Preparing for Advanced Heart Failure Certification

Caroline Isbey, RN, MSN, CDE
Associate Director
Disease-Specific Care Certification
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Presenter Disclosure Information

Caroline Isbey, RN, MSN, CDE
Preparing for Advanced Heart Failure Certification

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American Heart Association Certification
for Advanced Certification in Heart Failure
Advanced DSC Certification for Heart Failure

What three important points to leave with today?

1. Certification raises the bar
2. Certification is attainable
3. Certification is a shared & continuous process

The Joint Commission Mission and Vision Statements

**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.

**Vision**: All people always experience the safest, highest quality, best-value health care across all settings.

"And should there be a sudden loss of consciousness during this meeting, oxygen masks will drop from the ceiling."
Certification vs. Accreditation

- Certification Reviews
  - Product or service-specific evaluation of care and outcomes
- Accreditation Surveys
  - Organization-wide evaluation of care processes and functions

What's Different about Certification?

- Reviews are service-based, focused on quality, safety, and outcomes of improving clinical care
- Eligibility criteria
- Voluntary—not an add-on to accreditation
  - Accreditation, in accreditation eligible organizations, is a pre-requisite to certification
  - Separate and distinct decision and award
- 2-year cycle
- Required 12-month intracycle event
- Separate cadre of reviewers

Disease-Specific Care Certification

- 3300+ DSC certifications since 2002 in
  - 1375+ organizations
  - 50 states plus DC and PR
- Core DSC Program
  - Can fit any disease or condition
  - More than 100 different types of programs certified
- Specialty (Advanced) Certification programs
  - Acute Stroke Ready Hospital – 4 programs
  - Chronic Kidney Disease – 2 programs
  - COPD – 11 programs
  - Comprehensive Stroke Center – 101 programs
  - Heart Failure – 96 programs
  - Inpatient Diabetes – 87 programs
  - Palliative Care – 87 programs
  - Primary Stroke Center – 1087 programs
- CMS National Decision Coverage
  - VAD for DT – 139 programs
  - Lung Volume Reduction Surgery – 5 programs
Who is eligible for Advanced Certification in Heart Failure?

- Accredited hospitals with an established inpatient heart failure clinical treatment program
- Provide ambulatory care services through a hospital-based and hospital-owned heart failure clinic OR a collaborative relationship with one or more cardiology practices
- At least a Bronze performance award from Get With The Guidelines - HF
Advanced Certification in Heart Failure

- Organizations must demonstrate compliance with all DSC program requirements
- Measure set has been expanded to include six (6) new inpatient measures and seven (7) optional outpatient measures.

Disease Specific Care Certification

**Process**

- Clinical Practice Guidelines
- Care based on guidelines / evidence-based practice
- Review validates:
  - Implementation of CPGs
  - Rationale for selection / modification
  - Monitoring & improving adherence
Structure: Disease-Specific Care Standards

Program Management: Advanced Heart Failure Highlights

- Program scope includes inpatient and outpatient, transitions and care coordination
- Care coordination is provided across inpatient and outpatient settings
- Care Coordinator(s) is/are identified
- Patients re-evaluated within 72 hours after discharge (via phone call, home visit or scheduled office visit)
- Prior to discharge, a follow up appt. is scheduled to occur within 7 days

Delivering or Facilitating Clinical Care: Advanced Heart Failure Highlights

- Program follows ACC/AHA heart failure guidelines
- Functional capacity is assessed
- Comprehensive plan of care developed
- Heart Failure team implements interventions (addressing assistance with self-management activities, fluid management, symptom management, nutrition, medications, exercise, stress and risk reduction, coping, immunizations, palliative care)
Supporting Self Management:
Advanced Heart Failure Highlights

- Program promotes lifestyle changes (nutrition, fluid management, activity and exercise, weight management, symptom-aggravating behaviors)
- Program provides education on risks (excessive alcohol consumption, tobacco use, illicit drug use)
- Patient understanding evaluated prior to discharge (medications, recognizing symptoms needing attention, diet & weight monitoring, activity level, plan of care’s impact on ADLs)

Clinical Information Management:
Advanced Heart Failure Highlights

- Care coordinator responsible for
  - communicating medication info at all transitions of care to all relevant practitioners
  - communicating info necessary to continue treatment to relevant practitioners within 72-hours after discharge
- Medical record includes diagnostic test results and therapeutic interventions and procedures

