to Solve Challenging Health Care Problems

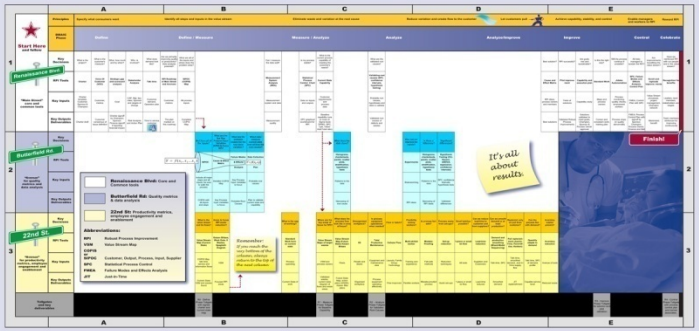
- Cedars-Sinai Health System
- Exempla Healthcare
- Froedtert Hospital
- Memorial Hermann Healthcare System
- The Johns Hopkins Hospital and Health System
- Trinity Health
- Virtua
- Wake Forest University Baptist Medical Center

- Fairview Health Services
- Intermountain Healthcare
- Kaiser Permanente
- Mayo Clinic
- New York-Presbyterian Hospital
- North Shore-Long Island Jewish Health System
- Partners HealthCare System
- Stanford Hospital & Clinics
- Rhode Island Hospital
- Newport Hospital

How Will We Get There?

Change Management • Lean Six Sigma • High Reliability

The Roadmap to Developing Solutions



- Measureable Success
- Targeted Solutions
- Industry Engagement
- Sustainability

Joint Commission Center for Transforming Healthcare

Robust Process Improvement™(RPI) – A New Way in Delivering Results

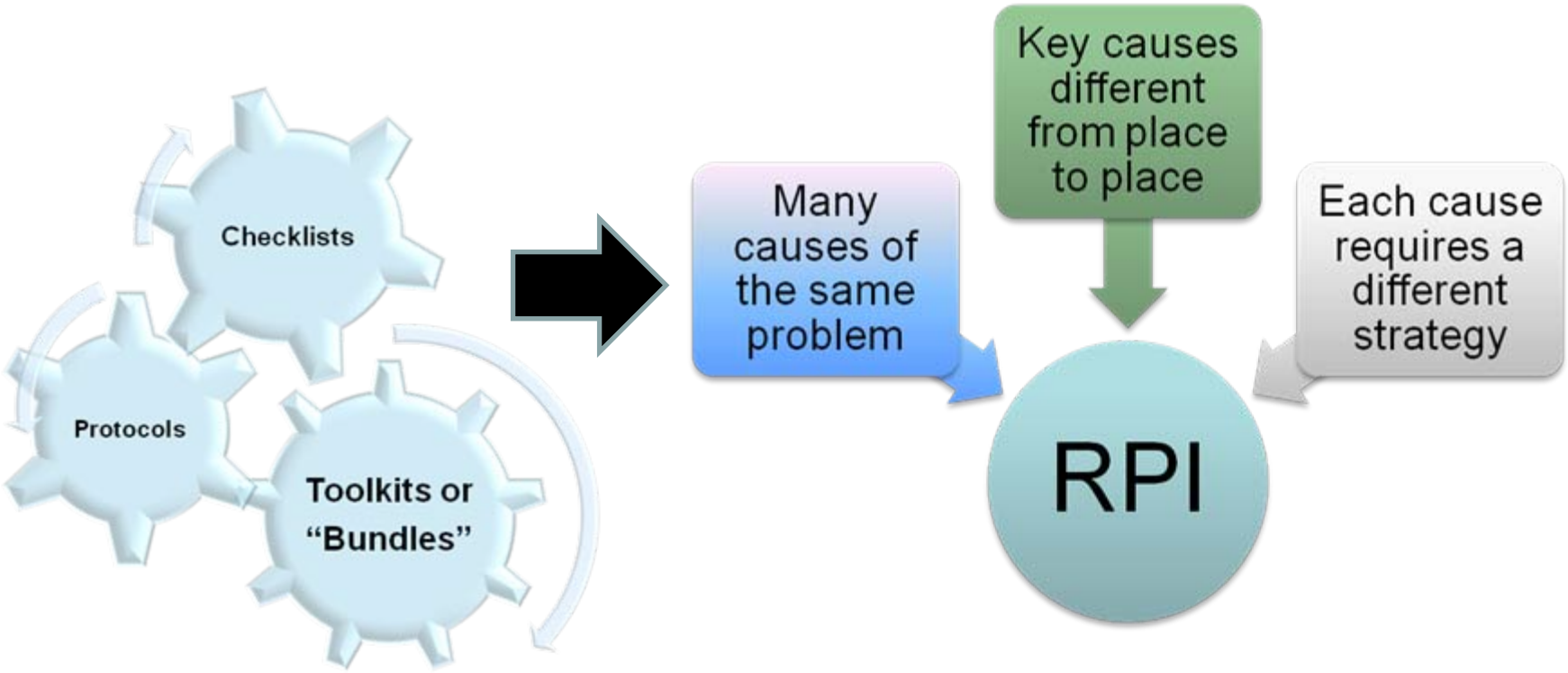
Usual Approaches:

