

# Accreditation in Assisted Living Communities

Teresa Hoosier, RN, CDN - ACHC

Sapna Patel, MHA - Joint Commission

Terry Carolan, MSPT, MBA - CARF International



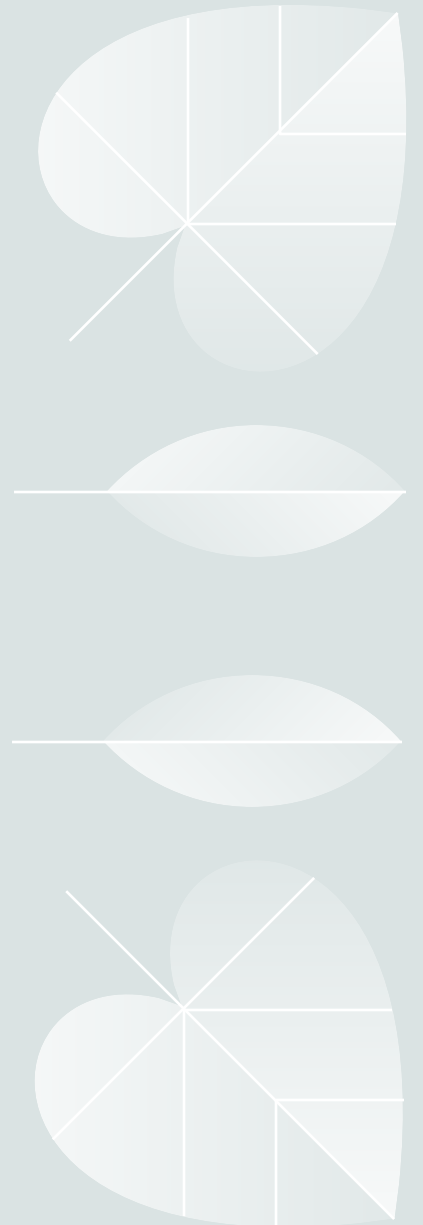
# Quality, Accreditation and Assisted Living

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- Focus of accreditation is enhancing quality and performance improvement
- Surveyors lead in-person surveys
- Use accreditation standards unique to each organization
- Continuous quality improvement process
- Surveys use observation, interviews and document review to assess performance



# 50 Different States, 50 Different Conversations



# Accreditation in Assisted Living in the U.S.

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- Number of accredited Assisted Living communities in U.S. (CARF/Joint Commission/ACHC) – 143
- Percentage of accredited Assisted Living communities in the U.S.: Less than ½ of 1% (143/30,600 or .47%)
- Number of states that accept accreditation in lieu of Assisted Living state inspection: 10 plus District of Columbia



# Different approaches to using accreditation to support quality

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- Acceptances of accreditation in lieu of state inspection
- States allowing high performing communities to seek accreditation in lieu of state inspection
- Voluntary registries
- Incentivization
- Dementia/Memory Care Accreditation Standards
- Mandates with choice of accreditor



# More detail about each specific accreditation

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# Accreditation Commission for Health Care (ACHC) and Quality

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- Quality is at the heart of ACHC's Assisted Living Accreditation Program.
- Accreditation defines how you do what you do and ACHC Standards are designed to ensure the best for your residents in the context of sustainable business operations.
- Approaching quality as an organizational priority is the most effective way for assisted living communities to assess performance, identify opportunities for improvement, and overall builds a stronger business and community.



# Accreditation Commission for Health Care (ACHC) and Quality

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- Section 6 of our standards directly address Quality Outcomes/Performance Improvements which provides specific organizational direction on how the ALC incorporates benchmarking to include measuring, comparing to other ALC's to analyze and track quality indicators.
- These standards enable the ALC to assess processes of care, services, and operations for continued improvement.





# Accreditation Commission for Health Care (ACHC) and Quality

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- Our intentions are to partner with and help providers demonstrate the highest standards of performance focusing on a resident-centered model of care. Our standards are directed at the following goals for each community:
  - Protect and promote the health, safety, and welfare of its' residents
  - Enhance and elevate resident/consumer satisfaction
  - Provide risk mitigation for the organization overall
  - Promote and reinforce regulatory compliance by identifying areas of concern, areas that need improvement, while collaborating to develop manageable solutions

