Introduction to Joint Commission International Accreditation

Introduction to Joint Commission International: How We Drive Improvement In Mental Healthcare Organizations

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A Pioneer for Quality and Safety

- Surgeon, 1869-1940
- Proposed the “end result” theory for evaluating surgeon competence (1910):
  “Every hospital should follow every patient it treats long enough to determine whether the treatment has been successful, and then to inquire ‘if not, why not’ with a view to preventing similar failures in the future.”
- Started his own hospital based upon this theory
- This theory underpins all modern healthcare risk reduction
- The theory became the stated objective of the new American College of Surgeons—a founding member of TJC.

Mission of Joint Commission International

- JCI is a non-profit, non-governmental organization.
- We exist to accomplish our mission:

  To improve the safety and quality of care in the international community

- To do this, we:
  - Accredit and certify organizations
  - Consult
  - Educate
  - Publish
The Joint Commission Enterprise

**The Joint Commission**
- Leading accrediting body for health care institutions in the US
- Founded in 1951
- >17,000 accredited institutions

**The Center for Transforming Healthcare**
- Helps develop adaptable and robust improvement practices for healthcare’s most persistent problems.

**Joint Commission International (JCI)**
- JCI is the international arm of the Joint Commission
- Improving the quality and safety of patient care and achieve peak performance in the international community
- Work with health care orgs, NGOs, and governments
- 490+ JCI accredited organizations

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**Joint Commission International’s Divisions**

**Joint Commission International Accreditation**
- Accreditation survey
- Development of new standards

**Joint Commission International Consulting**
- Assist organizations in meeting their patient safety and accreditation goals
  - Consulting service
  - Custom Education
  - Accreditation and Quality Improvement education.

Both sides of our organization exist to drive the type of quality improvement that leads to safer patient care.
How Does JCI Drive Quality Improvement?

Creating global accreditation standards that provide a roadmap for organizations seeking a rigorous approach to safety and quality

WHY such global standards – because today, Behavioral Health Programs are adjusting not just to increasing demand for services, new funding challenges and a wealth of integrated care options, but also to a changing environment of care.

Accreditation: A Risk-Reduction Strategy

– Helps an organization to do the right things and do them well,
– Thereby significantly reducing the risk of harm in the delivery of care, and
– Optimizing the likelihood of good outcomes.
Accreditation – A Definition

– Usually a **voluntary** process by which a government or non-government agency grants **recognition** to health care institutions which meet certain **standards** that require **continuous improvement** in structures, processes, and outcomes.

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Joint Commission International’s Divisions

- Accreditation survey
- Development of new standards

Both sides of our organization exist to drive the type of quality improvement that leads to safer patient care

- Assist organizations in meeting safety and accreditation goals for the individual with mental health needs through Consulting services, Custom Education and Accreditation & Quality Improvement education.
How Can JCI Drive Quality Improvement In Flemish Mental Healthcare Organizations?

Creating global accreditation standards that provide a roadmap for the Flemish Mental Healthcare organizations seeking a rigorous approach to safety and quality.

Assisting the Flemish Mental Healthcare organizations to achieve their safety and quality goals through consulting, education, and publications.

Assistance from JCI

- The accreditation and quality improvement process can be difficult and confusing for any organization seeking international accreditation status.
- You do not need to do it alone – Make JCI part of your TEAM.
Assistance from JCI

- JCI has assembled a global group of experts and resources to help organizations achieve a common goal - the integration of primary and behavioral healthcare services that will better meet the needs of individuals with mental health and substance use conditions.

Assistance from JCI

- JCI’s assistance is separated into three categories:
  - Consulting Assistance
  - Education Programs
  - Publications

**Increased patient safety and continuous quality improvement**
JCI Consulting Assistance

- JCI Consultants are available to provide expert education and advice.
- JCI Consultants provide a wide scope of services, designed to meet the needs of our partner Mental Healthcare organizations.