"One-size-fits-all" works well only in very limited circumstances:

- Process varies little from place to place
- Causes of failure are few and common

New Generation of Best Practices:

Complex processes require RPI to produce solutions – customized to an organization's most important causes



The Joint Commission Accreditation *Ambulatory Care*

© Copyright, The Joint Commission

THE QUALITY JOURNEY

By Mark R. Chassin and Jerod M. Loeb

The Ongoing Quality Improvement Journey: Next Stop, High Reliability

ABSTRACT Quality improvement in health care has a long history that includes such epic figures as Ignaz Semmelweis, the nineteenth-century obstetrician who introduced hand washing to medical care, and Florence Nightingale, the English nurse who determined that poor living conditions were a leading cause of the deaths of soldiers at army hospitals. Systematic and sustained improvement in clinical quality in particular has a more brief and less heroic trajectory. Over the past fifty years, a variety of approaches have been tried, with only limited success.

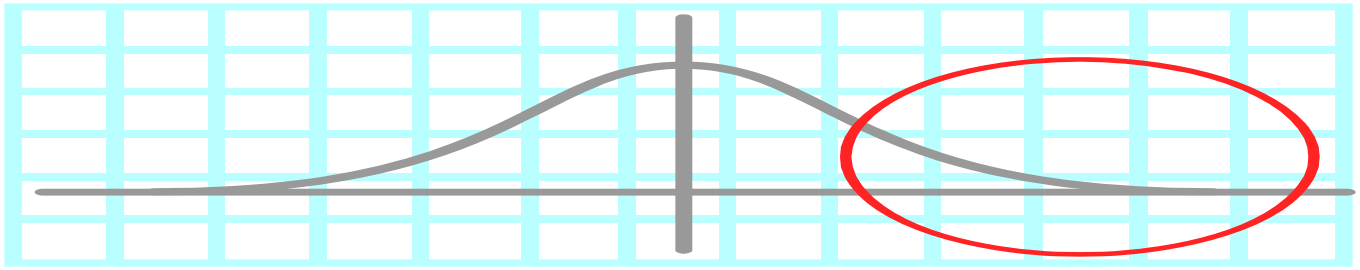
© Copyright, The Joint Commission

Aspiring Higher:
How can The Joint Commission help shift your performance curve to the right?

