

James L. Holly, M.D.

Joint Commission Surveyors Comments about SETMA

The Joint Commission does not typically make positive statements about organizations which they are surveying. SETMA has been accredited by the Joint Commission for Medical Home and for ambulatory care. Out of almost 1,500 measures and standards, SETMA was partially deficient on 16. The corrective actions have been completed as they were minor issues. For medical home, there were zero deficiencies.

The following is brief positive statement the surveyors made about SETMA in their final report:

“The organization has a wide variety of best practices that will be helpful to other organizations e.g. an extensive website with internally developed patient education material, information about their organization and medical home, data on their quality metrics, etc. They have also published many valuable articles on quality outcomes, health disparities and the medical home. Their care transition program is stellar with care coordinators, engaged clinicians and supporting outcomes data. The organization was very open to sharing information. Leadership was fully engaged in quality care and patient safety. The organization is focused on evidence-based clinical practices.”

Joint Commission Surveyors Comment about SETMA’s 40-section notebook in response to *Chapter Seven Leadership of The Joint Commission Standards and Requirements, Medical Home Accreditation, 2013.*

From: _____
Sent: Wednesday, April 02, 2014 8:38 PM
To: James L. Holly

Thanks again for sending the *Leadership Notebook* that is both comprehensive and well-organized, and one that provides an invaluable tool for Leadership at all levels of the organization.

It reflects SETMA’s obvious commitment to building a program that not just meets, but exceeds, all of the necessary components and values of the medical home initiative.

I believe it should be submitted to The Joint Commission as an example of a 'Best Practice' that may be readily shared and made available to others in the industry.

With your permission I will discuss this with _____ so that it may be included in our Leading Practice Library.

Thanks again... and continued best wishes on your remarkable journey at SETMA.

Paul