Expert Advise & Assistance on Quality/Safety Issues In:

- Addictions and opioid treatment
- Adult day care
- Case management
- Corrections and forensics
- Counseling, in-home and outpatient
- Eating disorders
- Foster care and therapeutic foster care
- Transitional, supervised or supportive living
- Vocational rehabilitation
- Partial hospitalization, day treatment, and intensive outpatient services
- Prevention and wellness promotion services
- Residential/group homes
- Shelters
- Special populations, including children, youth and persons with addictions, intellectual disabilities or eating disorders
- Therapeutic schools (both day and 24-hour)
Document Review

- Have an objective pair of “fresh-eyes” review your new policies and procedures to make sure:
  1. They meet the JCI standards
  2. They can be clearly understood by your staff
  3. They can be followed by your staff

- The survey will assess if your policies and procedures meet the standards and if your staff is actually following them.

Monitoring Progress

- Continue to monitor your progress in meeting the standards

- Keep staff motivated.
  - Involve as many staff as possible
  - Make accreditation a goal that you are striving to achieve together.

- Use the evaluation methods your JCI surveyor will use

- Use the results of these evaluations to show progress or focus efforts
Technical Assistance

- Every accreditation preparation effort reveals persistent problems.
- JCI is available to help:
  - Standards Interpretation & Clarification (free)
    Make sure that the standard really requires the element that is causing you difficulty.
  - Compliance Assistance (for fee)
    Let JCI help you develop solutions to your persistent problems, based upon our experience helping other organizations address similar problems.

Mock Survey

- The “Mock Survey” helps you see what standards still need improvement before your survey.
  - Conduct at least 6 months before your survey
  - Use objective evaluators (internal or external consultants) who were not involved in the baseline assessment and preparation.
- Plan revisions and corrections based on the findings of the mock survey.
Two Pieces of Advice from Accreditation Leaders

Address Resistors

1. Honestly Address Resistors

   - Many staff members may not see the value of JCI Accreditation.
Common Sources of Resistance

“JCI is too expensive.”

Although JCI is expensive, the quality improvement activities and patient safety techniques that accreditation preparation requires can lead to significant cost savings for an organization.

Common Sources of Resistance

“JCI only helps staff members in clinical departments. There’s nothing in it for me.”

Achieving JCI’s gold seal can have a profound impact on a hospital’s business operations.
Common Sources of Resistance

“JCI is too hard”

Most organizations are already meeting many of JCI’s standards right now. JCI provides a structure for organizations to focus on areas that need improvement in order to minimize future patient harm.

Common Sources of Resistance

“We don’t want JCI telling us what to do.”

JCI asks you to decide which processes, practices, and policies will lead to the best outcomes for your patients.

We believe that your organization and your healthcare professionals are best suited to make these decisions.

We do not evaluate clinical decisions.
A Final Note About Resistors

– Vocal resistors who are willing to share their concerns will help you understand the concerns of those that are silently resistant.
– Their input is critical in crafting a strategy that helps address the concerns of everyone in your organization.

The Firewall

– No sharing of organization-specific information
– Neither side may share their “client” list.
– Ensures the integrity of our accreditation decisions and consultation advice.
Accreditation Preparation Process

- **Organizational Assessment**
  - Evaluate your current performance against the standards and create plans and structures to drive improvement

- **Policy & Procedure Development**
  - Develop new policies and procedures that comply with JCI standards

- **Document Review**
  - Assess your plans, policies, and procedures for compliance with JCI standards

- **Technical Assistance**
  - Use experts to address persistent or difficult problems

- **Mock Survey**
  - Reassess current performance 6 months prior to survey to allow you enough time to make last minute adjustments

- **Create New Processes**
  - Develop and implement new policies, plans, and procedures

- **Monitor Progress and Adjust**
  - Evaluate effectiveness of processes and refine as necessary

- **JCIA Survey**
  - Approximately 18-24 Months

Custom Education

- Custom education programs are funded and attended by the requesting organization.
- Often cover topics of particular concern for an organization's entire staff.

