



Joint Commission
On Accreditation of Healthcare Organizations

Performance
Report

2002 Home Care Performance Report For
Vishnia & Associates, Inc.

2497 State Rd.
Cuyahoga Falls, OH 44223
(330) 929-5512

Full Survey: December 12 - 13, 2002

Available on 3/14/03
V:5 / HCO ID: 126158

2002 Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**The 2002
Performance
Report**

This organization requested that the Joint Commission conduct an external, objective evaluation of its performance in relation to state-of-the-art standards that relate to the quality of care being provided. These standards of performance are recognized by the Joint Commission, and by the many health care experts and representatives of the public who contribute to their development, as being achievable under generally ideal circumstances. This evaluation is voluntary and was conducted

through an on-site survey process by experienced health care professionals who gathered extensive performance information as the basis for judging standards compliance in the performance areas. Such surveys usually occur once every three years. By undertaking this evaluation, organizations demonstrate their commitment to quality care, continuous improvement, and public accountability for the care and services they provide.

**Use of This
Report**

This report is intended to be helpful in making judgments about potential providers of care and in offering comparisons among organizations. However, the report should not serve as the sole basis for any specific determination or decision. The information contained in this report, and the accreditation process in general, does not provide a warranty that a particular individual will receive quality care in a specific health care setting at a particular time. Neither the organization related information contained in performance reports nor the actual performance reports can be reproduced and included in a product or service for sale without the express written permission of the Joint Commission.

The document "Understanding the Performance Report" which accompanies this report, explains the Joint Commission's accreditation process, including the performance areas evaluated during an on-site survey. Please read this document to gain a better understanding of the contents of this report.

**About The
Joint Commission**

Founded in 1951, the Joint Commission on Accreditation of Healthcare Organizations is the leading health care accrediting body in the world, evaluating and accrediting more than 17,450 health care organizations in the United States. These include more than 9,400 hospitals and home care agencies, and nearly 8,050 other organizations. Health plans, integrated delivery networks, long term care, assisted living, behavioral health care, laboratories, disease management, office based surgery and ambulatory care facilities are among the latter.

The Joint Commission is a private, not-for-profit organization. Its mission is to improve the quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. For more than 50 years, the Joint Commission has served as the major national forum for the establishment of contemporary state-of-the-art standards for health care organizations.

2002 Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Accreditation
Decision**

Accreditation Decision: Accreditation with Full Standards Compliance

Accreditation Date: December 14, 2002

Current Status: Accreditation with Full Standards Compliance

Most Recent Follow-up: December 14, 2002

The accreditation decision for this organization was based on an evaluation of the following services:

Home Care Services

Home Health Services

Accreditation Decision - This is the level of accreditation awarded to an organization following its full accreditation survey. There are six levels of accreditation: Accreditation with Full Standards Compliance, Accreditation with Requirements for Improvement, Provisional Accreditation, Conditional Accreditation, Preliminary Denial of Accreditation, Accreditation Denied.

Accreditation Date - This is the effective date of the accreditation decision awarded to an organization following its full accreditation survey.

Current Status - This is the current level of accreditation. Follow-up activities that occur after the full survey may result in a change in the accreditation level.

Most Recent Follow-up - This is the date of the most recent follow-up activity covered by this performance report. As a result of the full survey, most organizations receive recommendations for improvement in individual performance areas. Follow-up activities, which include written reports and on-site focus surveys, are then undertaken to assess improvement in these areas. Follow-up activities may result in new recommendations for improvement.

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

The Following
Information Is
Provided In This
Report

Overall Evaluation ScorePage 3

Home Care facilities receive an overall evaluation score at the time of the full survey. The overall evaluation score is derived from the home care facilities' scores for all applicable Joint Commission standards. This score is based on a scale of 0 to 100, with 100 representing the highest possible score.

Areas Having Specific Requirements for ImprovementPage 4

This section of the performance report lists the performance areas in which requirements for improvement have been identified. Sixty-six percent (66%) of accredited home care facilities receive requirements for improvement. A requirement for improvement is identified when a facility does not demonstrate adequate compliance with specific Joint Commission standards. An accredited facility must resolve requirements for improvement within a specified period of time to remain accredited. As a facility improves its performance in an area, "RESOLVED" is displayed to the right of the performance area.

