Journey to Improving Quality of Care for Patients with Diabetes through Joint Commission Certification

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Objectives

- Identify how the process of certification improves Quality of Care
- List five (5) Inpatient Diabetes Care specific requirements
- Identify three (3) core components to DSC Certification
- Identify three (3) benefits of certification
Journey to Quality Diabetes Care

Success

Improved Quality Care

Tools
1. CPGs
2. Plans to Close Gaps
3. PM & PI Plans
4. Cert Info

Start: Current State of Diabetes care

The Joint Commission Certification
Disease-Specific Care
Disease-Specific Care Certification

Process
ADA CPGs

Standards
DSC Standards – 28 consensus based

Quality & Safety of Care for Patients with Diabetes

Outcomes
PM & PI Process
**Process:** Clinical Practice Guidelines

- Care based on guidelines / evidence-based practice
- American Diabetes Association Clinical Practice Recommendations for person with diabetes in the hospital [*Diabetes Care.* 2011;1(suppl1)] (must use as a minimum for certification)
- AACE Medical Guidelines for clinical Practice for Developing a DM Comprehensive Care Plan [*Endocr Pract.* 2011;12(suppl2)]
**Plans to Close Gaps:** CPGs

- Where do gaps/inconsistencies of care in “our” program exist compared to CPGs?
- Who needs to be included in the team to develop plans to close the gaps?
- Who needs to assist with/support implementation of plans to close the gaps?
- Is closure of gaps occurring and being maintained?
Journey to Quality Diabetes Care

Success
Improved Quality Care

Assessment Completed:
1) DSC Standards
2) CPGs

Start: Current State of Diabetes care
Outcome: Performance Measurement

Program defines performance measures:
- From universe of measures
  - Resource: http://qualitymeasures.ahrq.gov/
- Creating own from gaps in clinical care
  - Determined during assessment of program with CPGs
- Used to develop PI plans
- Monitored monthly
- For DSC certification award have specific requirements
**Outcome:** Performance Measurement for Disease-Specific Care certification

- Develop four (4) performance measures:
  - Two (2) clinical process or outcome measures
  - Other two (2) can be clinical or can be financial, patient satisfaction, LOS, etc.

- Rationale for measures selection discussed

- Required submission of monthly data to The Joint Commission

- Trended data discussed
**Structure:** Disease-Specific Care Standards

- Program Management
  - 10 Standards
- Clinical Information Management
  - 5 Standards
- Delivering or Facilitating Clinical Care
  - 4 Standards
- Supporting Self-Management
  - 3 Standards
- Performance Measurement and Improvement
  - 6 Standards
Inpatient Diabetes Certification

Requirements

- Designated multidisciplinary team and team leader
- Staff education in diabetes management
- Medical record (MR) identifies diabetes mellitus (existing or newly diagnosed)
- Plan coordinating insulin administration and meal delivery
- Nutritional assessments for patients not consistently reaching glucose targets
Inpatient Diabetes Certification
Requirements (cont.)

- Written protocols for the management of patients on IV insulin infusions
- PI program evaluates episodes of hypoglycemia for root causes and trends
- Blood glucose monitoring protocols
- Hemoglobin A1C results available for patients with known diabetes
- Blood glucose monitoring results available for all team members
Inpatient Diabetes Certification
Requirements (cont.)

- Individualized plan for hypo- and hyperglycemia treatment
- Patient comprehension of self-management documented in MR
- A portion of patient education components include:
  - Use of personal glucose monitor
  - Meal plan management
  - Medication administration instructions (oral agents and injectable medications)
  - S/S of hyper- and hypoglycemia
  - Treatment of hyper- and hypoglycemia
  - Emergency contact information
  - Additional education / resources
Journey to Quality Diabetes Care

Success
Improved Quality Care

Start: Current State of Diabetes care

1) Program structure established
2) PM determined, monitored, PI plans implemented
Challenges of Certification

- Consistent implementation of Clinical Practice Guidelines
- Evaluating patient perception of care quality
- Performance Measurement:
  - Data collection
- For IPD, implementing diabetes care program throughout the hospital
Joint Commission Resources

Website:
http://www.jointcommission.org/CertificationPrograms/Inpatient+Diabetes/

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

Publications:
- *2012 Disease-Specific Care Certification Workbook* – electronic version only

Contact:
- www.jcrinc.com
- 877-223-6866
Journey to Quality Diabetes Care

Success

Improved Quality Care

Start: Current State of Diabetes care

1) Analysis of PM data
2) Implement new / continuation of PI plans
“...the process of applying for disease-specific certification is one important way Bay Medical has moved forward with three important goals: creating high-quality clinical programs; improving its clinical reputation among prospective patients; and fostering teamwork among physicians, hospital employees, and management.”
Benefits of Certification

- Improves the quality of patient care
- Requires a systematic approach to clinical care
- Provides an objective assessment of clinical excellence
- Supports provision of high quality care leading to the prevention of hypoglycemia coma, DKA, or HHS
Benefits of Certification (con’t)

- Creates a loyal, cohesive clinical team
- Promotes a culture of excellence across the organization
- Facilitates:
  - Marketing, contracting and reimbursement
Journey to Quality Diabetes Care

Success
Improved Quality Care

Start: Current State of Diabetes care
Who is Certified in Your State?

- Updated listings available online through Quality Check
  - Search for individual organizations
  - Obtain a spreadsheet of all certified programs

http://www.jointcommission.org/
Advanced Disease-Specific Care Certification for Inpatient Diabetes Achievement
WE’RE 1ST IN THE COUNTRY TO BE CERTIFIED FOR INPATIENT CARE OF PEOPLE WITH DIABETES.

Yeah. We’re that good.

We’ve passed rigorous standards so people with diabetes can get the special hospital care they need no matter why they’re hospitalized. The Joint Commission’s Certificate of Distinction for Inpatient Diabetes Care recognizes that we take exceptional steps to foster better outcomes across all inpatient settings.

The Joint Commission and the American Diabetes Association have identified that we excel with technologies and people to manage your blood sugars. From housekeeping staff to nurses, doctors to the CEO … we understand the needs of people with diabetes. We’re skilled and trained. And we’ll give you personalized education materials so you can better manage your condition after you’re discharged from our care.

No matter why you choose Desert Springs, we’ll monitor and control your blood sugars so you can heal better.

For more information call the Diabetes Treatment Center 702.369.7560.

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Questions?

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