Using the Intra-Cycle Monitoring Process as a Risk Mitigation Tool
Home Care Association of Florida
July, 2013
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The Joint Commission

Objectives

- Address the Shortcomings of the Joint Commission Periodic Performance Review Process
- Recognize Activities that Identify Risk Points in Home Care Organizations
- Provide Home Care Organizations with Resources for Addressing Patient Safety

The Joint Commission 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

- Independent, not-for-profit organization
- Accrediting Home Care organizations since 1988
- Accredits over 7,000 Home Care programs

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Why Accreditation?

- Provides an external evaluation of your operations
- Creates a framework for safety for providers
- Highlights quality of care and service
- Strengthens performance improvement efforts

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Why Joint Commission Accreditation?

What our customers tell us:

- Demonstrates/validates a proven commitment to high quality patient care
- Most recognized distinction for quality throughout the continuum, referrers and other key stakeholders
- Differentiates their agency within the community
- Provides professional consultation and enhanced staff education
- Exposure to wide array of professional and practice resources
- Fulfills licensure renewal requirements in many states
- Assists in achieving initial Medicare certification
- Recognized by liability insurers
Intra-Cycle Monitoring Goals

- **Improve and Add Value to the PPR Process**
  - To design a process that is valued, relevant, and efficient for both customers and The Joint Commission

- **Identify and Proactively Manage Risk**
  - To focus activities on identifying risk points in health care organizations to help manage risk throughout the accreditation cycle
  - To provide health care organizations with tools/resources/solutions for addressing their risk points

Intracycle Monitoring (ICM)
Feedback from the ICM Pilot
(Feb – July 2012)

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are the risk areas identified by The Joint Commission the most important ones for your organization?</td>
<td>73%</td>
</tr>
<tr>
<td>Were you able to identify Accreditation Program Risk areas that were previously unknown to your organization?</td>
<td>72%</td>
</tr>
<tr>
<td>Do you think the new Intracycle Monitoring Profile is easy to use?</td>
<td>100%</td>
</tr>
<tr>
<td>Is the FSA an improvement over the previous PPR?</td>
<td>100%</td>
</tr>
<tr>
<td>Did the person who led your Touchpoint Call provide the knowledge and professionalism your organization needed?</td>
<td>96%</td>
</tr>
<tr>
<td>Was this the right amount of time to update the organization's information and discuss all of the issues presented?</td>
<td>96%</td>
</tr>
<tr>
<td>Did you gain new knowledge or insight from participating in the Intracycle Monitoring Touchpoint call?</td>
<td>96%</td>
</tr>
</tbody>
</table>

Intracycle Monitoring Profile

Four Risk-Focused Areas

- National Patient Safety Goals
- Select Direct/Indirect Elements of Performance
- Home Care Specific Risk Areas
- Recommendations for Improvement (RFI) from Survey(s)
What does ‘Risk’ really mean?

- Proximity to patient
- Probability of harm
- Severity of harm
- Number of patients at risk

Integrated into the Manuals, E-dition, AMP, & FSA Tool

All products will display a single icon at the EP level for three risk-focused categories:
1. National Patient Safety Goals
2. Accreditation program-specific risk area standards
3. Selected direct/indirect impact standards

In addition, the FSA Tool will use the R icon to identify the fourth risk category:
4. RFI standards from current cycle survey events.

National Patient Safety Goals
- Medication Information Communication
- Hand Hygiene
- Falls
- Home Oxygen
Risk Icon Standards

- Contract Services
- Coordination of Care
- Disparities in Care
- Fraud
- Information Technology
- Patient Centered Communication

Risk Icon Standards

- Safety and Security
- Hazardous Materials
- Fire
- Emergency Plan
- Medical Equipment Processes
- Infection Control Plan

Risk Icon Standards

- Staffing
- Leadership
  - Ultimate accountability
  - Safety and Quality Culture
  - Available Resources
- Life Safety Code
- Medication Management
Risk Icon Standards

- Patient Care
  - Assessments
  - Orders
  - Restraints
  - Medication/Blood Administration
- Patient Rights
- Waived Testing

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on The Joint Commission Connect extranet site

[Diagram and text not visible]
Remember that all EPs for a standard must be scored in order to aggregate a standard-level score.
Contact Us

How to Do Business with Us

Contact the Joint Commission

Please be sure to include your organization’s NPI ID in any email communications with the Joint Commission.

To make suggestions for improvement of the JC Public Site, contact the Joint Commission’s National Office

To obtain verification of The Joint Commission Standards

Contact the Joint Commission

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Comments??
Questions??