



Partnership for Patients 2014 Quarterly Meeting Series

Leveraging Accreditation and Certification Standards to Ensure Safe Care

July 14, 2014

Introduction

On July 14, 2014, National Quality Forum (NQF) convened the third meeting of the Partnership for Patients (PfP) 2014 Quarterly Meeting Series, “Leveraging Accreditation and Certification Standards to Ensure Safe Care.” Tom Granatir, Senior Vice President of the American Board of Medical Specialties, welcomed the group and virtual participants to the meeting, provided an overview of the 2014 Quarterly Meeting Series’ topics, and the meeting’s objectives:

1. Build strategic alignment between accreditation and certification efforts and the Partnership for Patients goals.
2. Engage providers in patient safety efforts through accreditation and certification.
3. Enable participants to take immediate action in their organizations and membership bases.

Chris Cassel, President and CEO, NQF, welcomed the audience and acknowledged the progress that has been made through public reporting, payment reform, maintenance of certification safety modules, performance measures, and value based purchasing. Dr. Cassel also challenged the audience to think of ways to drive change even further through activation of the powerful lever of accreditation and certification.

Tom Granatir gave a brief overview of the PfP within the context of the National Quality Strategy and its successes to date. He led the group through round-table introductions where each participant shared what their organization is currently doing to drive quality and what they may contribute to leverage accreditation and/or certification to support the aims of the Partnership for Patients.

The Partnership for Patients: Where Are We Now?

Dennis Wagner and Paul McGann, Co-Directors of PfP, and Jacqueline Kreinik, Nurse Consultant, PfP, provided updates on current activities focused on the two aims of reducing preventable hospital-acquired conditions by 40% and 30-day hospital readmissions by 20% through the three PfP engines – federal programs, national partners and the Center for Medicare and Medicaid Innovation investments (including the Hospital Engagement Networks, or HEN). Nationwide and across hospital networks, there have been many successes, such as a 63.7% reduction in early elective deliveries, a 53.2% reduction in ventilator associated pneumonia, a 20.4% reduction in pressure ulcers, and a significant reduction in Medicare per capita spending growth (now at the historic low of 0.35% in 2013). These successes were the result of many partnerships across sectors throughout the healthcare industry, working together to achieve bold aims.

To conclude this session, Mr. Wagner, Dr. McGann and Ms. Kreinik challenged the meeting participants to consider the enormous challenges ahead. They highlighted the importance of new delivery systems and payment models in reaching the national goals, such as value-based purchasing, accountable care organizations, shared savings programs, episode-based payment, and patient centered medical homes. They invited the audience to join them in committing to the PfP's bold aims during this unique time in healthcare, where there are opportunities to reach new goals through unprecedented action and alignment by stakeholders across the industry.

Examples of Leveraging Accreditation to Ensure Safe Care

This meeting featured several health systems in action to improve quality and patient safety. Deborah Nadzam, Project Director, Joint Commission Resources gave an overview of the Joint Commission Resources' Hospital Engagement Network efforts in improving patient safety through best practices in nursing care, patient and family engagement, health care disparities and vulnerable populations, measurement and improvement, and individual targeted adverse events. To achieve success, they focus on activating both the clinicians and patients' voices, using real data and consistent messaging across the board.

Marco Villagrana, Director of Federal Relations at the Joint Commission provided an overview of the Joint Commission's mission and the tools they use to drive healthcare quality improvement. They provide this support by establishing accreditation standards and national patient safety goals, conducting surveys, and creating educational, sentinel event alerts and programs.

David Price, Director, American Board of Medical Specialties (ABMS), gave an overview of the ABMS Multi-specialty Maintenance of Certification (MOC) Portfolio Program (MSPP), a program where specialty boards offer credit for quality improvement activities sponsored by selected institutions. This program offers many advantages to both physicians and sponsoring institutions, such as alignment of MOC with organizational priorities and efficiencies in the MOC process. This type of collaborative effort - where certification boards and health care organizations work together - ultimately leads to better outcomes for patients as well.

The Mayo Clinic also has a longstanding institutional commitment to patient safety that recognizes the value of MOC for quality improvement. Catherine Roberts, Associate Dean, Mayo School of Health Sciences, presented a brief overview of the Mayo Clinic's MOC program, which strives to make MOC relevant to current practice and a key driver of quality improvement. From 2009 – 2013, the Mayo Clinic's successful MOC program yielded several outcomes, such as improved communication and teamwork, improved patient experience and access, decreased rates in hospital acquired infection from *Clostridium difficile* by 85%, reduced in-hospital mortality rates from acute myocardial infarction by 25%, and reduced patient falls and decubitus ulcers by 50%. Most importantly, the program improved care for patients and ultimately prevented harm.

