



The Joint Commission
Accreditation
Ambulatory Care

Primary Care Medical Home

Accreditation and
Certification in One

- ✔ Single on-site survey for both
- ✔ Accreditation from a name that patients recognize and trust
- ✔ Exceptional customer service

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

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

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.

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**



Background on Joint Commission

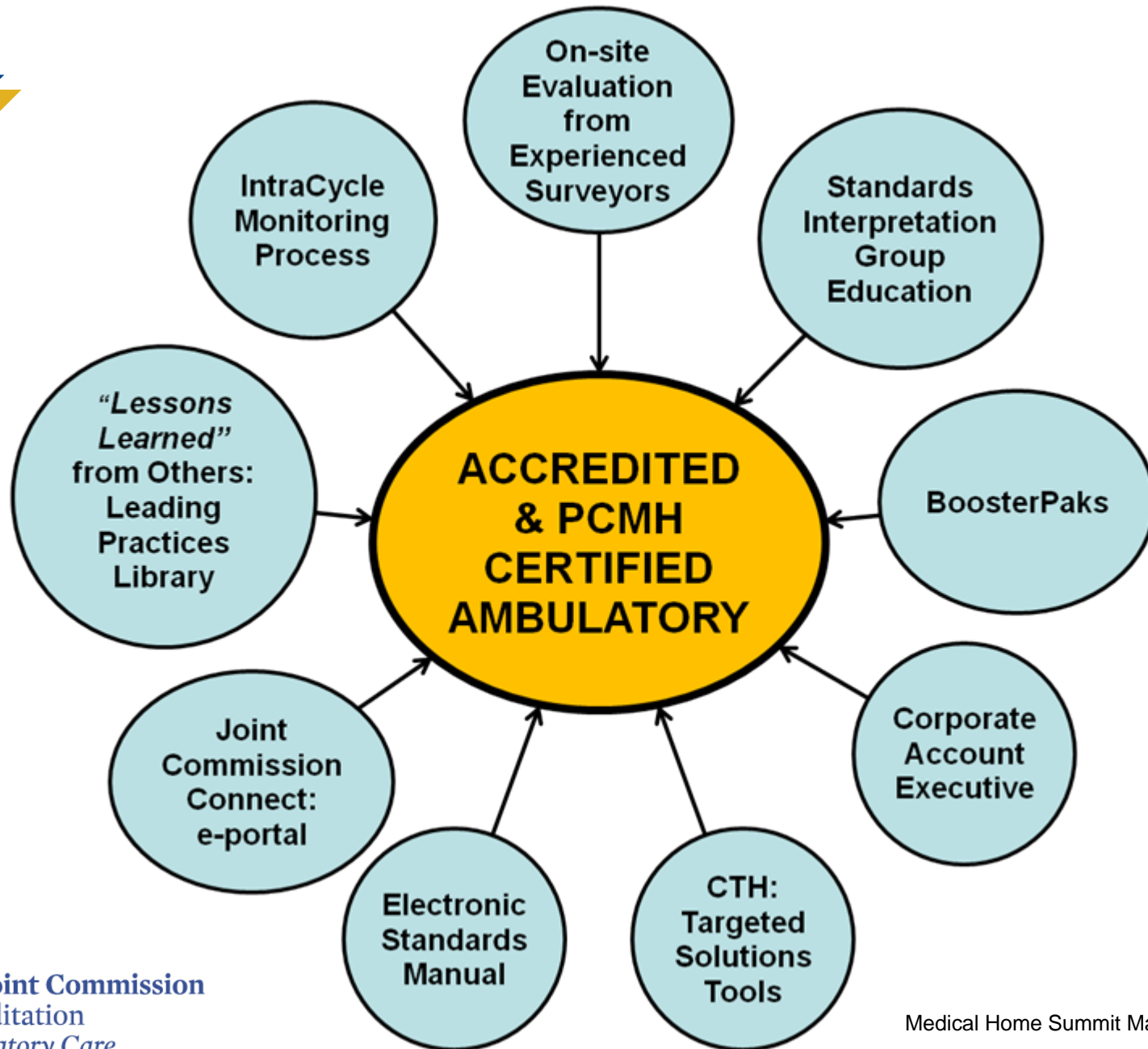
General customer base:

- 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)

Diverse Services to Support Customers



Three things you should know.

The Joint Commission
accredits single and
multi-site group
practices, like yours.

The Joint Commission
can also certify your
group practice as a
'medical home'.

The Joint Commission
can accredit AND
certify your group
practice with
one survey,
one application.