Performance Area ScoresPage 5

Each performance area is scored at the time of the full survey. This score is indicated in the "Full Survey Performance Area Scores" column. Scores are based on a scale of 1 to 5, with 1 representing the highest possible score. If the score for a specific performance area has been updated on the basis of follow-up activities, this updated score appears in the "Updated Performance Area Scores" column.

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Overall
Evaluation
Score**

Full Survey	
Overall Evaluation Score:*	97
Overall Evaluation Score Comparative Data**	
Overall Evaluation Score Between:	Percent of Home Care Facilities:
90 to 100	83 %
80 to 89	14 %
70 to 79	3 %
60 to 69	0 %
0 to 59	0 %
Current Status	
Updated Overall Evaluation Score:***	NA

***The Overall Evaluation Score** is derived from an assessment of the home care facilities' compliance with all applicable Joint Commission Standards at the time of the full survey. It is based on a scale of 0 to 100, with 100 representing the highest possible score.

Some home care facilities demonstrated acceptable (significant) but not total compliance at the time of their full surveys and they are not assigned follow-up activities. In these instances, updated overall evaluation scores are usually not provided.

****Comparing Scores** - The smaller the difference in scores between home care facilities, the less likely there is an actual difference in the levels of performance between them. There may not be a real difference between a home care facility that scores 88 and a home care facility that scores 81. However, the greater the difference in scores, the more likely there is a difference in patient care.

Some home care facilities achieve an overall evaluation score greater than or equal to 94 at the time of their full surveys. If they are assigned follow-up activities, individual performance area scores are updated to reflect improvement, but an updated overall evaluation score is not provided because the original score equals or exceeds 94.

*****The Updated Overall Evaluation Score** is calculated after follow-up and other monitoring assessments have been conducted. The updated overall evaluation score assumes continued standards compliance in those areas which were in compliance at the time of the original full survey. The maximum updated overall evaluation score that can be achieved is 94.

The Joint Commission does not "grade on the curve." That is to say, the scoring does not indicate a home care facilities' ranking in relation to others. Rather, the score indicates how well a home care facility measures up against an absolute standard which reflects the level of performance that every home care facility would wish to meet.

**Home Care Performance
Report**

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Summary of
Accreditation
Information**

Areas Having Specific Requirements for Improvement

Performance Area

Status

No recommendations for improvement were identified as a result of the full survey conducted on 12/13/02

This section of the report lists the performance areas in which requirements for improvement have been identified. A requirement for improvement is provided when a home care facility does not demonstrate adequate compliance with the Joint Commission specific standards.

An accredited home care facility must resolve recommendations for improvement within specified periods of time to remain accredited. As a home care facility improves its performance in an area, "RESOLVED" is printed to the right of the performance area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
RIGHTS AND ETHICS							
Patient Rights	1	81%	15%	3%	0%	1%	
Organization Ethics	1	97%	2%	1%	0%	0%	
EDUCATION							
Patient Education	1	87%	12%	1%	0%	0%	
CONTINUUM OF CARE AND SERVICES							
Continuum of Care and Services	1	88%	11%	1%	0%	0%	
IMPROVING ORGANIZATION PERFORMANCE							
Improvement Planning and Design	1	98%	0%	1%	0%	1%	
Measurement of Processes and Outcomes	1	91%	4%	2%	1%	2%	
Assessment of Data	1	89%	4%	4%	1%	2%	
Improvement of Performance	1	98%	0%	1%	0%	1%	
LEADERSHIP							
Governance and Operations	2	76%	19%	4%	0%	1%	
Contract Management	1	84%	11%	2%	0%	3%	
Leaders Role in Improving Performance	1	92%	2%	3%	1%	2%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:
1 = Good compliance
2 = Acceptable compliance
3 = Acceptable compliance (least deficient)
4 = Acceptable compliance (more deficient)
5 = Acceptable compliance (most deficient)
NA = Not Applicable