Best Practices for Leveraging Accreditation to Ensure Safe Care

In this session, participants formed small groups to focus on making connections between quality, continuing education, accreditation/certification, and patient safety, to generate progress on the PfP

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aims. In their discussions, the small groups talked about where these elements overlap, and how they can be reorganized to accelerate progress in quality improvement.

In the second half of this session, participants focused on two key questions: (1) how can accreditation/credentialing drive a culture of safety throughout the healthcare system? and (2) what can your organization do to leverage accreditation and/or certification to accelerate the goals of reducing hospital readmissions and/or hospital acquired conditions (HACs)?

Some of the action steps identified by the participants include:

- Leverage accreditation standards in organizations with proven results for reducing HACs and readmission
- Leverage maintenance of certification (MOC) to ensure that healthcare team pays greater attention to psychosocial factors and patient and family goals and preferences
- Leverage EHR systems that include direct data capture across institutions to alert clinicians of problems in time to avoid HACs and likely causes for readmissions
- Emphasize patient safety in clinician's training, certification and MOC processes by integrating patient stories into all training modules
- Engage all professional educational groups to develop a list of common core competencies for all professions, then outline educational and training standards for each competency
- Align federal certification requirements and private accreditation approaches to emphasize learning to drive sustained improvement
- Utilize patient advocates to teach more patients, families and advocates about the accreditation process

For next steps, participants agreed to engage with each other, promote best practices, and incentivize high quality care through accreditation and certification.

Next Steps

The 2014 Partnership for Patients Quarterly Meeting Series will continue to bring together individuals and organizations working in collaboration to advance patient safety. Additional meeting in the series will focus on taking action in person-centered care to accelerate the PfP aims of reducing hospital-acquired conditions and readmissions. This meeting's agenda, slides, summary and recording are all available on National Quality Forum's [website](#). NQF will convene the fourth meeting of the series on September 25, 2014, about taking action in person-centered care to advance the PfP goals.

Appendix: Roster of Attendees

Organization	Name
American Board of Family Medicine	Ranjit Singh
American Board of Internal Medicine	Leslie Tucker
American Board of Medical Specialties	Tom Granatir
American Board of Radiology	Valerie P. Jackson
American College of Health Care Executives (ACHE)	Elizabeth A. Summy
American College of Health Care Executives (ACHE)	Knitasha V. Washington
American College of Physicians	Darilyn Moyer
American Geriatrics Society	Jennie Chin Hansen
American Medical Informatics Association	Don Detmer
American Nurses Association	Maureen Dailey
American Nurses Credentialing Center	Linda C. Lewis
American Organization of Nurse Executives (AONE)	Amanda Stefancyk
Center for Healthcare Governance	John R. Combes
Community Health Accreditation Program	Traci Padgett
Department of Veterans Affairs, Office of Quality, Safety & Value	Robert Jesse
DNVGL Healthcare	Yehuda Dror
Joint Commission Resources	Deborah Nadzam
Kaiser Permanente Care Management Institute (CMI)	David W. Price
Mayo School of Health Sciences	Catherine C. Roberts
National Board of Certification and Recertification of Nurse Anesthetists	Karen Plaus
National Committee for Quality Assurance	Raena Akin-Deko
National Council of State Boards of Nursing	Maureen Cahill
North Shore-Long Island Jewish Health System	Bernard M. Rosof
Partnership for Patients, CMMI	Dennis Wagner
Partnership for Patients, CMMI	Jacqueline Kreinik
Partnership for Patients, CMMI	Paul McGann
Patient Representative	Alicia Cole
Patient Representative	Chrissie Blackburn
Patient Representative (LAM Professional Services, LLC)	Lisa Ann Morrise
Survey and Certification. Centers for Medicare and Medicaid Services (CMS)	Thomas Hamilton
The Joint Commission	Marco Villagrana
The National Content Developer, Partnership for Patients, CMMI Contractor	Debra Reed-Gillette
UCLA, Department of Anesthesiology	Daniel J. Cole
University of Minnesota/National Coordinating Center for Intraprofessional Education and Collaborative Practice	Brian Isetts
Utilization Review Accreditation Commission (URAC)	Marybeth Farquhar