

# Anexas Consultancy Services

## **Module 3: Regulatory and Accreditation**

# Welcome to Performance and Process Improvement

- To be covered :
  - Discuss the benefits of healthcare accreditation
  - Evaluate appropriate accreditation and certification options
  - Prepare for an accreditation survey
  - Understand the roles of Health care quality professionals

# Healthcare Accreditations and Certification Agencies

## **Centers for Medicare & Medicaid Services (CMS)**

- Administers Medicare and Medicaid
- CHIP
- The federally facilitated health marketplace

# Healthcare Accreditations and Certification Agencies

## **The Joint commission**

- Voluntary accreditation available
- Deemed Status from CMS allows health care organisations who participate in Medicare and Medicaid to be 'exempt' from the normal requirement

## **Accreditation commission for Health care ( ACHC)**

- ACHC surveys hospitals on their compliance
- Deemed Status

# Healthcare Accreditations and Certification Agencies

## **Center for Improvement in Healthcare Quality ( CIHQ)**

- Assures that hospitals comply with Medicare conditions of Participation and improve the quality of care , treatment, and service in their communities
- Deemed Status

## **National Committee for Quality Assurance ( NCQA)**

- Focused on improving health care quality managed care
- NCQA accredited health plans report performance on HEDIS

# Healthcare Accreditations and Certification Agencies

- **DNV GL – Healthcare ( Det Norske Veritas Germanischer Lloyd )**
- International certification body and classification society
- Utilizes ISO 9001
- Deemed Status from CMS

## **Accreditation Association for Ambulatory Healthcare ( AAAHC )**

- Peer – based accreditation program
- Focuses on ambulatory healthcare facilities

# Healthcare Accreditations and Certification Agencies

## **CARF International**

- Internal examination
- On – site survey
- Quality improvement plan
- Evidence of conformance to rehabilitation facilities

# Maintain Continuous Readiness for Survey Activities

Quality improvement professionals...

- Serve as internal consultants
- Coordinate survey preparation
- Develop and provide survey preparation training



# Elements of Success for Leading Survey Readiness

- Willing to work to change the culture and commit to personal change
- Often accountable as the executive leader for accreditation
- Understand the business case for compliance
- Include continuous readiness within strategic priorities
- Evaluate compliance with standards
- Provide operational oversight
- Educate new employees

# Accreditation Survey Readiness: Keep Quality Focus

## HQ SOLUTIONS: EXAMPLES OF SURVEY READINESS

- Clarify vacation expectations of key staff and leaders based on known survey windows.
- Assign survey roles for key staff duties such as command center operations, space planning, surveyor escorts, runners, or scribes. Determine both a primary and a back-up person for each role and provide an overview of expectations for the role in advance.
  - The Escort's primary function is to remain with the surveyor always so the surveyor is not unattended. Escorts develop a relationship with an individual surveyor and should be consistent throughout the survey, unless there is not a good match with the surveyor's personality. Escorts should be matched to surveyors with similar skill sets, for example, a physician with a physician or a nurse with a nurse. In some organizations, executives such as the CNO and CMO will serve as escorts to demonstrate the organization's commitment to the accreditation process.
  - Runners are responsible for contacting the command center to provide a brief report of activity, surveyor location, and specific surveyor requests.
  - Scribes are responsible for documenting the activities of the surveyor, taking notes, and keeping information organized.
  - Sweep teams are groups of individuals who round in advance of the surveyors to answer questions that staff may have and ensure compliance with standards..

# Accreditation Survey Readiness: Keep Quality Focus

- Determine if confidentiality releases, security codes, access cards, or additional name badges will be needed and be sure both scribes and escorts have access to all required clinical areas.
- Update organizational charts that can be attached to the phone lists to facilitate location of key staff during a survey.
- Update lists of phone numbers and create distribution lists for survey communications that include the organization's most common communication methods (e-mail, telephone, or pagers) to facilitate rapid communication during the survey. Set up a digital messaging structure when text pager or phone systems are available.

# Continuous survey readiness program requirements

## Leadership Commitment

- Leaders commit to being advocates for survey readiness.

## Manager Accountability

- Managers are prepared to evaluate and educate

## Survey Readiness Oversight

- Establish who leads the effort into oversight and compliance

## Survey Procedure Planning

- Assign survey roles to key staff, plan for confidentiality and security .

## Staff Education

- Staff need to adopt strategies and practices to assure ongoing readiness

# Continuous survey readiness program requirements

## Organizational Assessment

- Assess change and reinforce continuous improvement efforts

## Requirement Oversight

- Vital to always maintain awareness of the requirements

## Postsurvey Activities

- Assess and organize, develop plans of correction ,communicate with leadership and the board on actions taken.

## On-Site Survey Activities

- Monitor the environment , round on units/departments, coordinate surveyor movements ,meals, and sessions ,coordinate survey support staff, communicate with leadership and the Board on status of survey , clarify findings with accrediting body as needed

# Continuous survey readiness program requirements

## Presurvey Activities

- Determine communication methods , plan for surveyor parking, meals ,and logistics ,test systems , perform mock surveys and/or tracer activities , address opportunities from mock surveys and tracers

## Staff Recognition

- Recognize the effort and achievement of key staff