****The National Comparative Database** is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
ENVIRONMENTAL SAFETY AND EQUIPMENT MANAGEMENT							
Environment of Care Design	1	89%	11%	0%	0%	0%	
Safety Plan Implementation	1	80%	17%	3%	0%	0%	
MANAGEMENT OF HUMAN RESOURCES							
Human Resources Management	1	48%	24%	15%	4%	9%	
MANAGEMENT OF INFORMATION							
Information Management	2	73%	22%	5%	0%	0%	
INFECTION CONTROL							
Infection Control Plan	1	86%	10%	4%	0%	0%	
ACCREDITATION PARTICIPATION REQUIREMENTS							
Accreditation Participation Requirements	1	95%	0%	1%	0%	4%	
HOME HEALTH AND/OR PERSONAL CARE/SUPPORT							
RIGHTS AND ETHICS							
RN-Specific Patient Rights	1	85%	12%	3%	0%	0%	
ASSESSMENT							
RN-Patient Assessment	2	70%	16%	11%	1%	2%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:

- 1 = Good compliance
- 2 = Acceptable compliance
- 3 = Acceptable compliance (least deficient)
- 4 = Acceptable compliance (more deficient)
- 5 = Acceptable compliance (most deficient)
- NA = Not Applicable

****The National Comparative Database**

is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
HOME HEALTH AND/OR PERSONAL CARE/SUPPORT CARE, TREATMENT, AND SERVICE							
RN-Planning and Provision of Care	1	62%	7%	18%	0%	13%	
RN-Medication Administration	1	95%	3%	2%	0%	0%	
RN-Patient Medication Monitoring	1	98%	2%	0%	0%	0%	
RN-Nutritional Care	1	99%	1%	0%	0%	0%	
RN-Waived Laboratory Testing	NA	95%	2%	3%	0%	0%	
RN-Rehabilitation Therapy	%	100%	0%	0%	0%	0%	
EDUCATION							
RN-Specific Patient Education	1	92%	7%	1%	0%	0%	
ENVIRONMENTAL SAFETY AND EQUIPMENT MANAGEMENT							
RN-Equipment Management Design	1	99%	1%	0%	0%	0%	
RN-Maintenance, Testing, and Inspection	1	92%	7%	0%	0%	1%	
MANAGEMENT OF INFORMATION							
RN-Patient-Specific Information	1	50%	49%	1%	0%	0%	
INFECTION CONTROL							
RN-Infection Control Practices	1	72%	24%	4%	0%	0%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:

- 1 = Good compliance
- 2 = Acceptable compliance
- 3 = Acceptable compliance (least deficient)
- 4 = Acceptable compliance (more deficient)
- 5 = Acceptable compliance (most deficient)
- NA = Not Applicable

****The National Comparative Database**

is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
PHARMACY SERVICES							
RIGHTS AND ETHICS							
PH-Specific Patient Rights	NA	97%	2%	1%	0%	0%	
ASSESSMENT							
PH-Patient Assessment	NA	87%	8%	3%	1%	1%	
CARE, TREATMENT, AND SERVICE							
PH-Planning and Provision of Care	NA	86%	5%	6%	0%	3%	
PH-Drug Preparation and Dispensing	NA	81%	13%	5%	0%	1%	
PH-Medication Administration	NA	99%	0%	1%	0%	0%	
PH-Patient Medication Monitoring	NA	98%	1%	0%	0%	1%	
PH-Nutritional Care	NA	99%	1%	0%	0%	0%	
PH-Waived Laboratory Testing	NA	<i>Comparative Data Not Available</i>					
EDUCATION							
PH-Specific Patient Education	NA	95%	5%	0%	0%	0%	
ENVIRONMENTAL SAFETY AND EQUIPMENT MANAGEMENT							
PH-Equipment Management Design	NA	97%	3%	0%	0%	0%	
PH-Maintenance, Testing, and Inspection	NA	77%	16%	4%	0%	3%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:

- 1 = Good compliance
- 2 = Acceptable compliance
- 3 = Acceptable compliance (least deficient)
- 4 = Acceptable compliance (more deficient)
- 5 = Acceptable compliance (most deficient)
- NA = Not Applicable

