Joint Commission Resources

Spotlight on Success

JCR Software Tools Help to Advance Compliance at Large System

Pilot Improves Staff Knowledge and Standardized Practices

With its multi-state reach, a Midwestern health system faced significant challenges in standardizing compliance practices and keeping accreditation staff fully informed on the latest standards and regulations. Using a four-pillar model (compliance, standards interpretation, survey management, and education and communication), the accreditation and certification administrator focused on improving accreditation-related education and communication among the growing staff.

Opportunity

Working with a team from Joint Commission Resources (JCR), the administrator planned a one-year pilot using a suite of software tools and educational programs designed to help update and standardize knowledge and expertise across the enterprise.

Solutions

The pilot encompassed three JCR software products:

– **E-dition®**

Before purchasing E-dition for accreditation and certification programs, users had to complete time-consuming log-ins to access standards information by specific sites. Now there is unified, mobile access to all Joint Commission standards for hospitals, ambulatory care, and home care to match how the system operates across the continuum of care.

– **CMSAccess®**

The administrator called this unique multimedia portal a "godsend" because it logically organizes hospitals' Medicare certification needs and delivers tools linked to before/during/after steps for CMS surveys.

Overview

– Integrated health system spanning multiple states

– Required dynamic accreditation support for numerous hospitals, ambulatory care sites, and home care

Outcomes

– Fast, up-to-date access to Joint Commission standards, CMS info, and federal/state regulations

– Standardized accreditation knowledge and practices across enterprise

– Tools keep pace with changing CMS requirements, EMR integration, and other challenges

– **ECM® Plus (E-dition Compliance Monitor® Plus)**
  From facility safety to scope-of-practice questions, staff frequently referenced this library and crosswalk of federal and state regulations and are learning how to build Smart Charts™ to conduct risk analysis.

After eight months, the JCR team prepared an analysis for leaders that showed spikes in usage around CMS surveys and incidents, indicating that staff tapped into the e-tools at crucial preparation and response times.

The pilot also included a subscription to Hospital Breakfast Briefings, a 10-part webinar series on critical compliance issues. With the system's geographic dispersion and travel restrictions, it is not always feasible to bring staff together for live events. The administrator is impressed with the topics and regularity of the programming and reports the content is helpful to experienced staff as well as rookies. She also appreciates the convenience of on-demand viewing to ease busy schedules.

Outcomes

ACROSS-THE-SYSTEM PREPARATION
JCR's tools and education created a proactive path to help improve knowledge, expertise, and standardized compliance practices across a huge multi-state system. After a successful pilot, these tools are now a part of the enterprise budget and can be accessed by numerous sites and users.

CONSISTENT EDUCATION FOR MORE STAFF
Offering relevant programs on site and on demand has increased reach and participation during an era of tight budgets and travel restrictions.

POSITIVE RESPONSE
The administrator has received positive feedback about the JCR tools and tracks high engagement across a system with thousands of employees.

Dana McGrath, RN, MSN, Regional Client Relations Manager, Joint Commission Resources

"We were delighted to create a customized pilot program that matched our client's performance improvement goals and tracked progress through usage reports."

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