- Topics include:
  - Developing a framework to improve quality and safety
  - Overview of JCI Standards
  - Tracer Methodology
  - Infection Control
Potential Custom Education

- The general session topics on Psychiatric trauma, informed care, suicide prevention, and care, treatment and services planning will take person-centered care to the next level of care.

- A track session designed specifically for those new to accreditation focusing on individuals role & responsibilities associated with the accreditation and survey process.

International Practicum

- JCI also offers standard, open enrollment courses for organizations preparing for accreditation.
- Our premier course is the JCI Practicum
- Conducted multiple times a year, around the world.
  - Seoul, South Korea (23-29 August 2015)
  - Tokyo, Japan (14 – 19 September 2015)
  - Amsterdam (19 – 20 October 2015 – Update)
  - Dubai, UAE (8-12 or 15 -19 November 2015 – still to be determined)
International Practicum

- The best place to start your journey
- Lecture, workshop, and observational training
- See the accreditation process first-hand

Key topics:
- Introduction to JCI
- Review of each standards chapter
- Tracer Demonstration at an accredited hospital
- Advice for Getting Started
- Lessons Learned from other healthcare organizations

Publications

- JCI offers a wide variety of both printed and e-books.
  - Accreditation preparation
  - Quality improvement
  - Policy development
  - Assessment methodology
- A full list of our titles are available on our website.
Other Ways JCI Pursues Quality

- JCI does more than assist individual organizations:

**Individual Organizations**
- Health care organizations/ networks
- Key industry partners
- Associations

**Country Level**
- Ministries of Health
- Government agencies
- Develop policy, regulations, standards

**International Level**
- Build consensus
- Share information
- Help forge policy

**Country Level Assistance**

- JCI helps Ministries of Health and other government agencies:
  - Develop country appropriate standards
  - Develop assessment and evaluation programs
  - Develop a country’s quality improvement capacity
  - Customized and complex projects
  - Range from a single consultation to an ongoing relationship.
Target Audience for Getting Ready for accreditation

- JCI is designed for those who provide care across all behavioral health care settings including psychologists, social workers, counselors, nurses, administrators, quality improvement and risk management professional within community mental health centers, community or facility based behavioral health care organizations and agencies serving children, youth and their families, addiction treatment programs, opioid treatment programs, psychiatric hospitals and acute care hospitals with psychiatric or dependency programs and services.

Tracers as a Teaching Tool

- Mock Tracers for Behavioral Health Care will help behavioral health care organizations use mock (practice) tracers to identify unrecognized standards compliance and patient safety issues and implement changes as part of an ongoing improvement process--before a survey takes place. This use of scenarios will address a variety of issues in behavioral health care.
The Gold Seal

- The JCI standards are difficulty to meet.
- In order to encourage organizations to pursue them, we provide the **Gold Seal** to all who meet them.
- The Gold Seal send a powerful message to your community:
  - We are committed to the highest levels of quality and safety
  - We are committed to continually improving

On-Line

- In an increasingly digital world, allowing an organization to place the JCI gold seal in their lobby may not be enough incentive to pursue our rigorous standards.
JCI’s Newest Tool

- Explains why patients should seek out JCI accredited hospitals
- Helps patients find accredited hospitals
- Speaks to patients using the language and level of complexity they can understand.

Find a Gold Seal Hospital Near You

Be an Informed Patient

What's an accredited hospital? Informed patients are wise and healthy patients. They make informed choices with health care providers and their loved ones.

The Value of JCI Accreditation

Joint Commission International (JCI) is a not-for-profit organization dedicated to improving the quality and safety of healthcare worldwide. The way we improve global health care is by accrediting.
World Hospital Search

- It is JCI’s hope that this website will encourage even more hospitals to pursue our demanding patient safety and quality standards.
- We also hope that it will help patients around the world find the safety care available.
Thank You

Questions?