

Your Guided Tour For Obtaining Joint Commission
Assisted Living Accreditation



Celebrating 35 Years As Your #1 Senior Living
Joint Commission Accreditation Readiness Expert!

Participant

Objectives

The What

Receive information specific to The Joint Commission's Assisted Living Accreditation Program

The Why

Understand the drivers for and benefits of Joint Commission Accreditation

The When

Explore suggestions on a realistic timeframe for the accreditation preparation window

The How

Gain insights on the accreditation readiness gap analysis process and the accreditation readiness execution plan

Exploring Assisted Living Accreditation

Would Joint Commission's gold seal of approval be a competitive marketing distinguisher?

What if you could PROVE how trustworthy your communities are to keep residents healthy, safe, and engaged?

Would obtaining Joint Commission Accreditation position your communities for demonstrating THIRD-PARTY VALIDATION for your quality and safety in a skeptical post-Covid world?

Kindly delete this note after editing this page.
Thank you!

Who is The Joint Commission?

- Global driver of quality improvement and patient/resident safety in health care across the continuum
- Rigorous standards
- Non-profit organization

What is the Joint Commission Assisted Living Accreditation Program?

- Joint Commission has helped assisted living communities transform their communities by meeting and exceeding rigorous performance standards since 2021.
- The Memory Care Certification program for assisted living was added in July 2023.
- Joint Commission standards are the basis of an objective evaluation process that can help communities measure, assess, and improve performance.

Accreditation and Certification Options

- Assisted Living Accreditation
- Assisted Living Memory Care Certification

Memory

Care

The Joint Commission has partnered with the Alzheimer's Association to bring the new Memory Care Certification program to assisted living communities. The goal of this new program is to help communities minimize risk and improve care for residents with all levels of cognitive impairment. These state-of-the-art standards build on the existing requirements for the assisted living community accreditation program and include evidence-based best practices for dementia care.

Memory Care Certification Program

The Joint Commission's decision to offer the Memory Care Certification program aligns with the rapidly changing aging demographics. There are an estimated 6.7 million Americans 65 and older living with Alzheimer's disease and approximately 34% of assisted living community residents with Alzheimer's disease or other dementias. The population of Americans 65 and older is projected to grow from 58 million as of 2021 to 88 million by 2050.

Collaboration At Work

The Alzheimer's Association and The Joint Commisison announced their collaboration to improve quality and safety in dementia care on January 20, 2022.

What are additional Assisted Living Accreditation Resources?

- Joint Commission Telephone Information 630.792.5800
- Assisted Living Accreditation Staff Email:
alc@jointcommission.org
- 90-day free trial to review the Joint Commission Standards
- www.jointcommission.org

The Joint Commission AL Accreditation

Surveyors

- Masters prepared executive leadership staff with assisted living industry experience
- One cross-trained surveyor for entire survey
- Role is multi-faceted: evaluate compliance/ consult/ educate

Performance Measures for Assisted Living Accreditation

Measure Name



Off-Label Antipsychotic Drug Use



Resident Falls



Resident Preferences and Goals
of Care

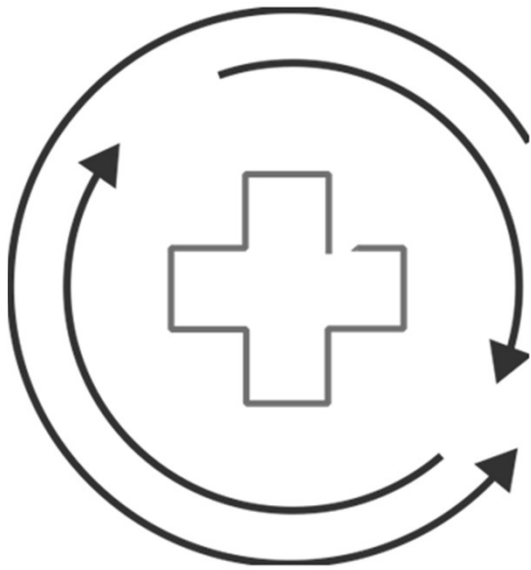


Advanced Care Plan/
Surrogate Decision Maker



Staff Stability

Accreditation Onsite Evaluation



Surveyors Are Experienced Industry Professionals

- Employed by The Joint Commission, not independent contractors
- Understand day-to-day issues facing senior living communities
- Continuous training and education to provide consistent, current and relevant insights

The On-Site Survey Process

- Incorporates the tracer methodology - the cornerstone of on-site survey and unique to The Joint Commission
- Follows a resident's interaction with your community
- Offers in-depth, real-time analysis of your community's strengths and challenges
- Provides thorough, written evaluation with practical, evidence-based strategies