HEALTH CENTERS WITH PCMH CERTIFICATION

www.jointcommission.org/accreditation/pchi.aspx

The screenshot shows the Joint Commission website page for Primary Care Medical Home certification. The navigation bar includes 'Accreditation', 'Certification', 'Standards', 'Measurement', and 'Topics'. The breadcrumb trail is 'Home > Accreditation > Ambulatory Health Care > Primary Care Medical Home'. The main heading is 'Primary Care Medical Home'. On the left, there is a sidebar for the 'Ambulatory Health Care Program' with links for 'Currently Accredited', 'Seeking Accreditation', 'Bureau of Primary Health Care', and 'Primary Care Medical Home'. Below this is a 'Primary Care Medical Home Contact Directory' listing Lon Berkeley and Rex Zordan. The main content area features a '40 Years Ambulatory health care accreditation The Joint Commission' banner with the tagline 'Collaborating. Inspiring. Accrediting. Four Decades of Improving Patient Safety in Ambulatory Care'. Below the banner is a section titled 'Primary Care Medical Home Certified Organizations' which includes a gold seal icon and a red circle highlighting the text: 'Organizations that have achieved Joint Commission accreditation and Primary Care Medical Home (PCMH) certification. Learn More' and a 'Download PDF' link. At the bottom, there are tabs for 'Facts about PCMH' and 'Tools'.

HEALTH CENTERS WITH PCMH CERTIFICATION

www.qualitycheck.org/Consumer/SearchQCR.aspx



HELPING HEALTH CARE ORGANIZATIONS HELP PATIENTS

- ABOUT QUALITY CHECK
- CERTIFIED ORGANIZATIONS
- TAKE OUR SURVEY
- QUALITY DATA DOWNLOAD
- CONTACT US
- HELP

Quality Check®

Find a Health Care Organization

How would you like to search?

By Organization Name or Number:

Organization Name or Number:

State (Optional):
INDIANA

[Tips for Searching](#)

By Zip Code:

Zip Code:

Distance from Zip Code:
Within Zip Code

By State:

State:

City (optional):



Wh do

Organization	Accreditation/ Certification
HealthNet, Inc 3403 E. Raymond Street Indianapolis, IN 46203 317-957-2000 Directions WebSite	The Joint Commission The Gold Seal of Approval™ Accredited Programs <ul style="list-style-type: none">• Ambulatory Care• Laboratory Accreditation Program View Accreditation Quality Report Certification <ul style="list-style-type: none">• Primary Care Medical Home - Ambulatory Care
Also provides care at: Avondale Meadows Academy DBA: School Based	

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.

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.

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



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"

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

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)

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

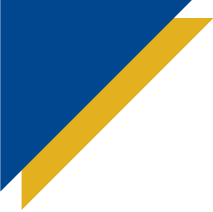
- ▶ Existing accredited customers:
Call your Account Executive

- ▶ New customers not yet accredited:

Send inquires to qualityhospitals@jointcommission.org



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

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

Joint Commission Center for Transforming Healthcare

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

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.

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

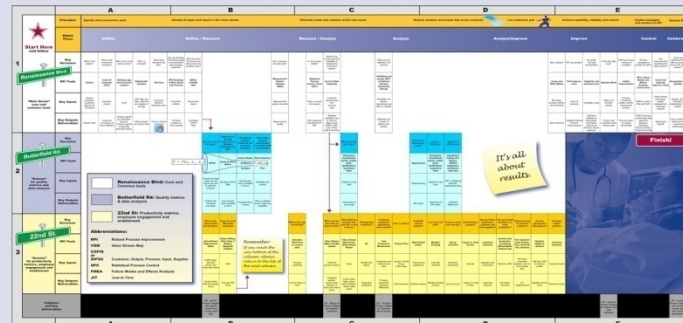
Newport Hospital



How Will We Get There?

Change Management • Lean Six Sigma • High Reliability

The Roadmap to Developing Solutions



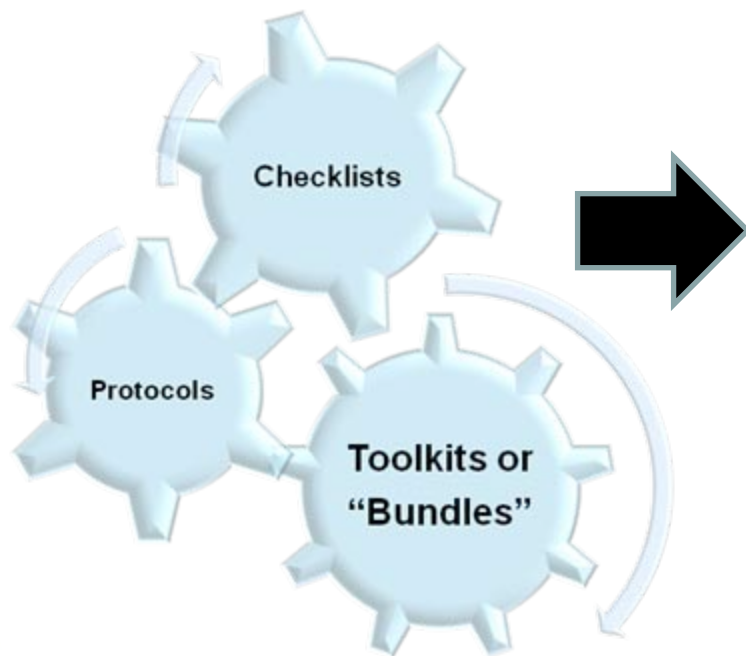
- Measureable Success
- Targeted Solutions
- Industry Engagement
- Sustainability

