Health Care Equity Certification

Review Process Guide

2024

Health Care Equity Certification
Review Process Guide

Health Care Equity Certification
Organization Review Preparation

The purpose of this activity guide is to inform organizations about how to prepare for the Health Care Equity certification review, including:

- x Identifying ways in which the organization can facilitate the onsite review process

- x Describing logistical needs for the onsite review

Important Reading
The Certification Review Process Guide describes each activity of a Joint Commission onsite certification review. Organizations should read through each of the following activity descriptions, which include:

- x The purpose of the activity,

- x Descriptions of what will happen during the activity

- x Discussion topics, if applicable

- x Recommended participants

- x Any materials required for the session

These descriptions can be shared organization-wide as appropriate.

Pre-

rely on organization staff to find locations where discussions can take place that allow

Following is a list of additional items that reviewers request to be <u>available onsite the morning of the review</u>:

x List of active patients with information about age, race, and diagnosis

x List of discharged patients with information about age, race, and diagnosis (4 months for an initial review, one year for a re-certification review)

x Organizational chart for leaders in the organization

x List of self-reported race, ethnicity, and language information from staff and leaders

x Experience of patient care measures stratified by patient sociodemographic characteristics

x List of external organizations collaborating with the organization to identify community-level needs for equitable care and to address patient health-related social needs

x For the Data Session – have slides available with the following data:

   o Data from the organization's Community Health Needs Assessment (or other data sources such as governmental datasets or state/local health departments)

   o Incidents and perceptions of discrimination and bias experienced by patients

   o Incidents and perceptions of discrimination and bias experienced by staff and leaders

   o Review of patient socioeconomic data for missing/inaccurate information

   o Complaint/complaint resolution process by patient sociodemographic characteristics

   o Experience of patient care measures by sociodemographic characteristics

   o Language interpreter use

   o Three quality and/or safety measures for priority clinical conditions by sociodemographic characteristics (e.g., cardiovascular outcomes, cesarean birth rates for nulliparous women with term, singleton baby in vertex position [NTSV], hospital acquired conditions, pressure injury rates, etc.)

   o Comparison of the race, ethnicity, and languages spoken by staff and leaders to the race, ethnicity, and languages spoken by the community

   o Employee opinion survey/culture of safety survey results stratified by race, ethnicity, and language information

   o Health Care Equity performance improvement plan

Who to Call with Questions
If you have a question about a standard or element of performance, please consider reviewing the Standards Interpretation FAQs page:
https://www.jointcommission.org/standards_information/jcfaq.aspx prior to submitting a question. To submit a question, Login to your organization's Joint Commission extranet site, Connect: https://customer.jointcommission.org/TJCPages/TJCHomeEmpty.aspx and click on Resources - Standards Interpretation, to submit your question. If you do not have access to Connect

Health Care Equity Certification
Opening Conference

Organization Participants
Individual wy

- o Accommodations to meet the needs of patients with disabilities
- x Organization support for

Health Care Equity Certification
Reviewer Planning & Protocol Review   Session

During this activity, the reviewer, in conjunction with organization representatives, will identify
the patients that they would like to follow during tracer activ1.153 vtiani w w ac5 -1.765 Td[5.8 (y)-3 (,)-5.8 (the

4. The reviewer will inquire about the organization's schedule for interdisciplinary team meetings and if it would be possible to observe.

Planning Guidelines –   Selecting Education and Competence Files for Review

1. A minimum of (5) files will be selected

Health Care Equity Certification
System Tracer – Data Use

This session is focused on the organization's use of data in improving safety and quality of care for patients. The reviewer and organization representatives will:

- x

- o Health care equity performance improvement plan

Data Use System Tracer Description
During this activity, the reviewer and organization will discuss:
- x Individuals involved in improving health care equity and their responsibilities

- x Health care equity performance improvement plan

- x Data gathering and preparation, including:

  - o Review of community-level data

  - o Collection of data from patients, including validity and reliability

  - o Collection of data from staff and leaag3o (abin)1 TfsT6( )]TJ-9.093 -1.740MC /LBodat-1ata -1.694 T3dRie

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Health Care Equity Certification
Education & Competence Assessment Process

The purpose of this activity is to discuss how the organization meets the need for qualified and competent staff and physicians.

