

The Joint Commission BHC News

A complimentary publication of
The Joint Commission

Issue Three 2009

Executive Director

Although we planned the upcoming [Annual Behavioral Health Care Conference](#) almost a year ago, we had a pretty good idea that two topics would continue to be relevant for behavioral health care providers — dealing with the economic downturn and health care reform.

To address these challenges, we gathered an outstanding roster of nationally known individuals and made the theme of this year's conference "Hope in Uncertain Times." The presentations are designed to help participants:

- Recognize the impact of the economic downturn on changes in practice patterns.
- Identify practical approaches to meeting the needs of individuals served with diminished resources.
- Develop an understanding of current and emerging initiatives shaping behavioral health services and health reform.

In addition to the programs, there will be many networking opportunities. You should leave the conference armed with practical tools, resources and references. More information and registration details are available on the [Web site](#). I hope to see you there!

Mary Cesare-Murphy, Ph.D.



PC chapter undergoing review

The "Provision of Care, Treatment, or Services" (PC) chapter in the *Accreditation Manual for Behavioral Health Care* is currently undergoing extensive review. The revisions will be completed in 2010 with an effective date of January 2011. In the meantime, the 2009 PC standards will remain in effect through 2010 with the following changes:

- Standards PC.16.10 through PC.16.60 have been moved to the "Waived Testing" (WT) chapter.
- Text has been added to clarify which standards and elements of performance are applicable to which BHC programs, services and settings.
- The following terms have been changed to make them compatible with revisions in the rest of the manual:
 - ♦ "clients" changed to "individuals served"
 - ♦ "foster care children/youth" changed to "individuals in foster care"

The 2010 PC chapter will retain the 2009 numbering. History tracking reports will be available in 2011 when the revisions become effective.

New BHC team ready to serve you

Dedicated behavioral health care account executives are ready to provide you with the personalized customer service your behavioral health care organization deserves. This summer, The Joint Commission realigned its largest division — Accreditation and Certification Operations — into accreditation program-specific teams to better support the unique needs of each customer.

"We now have a team of dedicated account executives for behavioral health care accreditation who provide support on a variety of topics, from standards to the e-App to the PPR," says Mike Martino, Behavioral Health Care team manager.

According to Martino, the realignment signals a renewed focus on customer needs. "Everyone who works with behavioral health care customers — whether account executives, field directors, or individuals from the Standards Interpretation Group — is located in the same area. Being in the same physical location allows for a cross-pollination of ideas and solutions for our customers.

"The upshot will be better customer service. We're excited about these changes and hope this realignment ultimately helps our customers reach their goal to provide safe, high quality care for the individuals they serve," Martino adds. If you have questions, contact Martino at mmartino@jointcommission.org or (630) 792-5719.



BHC team: Sara Signa, Mike Martino and Helen Bracey

CTH tackling safety, quality problems

The Joint Commission launched the [Center for Transforming Healthcare](#) in September with the aim of solving health care's most critical safety and quality problems. The Center is using a new approach to systematically measure the magnitude of serious quality and safety problems, pinpoint their underlying causes, and develop and test targeted, long-lasting solutions.

This new approach involves the use of the same Robust Process Improvement™ (RPI) methods — Lean Six Sigma and change management processes — that other industries have long relied on to improve quality, safety and efficiency. Because RPI expertise in health care today is concentrated in hospitals and health systems, the Center is beginning its work by collaborating with a group of hospitals and systems that are expert in these methods. In the future, other types of health care organizations will be included as RPI expertise spreads.

The Center's first initiative is tackling hand washing failures that contribute to health care-associated infections that kill nearly 100,000 Americans each year. The Center is also developing solutions for hand-off communications and safeguards to prevent wrong site surgery.

Revised 2010 NPSGs

The Joint Commission has revised the 2010 National Patient Safety Goals and some changes are effective immediately. An overview of the requirements that were deleted or moved to the standards is below. See all the 2010 NPSGs on The Joint Commission [Web site](#).

NPSG	Changes for BHC organizations
01.01.01	EP 1 deleted
02.01.01	NPSG moved to the standards
02.02.01	NPSG moved to the standards
02.03.01	NPSG deleted
02.05.01	NPSG moved to the standards
03.03.01	NPSG moved to the standards
03.04.01	EP 7 deleted
07.02.01	NPSG deleted
13.01.01	EPs 1 and 2 moved to the standards; EPs 3 and 4 deleted
16.01.01	NPSG moved to the standards

Refreshed mission, new vision statement

The Joint Commission has updated its mission and vision statements to more accurately reflect the business, purpose and values of The Joint Commission.

Mission

To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

Vision

All people always experience the safest, highest quality, best-value health care across all settings.

Social media links

Follow The Joint Commission on Twitter, Facebook and YouTube:

Twitter: <http://twitter.com/JCommission>

Facebook: <http://www.facebook.com/pages/The-Joint-Commission/104533371063>

You Tube: <http://www.youtube.com/user/TheJointCommission>

Resources

Education

Annual Behavioral Health Care Conference and Update Nov. 16-18, 2009, Chicago, Ill.

Nationally known experts will provide insight into how health care reform and the economic downturn will impact behavioral health care services. Some of the presentations include:

- "National Healthcare Reform: Putting the 'Health' into Behavioral Health Care"
- "Strategies for Strengthening the Behavioral Health Safety Net"
- "Linking Together a Chain of Care: How Clinicians Can Prevent Suicide"

To register, go to the Joint Commission Resources [Web site](#) or call (877) 223-6866.

Free chapter updates

The Joint Commission's revised standards, rationales and elements of performance for the Phase II programs of the Standards Improvement Initiative (SII) are now available [online](#). The standards will take effect January 1, 2010 and have been placed online to provide all BHC organizations time to become familiar with the new language, new order of the chapters, and renumbering of the standards. Also posted is an outline for each chapter and a history tracking report that shows the relationship between old and new standards.

BHC News online

Be the first to read the latest Joint Commission behavioral health care updates when you [sign up](#) to receive *BHC News* automatically.

Contact us

BHC Accreditation
(630) 792-5411
BHC Account Executive
(630) 792-5719
Standards Interpretation Group
(630) 792-5899