

Name: _____

Phone: _____

Health Care Staffing Seminar

Hospitals, Staffing Firms, and Joint Commission Recommendations

Wendi Roberts
The Joint Commission

Challenges and Opportunities in a Vendor-Managed World

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Wednesday, Oct. 26
10:45 a.m.–12:15 p.m.





Hospitals, Staffing Firms, and Joint Commission Recommendations

Vendor Management Challenges and Opportunities in the Health Care Space

David Savitsky
Chief Executive Officer and Founder
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Executive Director, Hospital Business Development
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Hospital Business Development Team

- Executive Director: Wendi Roberts
 
- Associate Directors

 Patrick Phelan
  David Eickemeyer
  Caroline Isbey
  Brian Johnson
- Marketing Manager

 Lija Basu
  Jennifer Martinez
- Business Development Specialist
  Francine Topps
- Marketing Coordinator
  Kris Stejskal

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A Streamlined Approach

- Your Hospital Business Development Team member(s) are your HCSS certification representatives.
- We provide you information, education, resources and contacts for all services at The Joint Commission for certification.
- One of the reasons for the name change was the feedback received from HCSS customers at our February 2016 conference.
- Francine Topps has been assigned as the contact for all HCSS business.



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Overview of Joint Commission Certification



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The Customer's Opinion Matters at The Joint Commission

- HCSS conference held in Oakbrook Terrace IL. completed February 2016.
- Objectives:
- Gather voice of customer on:
 - 1) Factors that provide value to certification
 - 2) Benefits and challenges to certification
 - 3) Attributes and characteristics of reviewers that provide value to the onsite survey
 - 4) Needs related to certification



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Healthcare Staffing Services Customer Conference February 2016

- Provided education on the the update of new standards by the standards group.
- Standards Interpretation Group education related to the most common findings on reviews, tips for interpreting standards, and contact information.
- Account Executive information and resources.



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Customer Comments



"TJC is regarded as a very high standard of care, so when you say you're TJC certified, those who are aware know you're going to have very specific standards of best practice in place. This helps not only put in place affiliations with university facilities and attract advanced clinicians, but also patients."

"We have really benefitted from having access to TJC resources: standards, Reviewers with clinical expertise who share best practices from other sites. We have found that to be invaluable...we have implemented quite a few of their suggestions...and that has really helped drive the care that we provide to our patients."



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Three Senior Vice Presidents spoke to the group and listened

- Brian Enochs - EVP for Business Development, Marketing and Business Relations
- Mark Pelletier - EVP for Accreditation, Certification and Operations
- Ann Scott Blouin - EVP for Customer Relations



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Benefits of Certification

Work with a Premier Certifying Body

- ▶ We are the oldest and largest certifying body setting standards for safe, high quality healthcare nationally and internationally
- ▶ We accredit and certify nearly 21,000 healthcare organizations and programs in the United States




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Benefits Continued

Get Value-based Certification

- ▶ Evidence-based standards
- ▶ Solid/broad expertise for development and maintenance of our standards
- ▶ Technical Advisory Council of national experts from across the country are involved in standards development on a continuous basis






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Benefits continued

Collaborate with Expert Reviewer(s)

- ▶ Our reviewer(s) are subject matter experts in Health Care Staffing
- ▶ Reviewer(s) will make the review process as transparent as possible and collaborate with you and your team throughout the on-site event to avoid any surprises at the end of the review

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Achieving The Joint Commission HCSS Certification sets our staffing firms among the best!



- Designation for excellence in Health Care Staffing Services
- Assists organizations to establish a consistent approach to care and reducing the risk of error
- Demonstrates commitment to a higher standard of clinical service



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Why Joint Commission HCSS Certified are superior to non-certified firms:

Certification:

- Provides a framework to improve patient outcomes
- Helps to organize teams across the continuum of care
- Provides a competitive edge in the marketplace
- Enhances the facilities ability to attract top level talent
- Assures firms are staffing with clinically competent staff



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Hospitals that Choose The Joint Commission certified firms:

- Have confidence that temporary staff in their facility are safe, well trained, licensed, certified and have a thorough background check completed by the HCSS firm
- Many hospitals and other large national companies are insisting on only hiring staff from a Joint Commission certified firm



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Do Not Return Documentation

- We do want to emphasize the need for hospitals to complete the proper documentation for sending a "do not return" notice to a staffing firm
- Reasons why it is important:



