The Road to Standardized Assessment

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- 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

Blunt End

Clinicians

Patient Centered Care

Supportive Infrastructure

Organizational Culture
Disparities

- 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

- Organizational culture
  -- Awareness, sensitivity, humility
  -- Universal relevance
  -- Risks

- Education
  -- Physicians
  -- Administrators
  -- Staff
  -- Patients/family

- Diverse workforce
Expectations -- II

- Supportive infrastructure
  -- Resource staff
  -- Interpretation, translation
  -- Equipment

- Quality improvement
  -- Stratify other projects
  -- Focused projects

- Measurement
  -- Stratify
  -- Focus
Evaluation

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

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