Community Based Palliative Care Certification

First of its kind in the home care industry and a unique add-on certification for home health and hospice organizations.

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Palliative Care is/can:

- A specialized care/services for patients with serious illnesses.
- Regardless of setting, the goal is to improve the patient’s quality of life by relieving the symptoms, pain, and stress of their illness.
- Appropriate at any age and at any stage in a serious illness
- Be provided along with curative treatment.
- Community-based palliative care is provided by an interdisciplinary team of doctors, nurses, and other home care professionals and staff.
- This team works together to optimally coordinate the patient’s care to ensure the patient remains safely and comfortably in his or her place of residence.
3 Companies-1 Goal

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 mission of Joint Commission Resources (JCR) is to continuously improve the safety and quality of health care in the United States and in the international community through the provision of education, publications, consultation, and evaluation services.

History of the Enterprise

- Founded in 1951
  - 3 distinct companies
  - 21K+ accredited organizations
  - 500+ certification programs
  - 100+ countries
  - 13,000+ surveys this year
  - 600+ surveyor employees
  - 130+ consultants
  - 1000 pursuing high reliability

- Palliative Care
  - 12+ year history
  - 10+ year certification
  - 20+ CBPC programs
  - 40+ Adv Palliative Care

To transform health care into a high-reliability industry by developing highly effective, durable solutions to health care’s most critical safety and quality problems...
Unique Approach to PC

✓ First of its kind in the industry
✓ Uses Tracer™ Methodology
✓ Leverages ability to work with Adv. PC programs
✓ 100% employee surveyors are experienced PC clinicians and undergone additional training
✓ Leverages the use of the SAFER™ matrix
✓ Consultative approach offers flexible options for customers throughout the certification process

Customers report of 2016 most valued aspects of their accreditation experience

✓ Surveyor’s performance
✓ Identifying known risks
✓ Educative value
✓ Relevance of standards
✓ Meaningful assessment
Focus of the certification

❖ 8 Domains of Palliative Care
❖ Formalized comprehensive program
❖ Standards cover:
   ❖ Human Resources
   ❖ Information Management
   ❖ Leadership
   ❖ Provision of Care
   ❖ Performance Improvement
   ❖ Record of Care
   ❖ Rights and Responsibilities

8 Domains of Care
National Consensus Project

1. Structure and Process of Care
2. Physical Aspects of Care
3. Psychological and Psychiatric Aspects of Care
4. Social Aspects of Care
5. Spiritual, Religious and Existential Aspects of Care
6. Cultural Aspects of Care
7. Care of the Imminently Dying Patient
8. Ethical and Legal Aspects of Care
Onsite Survey

- Surveyor preliminary planning
- Opening Conference and Orientation
- Tracer Activity
- Leadership Session
- Environment of Care and Emergency Management
- Competence and Credentialing
- Surveyor report preparation
- CEO exit briefing and organization exit conference

Supportive tools and resources

- Secure Extranet Site
- Dedicated Account Executive
- Annual consultative calls with standards experts
- Comprehensive, customizable e-manual
- Portals of information
- Leading practice library
- Focused Standards Assessment tools
- Standards experts including Life Safety Code
- State, Payer Relations, Washington Office
Costs

• When added to initial or triennial survey, adds $2995 to the cost of 3 year accreditation*

• When done separately as an extension survey $3850 plus remaining annual fees.*

* Price is all inclusive of surveyor travel and maintenance.

Lessons learned

➢ Models of palliative care
➢ Industry issues and trends
➢ What stakeholders have told us
➢ What providers have told us
➢ Why Joint Commission became involved
➢ What does the future hold?
Home Care Team Contacts

Joint Commission Home Care Program
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www.jointcommission.org/accreditation/home_care.aspx

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For more information check out our webinar on Sept 7, 2017