At-Risk Organizations

Improving Organizations

Optimal Organizations



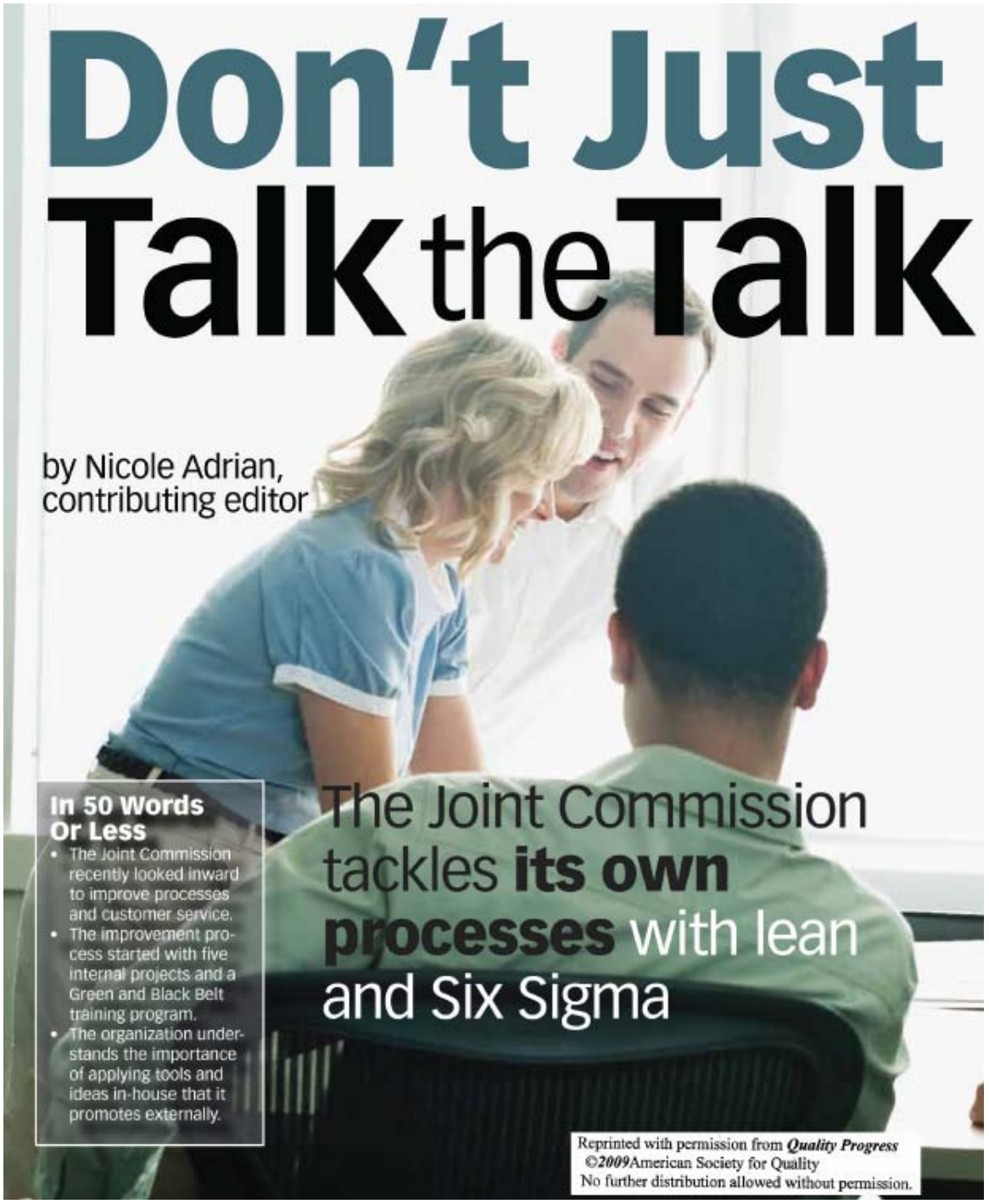
Searching for Stability → Building for Success → Achieving Superior Performance

Quality and Safety Continuum

The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission

See *Quality Progress*, July 2009, via link (registration required): http://bit.ly/gLOaYT



The Joint Commission
Accreditation
Ambulatory Care

© Copyright, The Joint Commission