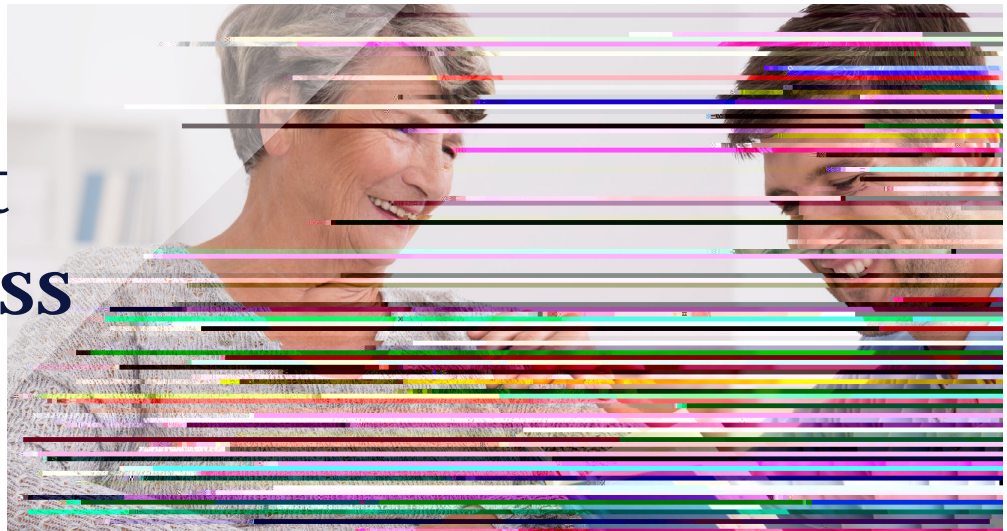


Spotlight on Success

Fellowship Community



Joint Commission Nursing Care Center Accreditation and Disease-

The leadership team at Fellowship Community, a long term care facility in Lehigh Valley Pennsylvania, has chosen Joint Commission accreditation since 1997 to help ensure high safety and quality standards for their residents.

Center accreditation?

A: A few members of our administration came from a hospital environment, so we understood the value of Joint Commission accreditation to patient safety and overall quality. We feel The Joint Commission holds us to higher standards than other surveys. The process of getting accreditation and maintaining it is designed to foster team spirit and really build staff morale. Everyone is involved

journey to patient safety and quality, and we believe that as well, we call it our journey to excellence. Because of our commitment over the past 20 years we are now recognized for our efforts as a 5 star facility by CMS and received recognition by *U.S. News and World Report.*”

Fellowship Community

accreditation and certification from The Joint Commission

A: The Joint Commission encouraged us to take a look at our processes, not at the individuals within the organization. The Joint Commission taught us to look outside of ourselves and the people. By doing that you create an environment that isn't about retribution but about improvement. You really can look at a process, get everyone's viewpoint of how that process impacts the individuals –

Through accreditation we really began examining all of our data. We realized there was room for improvement in our re-hospitalization rates. We further recognized that a lot of those readmissions were respiratory incidences and we knew a large percentage of those were preventable. Long-term care nursing facilities don't have Disease-Specific Care certification, so we weren't tied to a cardiovascular division of a hospital, so we needed a path to achieve our readmission goals. We believed the Congestive Heart Failure (CHF) certification could give us that path.

We brought a team from across the organization to develop organizational goals as well as understand what the intent of the disease-specific standards. Together, we worked very hard to achieve certification and to lower our readmission rates for CHF.

We brought people from our entire organization on a quality council. We established what our organization goals are and everyone is responsible for the goals. We have an interdisciplinary approach— it isn't one person doing it all and telling others what to do. Safety and quality standards are ingrained in our culture and all of our employees feel it is their responsibility to meet standards.

After 20 years of accreditation, we have learned that Joint Commission surveyors teach us a lot about opportunities and what we



USE YOUR EMPLOYEES

We found success when we engaged our employees in their own care. When you are a team, you have better outcomes and can achieve the best results for each patient.

BE SURVEY READY—EVERY DAY

Living the concepts of quality improvement and patient safety enable our staff to be survey ready every day. Accreditation and certification has helped us achieve our goals and strengthen our continuing journey to excellence.

Long Term Care Center Accreditation,