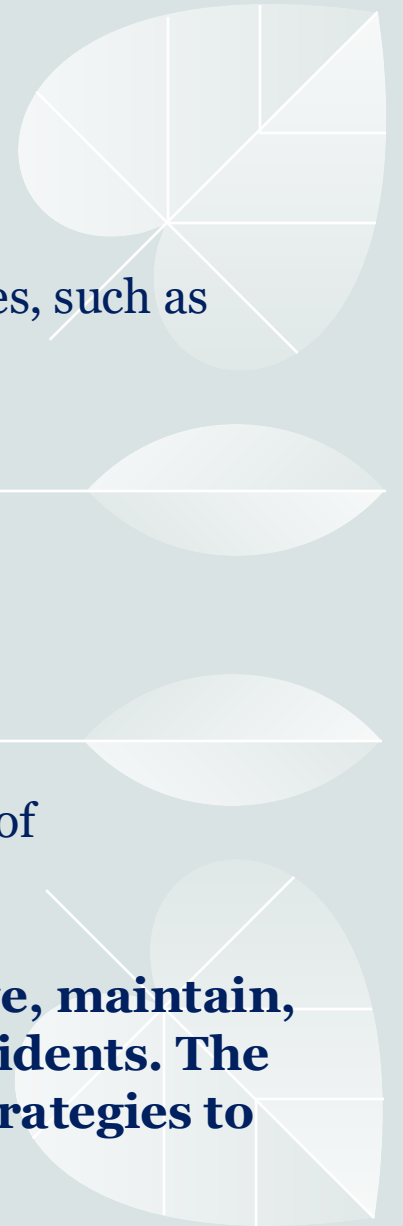


# The Joint Commission's Assisted Living Community

**Accreditation Program-** uses a person-centered quality framework and collaborative approach to help providers proactively identify and address vulnerabilities to safeguard assisted living community residents.

- Greatest challenges for Assisted Living Communities are addressing complex resident issues, such as
  - Quality care,
  - Resident safety,
  - Sufficient Staffing
  - Infection prevention and control
  - Resident satisfaction.
  
- Staff and leaders are striving to incorporate person-centered practices in the assisted living community, particularly with residents diagnosed with Alzheimer's disease or other forms of dementia

**The Assisted Living Community Accreditation Program helps providers achieve, maintain, and demonstrate consistent excellence in the services they provide to their residents. The standards specifically can help assisted living communities begin to develop strategies to address the most challenging and complex resident issues.**



# The Joint Commission Standards - Assisted Living Community Accreditation Program



Most Frequent Allegations – Assisted Living (percentage of 485 closed claims)\*

<b>Resident Falls</b>	<b>54.80%</b>
<b>Improper Care (excl. Falls)</b>	<b>7.40%</b>
<b>Resident Abuse</b>	<b>6.80%</b>
<b>Pressure Injury</b>	<b>5.80%</b>
<b>Failure to Monitor (excl Falls)</b>	<b>5.80%</b>

**Table 1. Standards That Address Complex Care Issues in Assisted Living Communities**

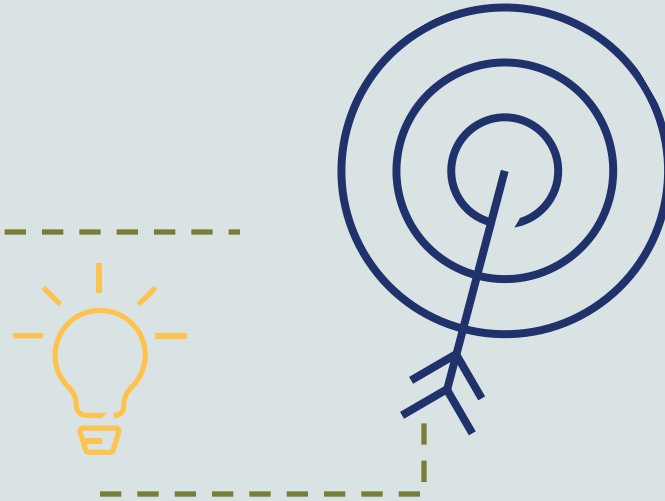
Fall Management	Providing Appropriate Care	Infection Prevention and Control
LD.03.09.01, EP 1-11 NPSG.09.02.01 EP 1-5 PC.01.03.01, EP 3 PC.02.03.01, EP 10	HR.01.01.01, EP2 LD.04.03.09, EP 4-8 HR.01.02.05, EP 21- 22, 25-27 MM.06.01.01, EP 1,3 HR.01.02.07 EP 1-2 NPSG.01.01.01, EP 1-2 HR.01.04.01, EP 1, 3 PC.01.01.01, EP 7 HR.01.05.03, EP 5, 22, 23 PC.01.02.01, EP 1-2 HR.01.06.01, EP1 PC.01.02.01, EP 1-3 LD.01.03.01, EP 5 PC.01.02.05, EP 6 LD.03.01.02, EP1 PC.01.03.01, EP 1,4, 8 LD.03.02.01, EP1 PC.02.01.01, EP 1 LD.03.05.01, EP2 PC.02.01.03, EP 1,17, 17,20 LD.03.06.01, EP 2 PC.02.01.05, EP 1, 9, 13 LD.04.01.05, EP2, 5 PC.02.01.13, EP 5 LD.04.01.07, EP 1 PC.02.02.01, EP 3 LD.04.01.11, EP 5 PC.04.02.01, EP 1 LD.04.02.01, EP 5 PI.01.01.01, EP 14 LD.04.02.03, EP 5 RC.02.01.01, EP 2 LD.04.03.01, EP 1 RC.02.01.13, EP 3 LD.04.03.07, EP 1, 6 RC.02.01.15, EP 2 RI.01.02.01, EP 1	EC.02.05.05, EP 1 EC.02.06.05, EP 2 HR.01.04.01, EP 1, 3 HR.02.02.01, EP 3 IC.01.03.01, EP 1 IC.01.04.01, EP 1 IC.01.05.01, EP 1-2 IC.01.06.01, EP 2-4 IC.02.01.01, EP 1-13 IC.02.02.01, EP 1, 3, 4, 8 IC.02.03.01, EP 1, 3 IC.03.01.01 EP 1, 7 NPSG.07.01.01, EP 1- 3
Oversight/Supervision	Pressure Injury Prevention	Abuse/Neglect Prevention
HR.01.02.05, EP 26 LS.02.01.20, EP 14 MM.07.01.03, EP 1, 2, 3, 8 PC.02.01.08. EP 1 PC.02.02.03, EP 13 -14	PC.01.02.01, EP 13 PC.01.03.01, EP 3 PC.02.01.15, EP 1-2, 5-8 PC.02.01.17, EP 3	HR.01.04.01, EP 3 HR.01.05.03, EP 24 PC.01.02.09, EP 1-3, 6-7 RI.01.06.03, EP 1,3, 6-7

