

Spotlight on Success



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A: As the Executive Director, it was part of my strategic plan for our organization to achieve accreditation. Who we chose to work with was a big decision for our organization. We looked at a couple of different accreditation options, but we felt strongly that we wanted to work with an organization that was well known in our community as an indicator of unmatched quality. Additionally, several of our referral sources are Joint Commission-accredited. We felt aligning to the same quality framework as our care partners would foster continuity of care while strengthening our competitive position.

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Lynn Knodle
Executive Director
Serenity Hospice and Home

Q: What process enhancement opportunities were uncovered during the survey?



A: From the start, our team felt like the surveyor wanted our organization to become accredited as much as we did. They offered our organization best practices found at other facilities to strengthen processes currently in place. Our surveyor identified an opportunity to bring our environment assessment to the next level and further minimize the risk for patients, families and staff. The Joint Commission's oxygen rule standards guided our efforts to provide a more detailed evaluation. From that, we incorporated the more robust data collected into a screening tool within our electronic records, which our nurses access to ensure a more