****The National Comparative Database** is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
PHARMACY SERVICES							
MANAGEMENT OF INFORMATION							
PH-Patient-Specific Information	NA	65%	32%	1%	0%	2%	
INFECTION CONTROL							
PH-Infection Control Practices	NA	90%	10%	0%	0%	0%	
EQUIPMENT MANAGEMENT SERVICES							
RIGHTS AND ETHICS							
EM-Specific Patient Rights	NA	94%	2%	2%	1%	1%	
ASSESSMENT							
EM-Patient Assessment	NA	80%	10%	4%	2%	4%	
CARE, TREATMENT, AND SERVICE							
EM-Planning and Provision of Care	NA	55%	4%	12%	1%	28%	
EM-Medication Administration	NA	<i>Comparative Data Not Available</i>					
EM-Patient Medication Monitoring	NA	94%	2%	2%	0%	2%	
EM-Nutritional Care	NA	100%	0%	0%	0%	0%	
EDUCATION							
EM-Specific Patient Education	NA	83%	13%	4%	0%	0%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:
1 = Good compliance
2 = Acceptable compliance
3 = Acceptable compliance (least deficient)
4 = Acceptable compliance (more deficient)
5 = Acceptable compliance (most deficient)
NA = Not Applicable

****The National Comparative Database** is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
2497 State Rd.
Cuyahoga Falls, OH 44223

**Areas Surveyed
And Resulting
Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
<i>EQUIPMENT MANAGEMENT SERVICES</i>							
ENVIRONMENTAL SAFETY AND EQUIPMENT MANAGEMENT							
EM-Equipment Management Design	NA	78%	20%	1%	0%	1%	
EM-Maintenance, Testing, and Inspection	NA	49%	23%	17%	5%	6%	
MANAGEMENT OF INFORMATION							
EM-Patient-Specific Information	NA	67%	31%	1%	0%	1%	
INFECTION CONTROL							
EM-Infection Control Practices	NA	79%	17%	2%	1%	1%	
HOSPICE SERVICES							
RIGHTS AND ETHICS							
HSP-Specific Patient Rights	NA	89%	8%	3%	0%	0%	
ASSESSMENT							
HSP-Patient Assessment	NA	83%	9%	6%	1%	1%	
CARE, TREATMENT, AND SERVICE							
HSP-Planning and Provision of Care	NA	61%	10%	15%	0%	14%	
HSP-Drug Preparation and Dispensing	NA	97%	1%	1%	0%	1%	
HSP-Medication Administration	NA	95%	4%	1%	0%	0%	
HSP-Patient Medication Monitoring	NA	99%	1%	0%	0%	0%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:

- 1 = Good compliance
- 2 = Acceptable compliance
- 3 = Acceptable compliance (least deficient)
- 4 = Acceptable compliance (more deficient)
- 5 = Acceptable compliance (most deficient)
- NA = Not Applicable

****The National Comparative Database** is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.

Home Care Performance Report

Vishnia & Associates, Inc.
 2497 State Rd.
 Cuyahoga Falls, OH 44223

**Areas Surveyed
 And Resulting
 Scores**

PERFORMANCE AREAS	Full Survey Performance Area Scores (12/13/02)	**National Comparative Data Percent of Home Care Facilities that received a score of:					Updated Performance Area Scores & Dates
		1	2	3	4	5	
HOSPICE SERVICES							
CARE, TREATMENT, AND SERVICE							
HSP-Nutritional Care	NA	100%	0%	0%	0%	0%	
HSP-Waived Laboratory Testing	NA	97%	1%	2%	0%	0%	
HSP-Rehabilitation Therapy	NA	100%	0%	0%	0%	0%	
EDUCATION							
HSP-Specific Patient Education	NA	93%	7%	0%	0%	0%	
ENVIRONMENTAL SAFETY AND EQUIPMENT MANAGEMENT							
HSP-Equipment Management Design	NA	99%	1%	0%	0%	0%	
HSP-Maintenance, Testing and Inspection	NA	89%	7%	1%	1%	2%	
MANAGEMENT OF INFORMATION							
HSP-Patient-Specific Information	NA	55%	42%	2%	0%	1%	
INFECTION CONTROL							
HSP-Infection Control Practices	NA	83%	14%	3%	0%	0%	

% - This service is not directly provided by this organization. It is provided, via contract, by another Joint Commission accredited organization.

Scoring Scale:
 1 = Good compliance
 2 = Acceptable compliance
 3 = Acceptable compliance (least deficient)
 4 = Acceptable compliance (more deficient)
 5 = Acceptable compliance (most deficient)
 NA = Not Applicable

****The National Comparative Database**
 is comprised of full survey data from 1352 organizations. If an organization's service is designated as not applicable (NA), the organization did not contribute to the comparative database in that area.