Drivers and Benefits of Joint Commission

Accreditation

New market challenges require new solutions

- Continued, growing demand for safe living environments as the population ages
- Higher acuity residents
- Lack of incident reporting
- Variation in state regulations and oversight
- Perceived threat of federal regulations
- Increased competition in industry
- Greater scrutiny among residents, regulators, payors and health care partners
- Now more than ever, confidence in quality matters

Timeframe Suggestion for Accreditation Readiness Preparations

- Achieve Accreditation recommends a six month window from beginning to end to obtain accreditation
- Two goals: 1.) Do well on survey 2.) More importantly, improve your culture of quality and safety with sustainable change

Survey

- Initial **Logistics** is an announced timeframe
- Triennial resurvey is unannounced timeframe
- Estimated two survey days for assisted living accreditation and estimated one additional day for memory care certification depending on census.

Conducting a Gap Analysis:



Maximizing Buy-In and Engagement

- Welcome/Formal Buy-In Process
- Opportunity for creative staff and resident engagement ideas
- Defined Roles and Responsibilities
- Steering Committee
- Defined Escalation Criteria
- Communication Logistics
- Importance of Project Sponsors

Four Accreditation Readiness Milestones

1. Training (60 days)

2. Executing (60 days)

3. Get Ready: Mock Survey and Return Demonstration (60 days prior to survey)

4. Celebration

Leveraging the Power of Your Accreditation

- Local Media Opportunities
- State Media Opportunities
- National Media Opportunities
- Showcasing The Joint Commission's Gold Seal in person, in print, and across digital platforms
- Sales and Marketing Staff Education
- A New Community Culture

Accreditation Manual Chapters

- Environment of Care
- Emergency Management
- Human Resources
- Infection Prevention and Control
- Information Management
- Leadership
- Life Safety
- Medication Management
- National Patient Safety Goals
- Provision of Care Treatment and Services
- Rights and Responsibilities of the Individual
- Waived Testing

Conducting a Gap Analysis for the Human Resources Standards

- What may not be new to your community?
- What might be new for your community?

Conducting a Gap Analysis for the Quality Improvement Standards

- What may not be new to your community?
- What might be new for your community?

Conducting a Gap Analysis for the Environment of Care Standards

- What may not be new to your community?
- What might be new for your community?

Conducting a Gap Analysis for the Credentialing/Privileging Standards

- What may not be new to your community?
- What might be new for your community?

Assembling an Interdisciplinary Accreditation Readiness Team

- Who to include on your interdisciplinary accreditation readiness team?
- Efficiently using staff resources given already full plates

Be Efficient With Your Project

Management Process

- Specific and realistic assignments
- Accountability to goals
- How do you eat an elephant... one bite at a time

The No Shame/ No Blame Game

- You did not drop the ball in your past compliance efforts
- This is new information and new expectations
- Joint Commission standards up your game
- We are finally getting to our long standing wish list

Using an Everyday Survey Readiness Approach As Your Compass

- Ongoing leadership training/onboarding
- Build ongoing compliance efforts into your new/improved monthly safety committee meetings
- Build ongoing compliance efforts into your new and improved quality improvement initiatives

Building Your Community's Culture of Quality and Safety as Your Guiding Light

- Joint Commission Accreditation is not a flavor of the month
- Joint Commission Accreditation puts key structures, processes and outcomes firmly in place
- Joint Commission Accreditation has the potential to be transformational for your community

Planning for Initial Staff Onboarding/ New Staff Onboarding

- Initial/ new executive leadership training and onboarding
- Initial organization leadership training and onboarding
- New administrator/new Director of Wellness training and onboarding
- New department head training and onboarding

How to Begin the Accreditation

Process

- Complete a Joint Commission survey application with your preferred survey readiness date
- Work with your assigned Joint Commission Account Representative
- Organize the team into interdisciplinary work groups
- Utilize the Department of Standards as a question/answer resource
- Review frequently cited standard guides

Four Accreditation

Myths

- Myth One: Accreditation is not considered a value-added pursuit.
- Myth Two: We need to power through the accreditation readiness process as quickly as possible.
- Myth Three: We need to rewrite all policies and procedures to seek accreditation.
- Myth Four: Our accreditation survey is behind us now. Glad the hard work is over with!

Your Plan For Accreditation

Maintenance

- Create and execute a smart accreditation maintenance plan--- protect your investment of time by holding firm with an internal project manager, with a defined scope, and with measured accountability to keep in ongoing compliance with Joint Commission standards.

Questions/ Answers



Celebrating 35 Years As Your #1 Senior Living
Joint Commission Accreditation Readiness Expert!



Thank you for your time today!

Connect with us:

Kathleen O'Connor, MA

President/Founder

(630) 254-8572

www.achieveaccreditation.com

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