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What's new with HCSS Certification at The Joint Commission

- Completed a full day conference for all HCSS customers in February 2016
- Surveyed all HCSS firms in April regarding changing our standards to include non-clinical staff
- Developed a HCSS Advisory Group at The Joint Commission that includes members of every level of HCSS firm in the nation
- Developed and received approval of HCSS Advisory Group guidelines
- A total of 102 firms applied to participate in the group



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What's new with HCSS Certification at The Joint Commission

- A total of 25 firms were chosen for the HCSS advisory group
- The group met on October 14th, 2016
- A small group of team members will be rotated off each year to assure that all firms have a voice in the group



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What's new with HCSS Certification at The Joint Commission

- ▶ A HCSS conference will be held in April 2017 in person at The Joint Commission offices followed by an Advisory Group meeting
- ▶ A webinar was presented to the ASA membership by one of the HCSS Reviewers in October 2016 for the ASA.
- ▶ Presentation on HCSS at the Staffing World conference in October 2016



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Top Compliance Issues

- **HSR.1** The HCSS firm confirms that a person's qualifications are consistent with his/her assignment(s)
- **HSR.6** The HCSS firm evaluates the performance of clinical staff
- **CPR 5** Staffing firm submits performance measurements data to TJC routinely



11

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Top Compliance Issues

- **HSLD.5** The services contracted for by the HCSS firm are provided to customers
- **HSPM.4** The HCSS firm analyzes its data
- **HSR.3** The HCSS firm provides orientation to clinical staff regarding initial job training and information




12

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Top Compliance Issues

- **HSLD.9** The HCSS firm addresses emergency management
- **HSR.4** The HCSS firm assesses and reassesses the competence of clinical staff and clinical staff supervisors




13

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Top Compliance Issues

- **CPR 11** Staff and independent contractors are notified that concerns regarding quality and safety can be reported to TJC without fear of retaliation
- **CPR 6** Firm notifies the public how to contact firm's management and TJC to report concerns



14

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Additional Resources





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Preparation Tips

- Review the standards in the *HCSS Certification Manual*.
- Contact the Standards Interpretation Group:
630-792-5900
http://www.jointcommission.org/standards_information/standards_online_question_form.aspx
- Submit Performance Measure questions to
<http://manual.jointcommission.org>
- Pricing Unit for Certification Fees
630-792-5115



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The Hospital Business Development Staff

- An excellent way to learn more about applying for certification or if you cannot find a resource at The Joint Commission.
- If you are a HC staffing firm who is interested in becoming certified, call the Hospital Business Development Team.



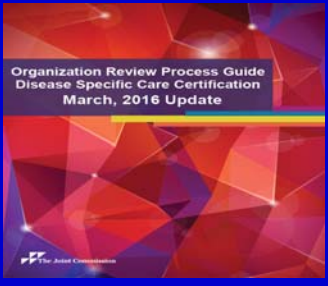
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New Quick Guides for HCSS firms to prepare for review.



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Review Process Guide



Organization Review Process Guide
Disease Specific Care Certification
March, 2016 Update

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https://www.jointcommission.org/disease-specific_care_review_process_guide/

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Questions and Answers



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Thank You for Attending



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Vendor Management Challenges and Opportunities in the Health Care Space

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Panel Introductions

- Sean DeAvila, Vice President, Strategic Solutions, ZeroChaos
- Shannon Block, CSP, Vice President, Medical Staffing Services Inc.
- David Savitsky, Chief Executive Officer and Founder, ATC Healthcare Services Inc.
- Brendan Courtney, President and CEO, Healthtrust Workforce Solutions
- Jeffrey Bowling, Chief Executive Officer, The Delta Cos.



Brendan Courtney
President & CEO

Considerations for Panelists

- Why does VMS/MSP make sense in health care staffing?



Considerations for Panelists

- What problems are associated with VMS/MSP in health care staffing?



Considerations for Panelists

- What is the better model: VMS or MSP?



Considerations for Panelists

- What are some specific considerations for choosing to work with a VMS/MSP?



Considerations for Panelists

- How can you make the most of a VMS/MSP relationship?



Audience Questions



Final Thoughts From Panelists

What is the future of VMS/MSP in the short and long term?

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Thank You for Attending



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