Performance Measurement:
Advanced Heart Failure Highlights

- PI approach is organized, well-designed and planned and the scope includes inpatient, outpatient and care transitions
- Data collection includes:
  - functional capacity improvement
  - symptom stability
  - 30-day readmissions for heart failure symptoms
- Patient Satisfaction and perception of care
# Heart Failure Performance Measure Sets

<table>
<thead>
<tr>
<th>Measure</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>ACHF-01</td>
<td>Beta-Blocker Therapy Prescribed at Discharge</td>
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<tr>
<td>ACHF-02</td>
<td>Post-Discharge Appointment for Heart Failure Patients</td>
</tr>
<tr>
<td>ACHF-03</td>
<td>Care Transition Record Transmitted</td>
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<tr>
<td>ACHF-04</td>
<td>Discussion of Advance Directives/Advanced Care Planning</td>
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<tr>
<td>ACHF-05</td>
<td>Advance Directive Executed</td>
</tr>
<tr>
<td>ACHF-06</td>
<td>Post Discharge Evaluation for Heart Failure Patients</td>
</tr>
<tr>
<td>ACHFOP-01</td>
<td>Hospital Outpatient Beta-Blocker Therapy Prescribed for LVSD</td>
</tr>
<tr>
<td>ACHFOP-02</td>
<td>Hospital Outpatient ACEI or ARB Prescribed for LVSD</td>
</tr>
<tr>
<td>ACHFOP-03</td>
<td>Hospital Outpatient Aldosterone Receptor Antagonist for LVSD</td>
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<tr>
<td>ACHFOP-04</td>
<td>Hospital Outpatient NYHA Classification Assessment</td>
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<tr>
<td>ACHFOP-05</td>
<td>Hospital Outpatient Activity Recommendations</td>
</tr>
<tr>
<td>ACHFOP-06</td>
<td>Hospital Outpatient NYHA Classification Assessment</td>
</tr>
<tr>
<td>ACHFOP-07</td>
<td>Advance Directive Executed</td>
</tr>
</tbody>
</table>

[Measure Specifications Manuals](http://www.jointcommission.org/certification/heart_failure.aspx)
Challenges of Certification

- Consistent implementation of Clinical Practice Guidelines
- Evaluating patient perception of care quality
- Performance Measurement:
  - Data collection

Keep working on the Challenges
Preparation Tips

1. Obtain from Joint Commission Resources:
   a. Disease-Specific Care Certification Manual, 2016 (hard copy or e-dition)
   b. Contact information (877) 223-6866 or www.jcrinc.com.
2. Assess compliance with standards (Gap analysis)
   - Identify opportunities for improvement and implement action plans
   - Register for email news and alerts on The Joint Commission public home webpage.
3. Review treatment protocols based on Clinical Practice Guidelines (Gap Analysis)
4. Develop and implement Gap closure plans for standards and Clinical Practice Guidelines

Preparation Tips (cont’d)

5. Develop process for performance measure data collection
   - Identify opportunities for improvement in performance measurement process
   - Implement action plans / PI plans
6. Submit application
7. Maintain continuous compliance with Joint Commission requirements
Timeline in Months

- 6 - 5 - 4 - 3 - 2 - 1 0

Org. receives notice of review date (or initial review of program)
Review Scheduled
Submit E-Application

The On-Site Evaluation

- Program overview
- Patient tracers
- System tracer on data use
- Competency assessment and credentialing

Engaging practitioners and patients

Educative

Getting Ready for Onsite Review

Organization Review Process Guide Disease-Specific Care Certification 2016
Resources through The Joint Commission

Website:
- Two webinar replays on this webpage
  - Part 1: Quick Steps to Certification
  - Part 2: DSC Certification Most Cited Standards
- Home webpage for Advanced HF under "Cardiovascular"

Quality Check: finding certified Organizations:
- http://www.qualitycheck.org/consumer/searchQCR.aspx
(Used to search for the organization once identified)

Publications:
- Disease-Specific Care Certification Manual 2016 edition – electronic version and hard copy
- Contact:
  - www.jcrinc.com
  - 877-223-6866

Benefits of Certification

- Improves the quality of patient care
- Provides an objective assessment of clinical excellence
- Requires a systematic approach to clinical care
- Creates a loyal, cohesive clinical team
- Promotes a culture of excellence across the organization
- Facilitates Marketing

Advertise Your Achievement
Questions?

Caroline Isbey RN, MSN, CDE
Associate Director
Disease-Specific Care Certification
The Joint Commission
cisbey@jointcommission.org
630-792-5279

The Joint Commission
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