\*Study by CNA Insurance

# Performance Measures for Assisted Living Communities - Enhancing the quality of life for residents

The Joint Commission integrates the use of performance measures during and after the onsite survey.

Assisted living communities will report on standardized performance measures to offer insight into a community's performance in important care, treatment and service areas



## Performance Measures

### Addressed During Survey

- Hospital Readmissions
- Resident Satisfaction
- Staff Training Requirements
- Infection Surveillance
- Adverse Event Tracking

## Performance Measures

### Addressed Post-Survey

- Off-Label Antipsychotic Drug Use
- Resident Falls
- Resident Preferences and Goals of Care
- Advanced Care Plan/Surrogate Decision Maker
- Staff Stability

# CARF International and Quality

- Person-centered standards are used to enhance quality and performance improvement in accredited communities
- The Performance Measurement and Management Plan is at the core of quality and performance improvement in Assisted Living Communities
- Resident input must be included when determining indicators to measure outcomes in the areas below:
  - Efficiency of services
  - Effectiveness of services
  - Experience of residents
  - Experience of other stakeholders
  - Service access
  - Business function



# CARF International and Quality

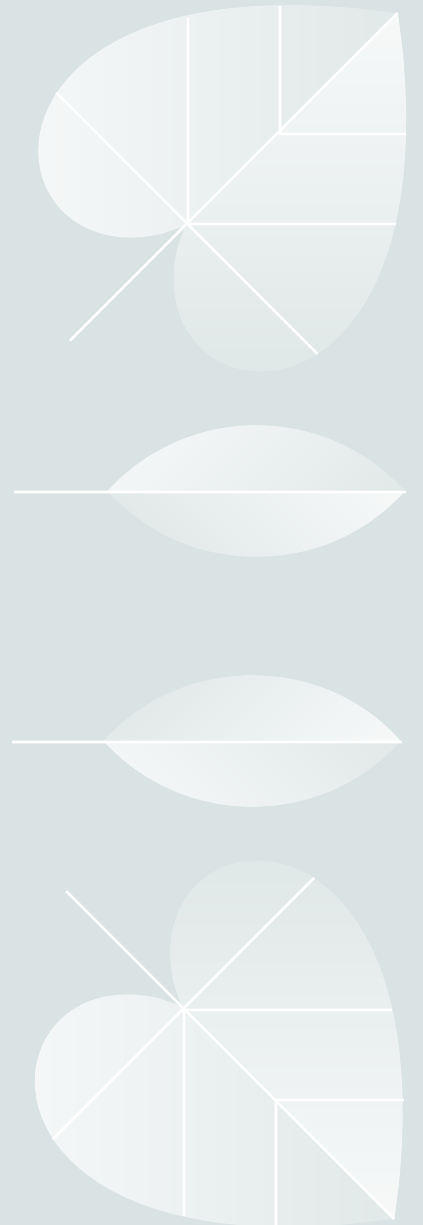
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- Data and analyses are used to make changes to the Assisted Living Program and improve service delivery in the future
- Leadership uses all data and analysis to create and update the Strategic Plan
- Input from residents is used to ensure quality in business and care delivery practices including:
  - Organizational planning
  - Financial, resource and workforce planning
  - Technological planning
  - Services that support wellbeing and dining
  - Personnel performance



# CARF International and Quality

- Assisted Living Communities use indicators to measure and analyze falls and wellbeing to enhance quality and safety in the future
- CARF's Dementia Care Specialty Designation Standards are aligned with the Alzheimer's Association's Dementia Care Practice Recommendations
- Peer-surveyors deliver consultative feedback and share innovative and creative practices of improving quality from around the world





Thank you!

Questions?

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Sapna Patel

[spatel@jointcommission.org](mailto:spatel@jointcommission.org)

Teresa Hoosier

[THoosier@achc.org](mailto:THoosier@achc.org)

Terry Carolan

[tcarolan@carf.org](mailto:tcarolan@carf.org)