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

Usual Approaches:

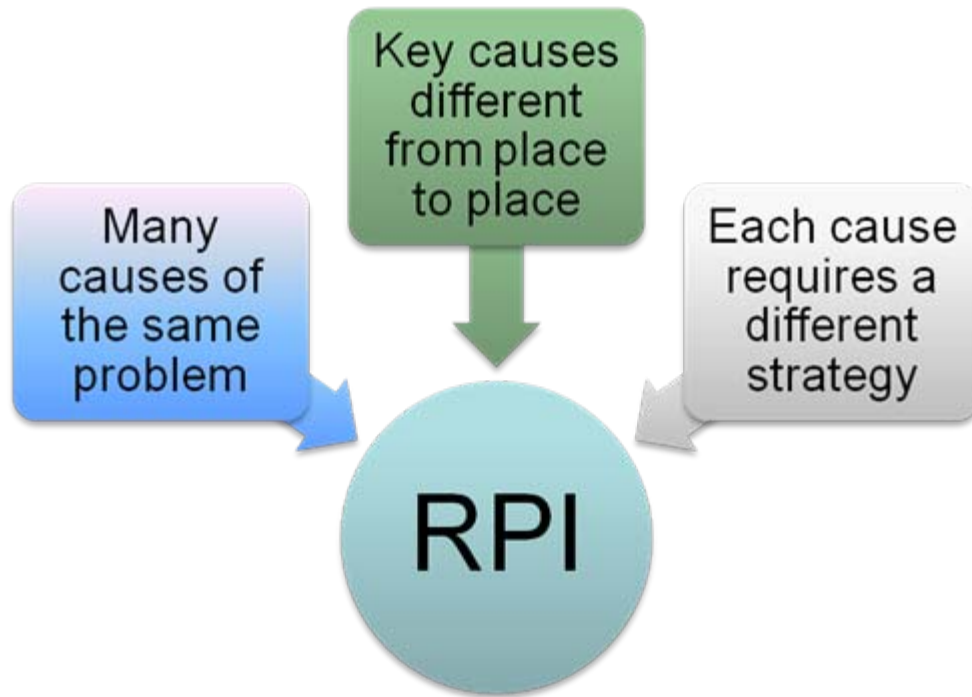
“One-size-fits-all” works well only in very limited circumstances:

- 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



By Mark R. Chassin and Jerod M. Loeb

The Ongoing Quality Improvement Journey: Next Stop, High Reliability

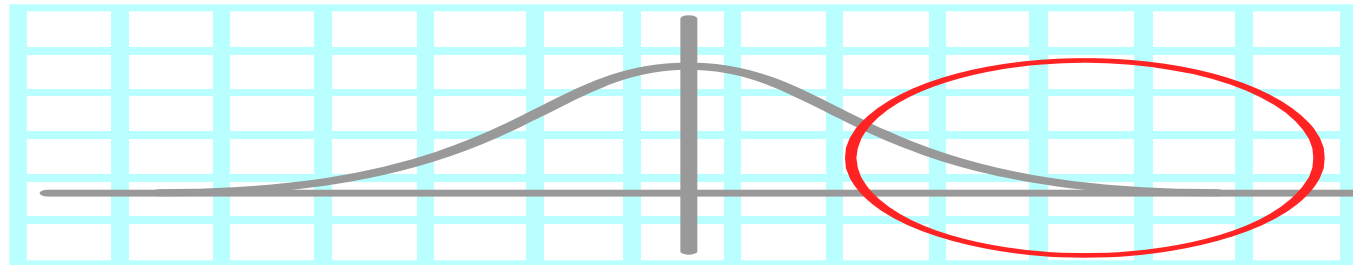
ABSTRACT Quality improvement in health care has a long history that includes such epic figures as Ignaz Semmelweis, the nineteenth-century obstetrician who introduced hand washing to medical care, and Florence Nightingale, the English nurse who determined that poor living conditions were a leading cause 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.

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

Don't Just Talk the Talk

by Nicole Adrian,
contributing editor

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

In 50 Words Or Less

- The Joint Commission recently looked inward to improve processes and customer service.
- The improvement process started with five internal projects and a Green and Black Belt training program.
- The organization understands the importance of applying tools and ideas in-house that it promotes externally.

The Joint Commission
tackles **its own**
processes with lean
and Six Sigma

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