

# History Tracking Report: 2009 to 2010 Requirements

## Accreditation Program: Behavioral Health Care

### 2009 Chapter: Improving Organization Performance

#### Standard PI.1.10

**2009 Standard Text:**

The {jc}organization{/2} collects data to monitor its performance.

**2009 Standard:** PI.1.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

The {jc}organization{/2} collects data for priorities identified by leaders (see standard LD.4.50).

**2009 Standard:** PI.1.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

The {jc}organization{/2} collects data for priorities identified by leaders (see standard LD.4.50).

**2009 Standard:** PI.1.10

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Retain

The {jc}organization{/2} considers collecting data in the following areas: Staff opinions and needs Staff perceptions of risks to individuals and suggestions for improving {jc}patient{/1} safety Staff willingness to report unanticipated adverse events Outcomes of care, treatment, and services

#### Standard PI.01.01.01

**2010 Standard Text:**

The organization collects data to monitor its performance.

**2010 Standard:** PI.01.01.01

**2010 EP:** 1

**2010 EP Text:**

The leaders set priorities for data collection. (See also LD.04.04.01, EP 1)

**2010 Standard:** PI.01.01.01

**2010 EP:** 3

**2010 EP Text:**

The organization collects data on the following: Performance improvement priorities identified by leaders. (See also LD.04.04.01, EP 1)

**2010 Standard:** PI.01.01.01

**2010 EP:** 30

**2010 EP Text:**

The organization considers collecting data on the following:

- Staff opinions and needs
- Staff perceptions of risk to individuals
- Staff suggestions for improving safety of the individuals served
- Staff willingness to report adverse events

Note: If the organization has not collected data on this topic, consideration can be demonstrated through methods such as interviews or meeting minutes.

<p><b>2009 Standard:</b> PI.1.10</p> <p><b>2009 EP Text:</b></p> <p>The {jc}organization{/2} collects data on the perceptions of care, treatment, and services* of {jc}patients{/6} including the following:Their specific needs and expectations How well the {jc}organization{/2} meets these needs and expectationsHow the {jc}organization{/2} can improve {jc}patient{/1} safety *The Joint Commission is moving from the phrase satisfaction with care, treatment, and services toward the more inclusive phrase perception of care, treatment, and services to better measure the performance of {jc}organization{/2}s meeting the needs, expectations and concerns of {jc}patients{/6}. By using this term, the {jc}organization{/2} will be prompted to assess not only {jc}patients{/6}' and/or families' satisfaction with care, treatment, or services, but also whether the {jc}organization{/2} meets their needs and expectations.</p>	<p><b>2009 EP:</b> 3</p> <p><b>Revision Type:</b> Retain</p>	<p><b>2010 Standard:</b> PI.01.01.01</p> <p><b>2010 EP:</b> 16</p> <p><b>2010 EP Text:</b></p> <p>The organization collects data on the following:</p> <ul style="list-style-type: none"> <li>- Whether the individual served was asked about treatment goals and needs</li> <li>- Whether the individual served was asked if his or her treatment goals and needs were met</li> <li>- The view of the individual served regarding how the organization can improve the safety of the care, treatment, or services provided</li> </ul> <p>(See also RI.01.01.01, EP 17, for opioid treatment programs)</p>
<p><b>2009 Standard:</b> PI.1.10</p> <p><b>2009 EP Text:</b></p> <p>The {jc}organization{/2} collects data that measure the performance of each of the following potentially high-risk processes, when provided: Medication management.</p>	<p><b>2009 EP:</b> 4</p> <p><b>Revision Type:</b> Consolidate</p>	<p><b>2010 Standard:</b> MM.08.01.01</p> <p><b>2010 EP:</b> 1</p> <p><b>2010 EP Text:</b></p> <p>For organizations that prescribe, dispense, or administer medications: The organization collects data on the performance of its medication management system. (See also PI.01.01.01, EPs 14 and 15)</p>
<p><b>2009 Standard:</b> PI.1.10</p> <p><b>2009 EP Text:</b></p> <p>The {jc}organization{/2} collects data that measure the performance of each of the following potentially high-risk processes, when provided: Restraint use.</p>	<p><b>2009 EP:</b> 6</p> <p><b>Revision Type:</b> Delete:Redun</p>	<p><b>2010 Standard:</b> N/A</p> <p><b>2010 EP Text:</b></p> <p>No EP</p>
<p><b>2009 Standard:</b> PI.1.10</p> <p><b>2009 EP Text:</b></p> <p>The {jc}organization{/2} collects data that measure the performance of each of the following potentially high-risk processes, when provided: Seclusion use.</p>	<p><b>2009 EP:</b> 7</p> <p><b>Revision Type:</b> Delete:Redun</p>	<p><b>2010 Standard:</b> N/A</p> <p><b>2010 EP Text:</b></p> <p>No EP</p>
<p><b>2009 Standard:</b> PI.1.10</p> <p><b>2009 EP Text:</b></p> <p>The {jc}organization{/2} collects data that measure the performance of each of the following potentially high-risk processes, when provided: Behavior management and treatment.</p>	<p><b>2009 EP:</b> 8</p> <p><b>Revision Type:</b> Delete:Redun</p>	<p><b>2010 Standard:</b> N/A</p> <p><b>2010 EP Text:</b></p> <p>No EP</p>

