



# The Road to Standardized Assessment

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The Joint Commission

# The Joint Commission

- Accreditation based on national standards
- 15,000 organizations (96% of hospital beds)
- Patient care quality and safety
- Quality improvement, performance measurement
- Respect cultural differences, communication needs, literacy
- Research on language, culture, health literacy (California Endowment)
- Development of standards (Commonwealth Fund)
- Barriers from visual, hearing, mobility, cognitive disabilities
- Rights → quality → safety

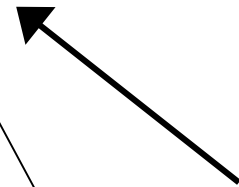


Patient

Sharp End

Patient  
Centered  
Care

Clinicians




Supportive  
Infrastructure


Blunt End

Organizational Culture


# Disparities

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- ▶ Processes of care
    - Managing the unexpected
    - Patient preferences
  - ▶ Outcomes of care
    - Can be influenced
    - Cannot be influenced – given current knowledge
  - ▶ Patient-centered care
    - Necessary
    - Not sufficient


# Expectations -- I

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- ▶ Organizational culture
    - Awareness, sensitivity, humility
    - Universal relevance
    - Risks
  - ▶ Education
    - Physicians
    - Administrators
    - Staff
    - Patients/family
  - ▶ Diverse workforce


# Expectations -- II

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- ▶ Supportive infrastructure
    - Resource staff
    - Interpretation, translation
    - Equipment
  - ▶ Quality improvement
    - Stratify other projects
    - Focused projects
  - ▶ Measurement
    - Stratify
    - Focus

# Evaluation

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- ▶ Self-evaluation tools
  - ▶ Comparative databases
  - ▶ External evaluation
    - Accreditation of education
    - Accreditation of health care
  - ▶ Measurement
    - Processes
    - Outcomes
  - ▶ Public disclosure
    - Marketing vs third party

# Incentives

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- ▶ Safer, higher quality care
  - ▶ Reduce liability costs
  - ▶ Recruit diverse work force
  - ▶ Attract patients?
  - ▶ Reimbursement policy
    - Infrastructure
    - Services