Organization Participants
- **x** Staff responsible for:
  - o Aspects of the organization's human resources processes that support health care equity initiatives
  - o Orientation and education of staff and physicians about the rationale for improving health care equity
  - o Education and training of staff and physicians that collect patient sociodemographic data
  - o Education and training of staff and physicians that communicate directly with patients
  - o Assessing competency for language interpreters and staff and physicians that communicate directly with patients in their preferred language
- x Individual(s) with authority to access information contained in personnel files

Materials Needed for this Activity
Personnel and physician files for individuals identified by the reviewer:
- x A minimum of five (5) files will be selected
- x Health care equity leader
- x Staff and physicians that collect patient sociodemographic data
- x Staff and physicians that communicate with patients
- x At least one file per discipline (physician, nurse, social worker, dietitian, therapist, interpreter, etc.) will be reviewed

Note: The reviewer will select these files based on the individuals encountered during tracer activity, that is, those caring for or who cared for the patient being traced. Please let the reviewer know if there could be a delay in getting files for review.

Education and Competence Assessment Process Activity Description
During the session, the reviewer and organization representatives will:
- x Participate in a facilitated review of selected files for:
  - o Relevant education, experience and training or certification
  - o Orientation
  - o Competence
  - o Most recent performance evaluation

x Discuss the following education and competence assessment topics as they relate to the organization seeking certification:

   ○

Health Care Equity Certification
Summary Discussion

This time will be utilized for a final discussion prior to the reviewer's report preparation and the exit conference.

Organization Participants
Will vary depending upon the issue

Materials Needed for this Activity
Will vary depending upon the issue

Preparation for Issue Resolution
None required

Summary Discussion Description
Topics that may be addressed include:

     x   Any issues not yet resolved

     x   The identified Requirements for Improvement (RFIs)

     x   Sharing best practices to inspire quality improvement and/or outcomes

     x   Determination if RFIs will be discussed in detail at closing

The reviewer will work with the organization's certification contact to organize and conduct the summary discussion.

Health Care Equity Certification
Exit Conference

The Exit Conference is the final onsite activity when the organization receives a preliminary

Certification Review Template Agenda

The Joint Commission
Health Care Equity Certification Agenda
One Reviewer for One Day

Time	Activity & Topics	Suggested Organization Participants
8:00-8:15 a.m.	**Opening Conference** x Introductions x Brief review of agenda	Health care equity leader Organization's certification contact Organization clinical and administrative leadership Others at organization's discretion
8:15-9:00 a.m.	**Orientation to Health Care Equity Initiatives** Topics to be covered include: x Organization's goals to improve health care equity x Health care equity leadership and support x Patient population and community demographics (e.g., age, race, ethnicity, languages spoken) x Organization collaboration with patients, families, and caregivers and external organizations to identify patient and community-level needs x Process to assess and address health-related social needs x Accommodation of patient physical, mental, communication, or cognitive disabilities x Organization support for diversity, equity, and inclusion for its staff and leaders Q & A Discussion	

	○ Explore how providers communicate with patients in their preferred language for discussing health care. ○ Review the process to identify and address patient incidents or perceptions of discrimination or bias (including a patient grievance/complaint, if received). x Includes a patient and family interview if they are willing to participate. x At the conclusion of the tracer, the reviewer will communicate to the organization leaders and care providers: ○ Specific observations made ○ Issues that will continue to be explored in other tracer activity ○ Need for additional records to verify standards compliance, confirm procedures, and validate practice ○ Closed record review that may be necessary	
12:30-1:		

Time	Topic	Participants
2:00-3:00 p.m.	**Education & Competence Assessment** This session focuses on staff education and completion of applicable competencies: x Rationale for improving health care equity x Collection patient sociodemographic data in a sensitive manner x Use of language interpreters and auxiliary aids x Process to assess the qualifications of language interpreters x Process to assess the language proficiency of staff and physicians who communicate in the patient's preferred language for discussing health care	Individuals responsible for the organization's human resources process that supports health care equity Individuals responsible for education and training of staff Individuals responsible for assessing staff competency (e.g., interpreters, staff communicating directly with patients)
3:00 – 4:00 p.m.	**Summary Discussion**	