

Spotlight on Success

Transitional Care Management LLC



Transitional Care Management LLC improved their patient experience, increased referrals and began attracting more engaged employees.

Transitional Care Management LLC focuses on providing services that enhance patient satisfaction, reduce cost and improve outcomes in a variety of post-acute settings. That's why they chose to pursue Joint Commission Nursing Care Center accreditation and Post-Acute Care (PAC) certification at their Arlington Heights facility and are now pursuing accreditation at their Winchester House facility.

Q: Why did you choose The Joint Commission for accreditation in addition to the safety and quality requirements the state of Illinois mandates?

A: The Gold Seal from The Joint Commission is recognized by consumers and respected by insurers. It serves as a symbol of quality care. It shows everyone that we not only meet the state requirements, we also surpass them. We believe that the rigorous tracking and monitoring of outcomes as well as the emphasis on continuous improvement sets The Joint Commission apart. Our team knows it's more than just an annual survey. Living the standards is now a habit. We are Joint Commission ready all the time; it's what we do.

“Staff from across the organization continue to work together to develop and implement approaches and strategies that have the potential to improve care for our guests who come to us for exceptional short-term, rehabilitative care.”

Denise Norman
President
Transitional Care Management LLC

Q: How does the partnership with The Joint Commission improve your patient experience?

A: The Joint Commission team is continuously working with us to look at how we can improve outcomes for our patients. It's never about us or The Joint Commission. It's always about the guests we serve and how we can help improve the quality and the outcomes in the safest environment.

Most importantly, the relationship is never punitive. The survey team is always helping us identify what we are doing well and what we need to improve to provide the highest level of service to our guests. It is a true collaboration.

Q: How did your team prepare for the survey process? Did the tools and resources provided by The Joint Commission help you in your preparation efforts?

A: We engage leadership and team members at every level of the organization. Our first step is to review each chapter in the standards manual and assign areas of responsibility. This initial review engages the entire team in the overall goal of improved patient safety. We also look at this as an opportunity for stretch assignments for future leaders or staff that may want to take new roles in the organization.

Each leader then dives into a chapter and compares it to our current policies to see if we need to adapt our policies or create new ones to meet those standards. The entire team relies on The Joint Commission for the tools, training and education needed for ongoing survey readiness. In particular, we find the hands-on, in-service trainings help our team. Recently, our disaster preparedness group conducted a walk-through exercise to prepare for a real-life event and felt the hands-on approach was far superior to online learning.

Q: What do you think is the number one benefit of the Joint Commission accreditation and certification process?

A: Accreditation and certification allow our team to focus on the big picture through the eyes of the patient. The standards truly outline what our guests expect in patient care. It enables us to look at the overall experience, benchmarks, quality and trends and not just the day -to-day tasks. We've elevated our patient experience and continue to improve our processes every day for our guests.

RESULTS



HIGHER LEVEL OF RECRUITS

Accreditation and Post-Acute Care certification attract a higher level of candidate.



ENHANCED PATIENT SATISFACTION

Complaint surveys significantly reduced with 100 percent lack of findings.



INCREASED REFERRALS

Post-Acute Care certification increased referrals. In the first 16 months, over 1,300 guests were served.

For more information on Joint Commission Nursing Care Center Accreditation, please call (630) 792-5020.