<p><b>2009 Standard:</b> PI.1.10  <b>2009 EP Text:</b>                  The {jc}organization{/2} collects data that measure the performance of each of the following potentially high-risk processes, when provided: Care, treatment, and services provided to high-risk or vulnerable populations as defined by the {jc}organization{/2}.</p>	<p><b>2009 EP:</b> 9  <b>Revision Type:</b> Retain</p>	<p><b>2010 Standard:</b> PI.01.01.01  <b>2010 EP:</b> 27  <b>2010 EP Text:</b>                  The organization collects data to measure the performance of high-risk, high-volume, problem-prone processes provided to high-risk or vulnerable populations, as defined by the organization. (See also LD.04.04.01, EP 2)                  Note: Examples of such processes include the use of restraints, seclusion, suicide watch, and behavior management and treatment.</p>
<p><b>2009 Standard:</b> PI.1.10  <b>2009 EP Text:</b>                  Relevant information developed from the following activities is integrated into performance improvement initiatives. This occurs in a way consistent with any {jc}organization{/2} policies or procedures intended to preserve any confidentiality or privilege of information established by applicable law:Risk management.</p>	<p><b>2009 EP:</b> 13  <b>Revision Type:</b> Delete:NE</p>	<p><b>2010 Standard:</b> N/A  <b>2010 EP Text:</b>                  No EP</p>
<p><b>2009 Standard:</b> PI.1.10  <b>2009 EP Text:</b>                  Relevant information developed from the following activities is integrated into performance improvement initiatives. This occurs in a way consistent with any {jc}organization{/2} policies or procedures intended to preserve any confidentiality or privilege of information established by applicable law:Utilization management.</p>	<p><b>2009 EP:</b> 14  <b>Revision Type:</b> Delete:NE</p>	<p><b>2010 Standard:</b> N/A  <b>2010 EP Text:</b>                  No EP</p>
<p><b>2009 Standard:</b> PI.1.10  <b>2009 EP Text:</b>                  Relevant information developed from the following activities is integrated into performance improvement initiatives. This occurs in a way consistent with any {jc}organization{/2} policies or procedures intended to preserve any confidentiality or privilege of information established by applicable law:Infection control surveillance and reporting.</p>	<p><b>2009 EP:</b> 16  <b>Revision Type:</b> Delete:NE</p>	<p><b>2010 Standard:</b> N/A  <b>2010 EP Text:</b>                  No EP</p>

**2009 Standard:** PI.1.10

**2009 EP:** 17

**2010 Standard:** N/A

**2009 EP Text:**

**Revision Type:** Delete:NE

**2010 EP Text:**

No EP

Relevant information developed from the following activities is integrated into performance improvement initiatives. This occurs in a way consistent with any {j}organization{/2} policies or procedures intended to preserve any confidentiality or privilege of information established by applicable law:Research, as applicable.

**2009 Standard:** PI.1.10

**2009 EP:** 26

**2010 Standard:** PI.01.01.01

**2010 EP:** 37

**2009 EP Text:**

**Revision Type:** Retain

**2010 EP Text:**

For Opioid Treatment Programs: The program collects data about treatment outcomes and processes. Note: Examples of measures include:• Use of illicit opioids, illegal drugs, and the problematic use of alcohol and prescription medicines• Criminal activities and entry into the criminal justice system• Behaviors contributing to the spread of infectious diseases• Restoration of physical and mental health and functional status• Retention in treatment• Number of patients who are employed• Abstinence from drugs of abuse

For opioid treatment programs: The program collects data about treatment outcomes and processes.

Note: Examples of data collected include the following:

- Use of illicit opioids, illegal drugs, and the problematic use of alcohol and prescription medications
- Criminal activities and entry into the criminal justice system
- Behaviors contributing to the spread of infectious diseases
- Restoration of physical and mental health and functional status
- Retention in treatment
- Number of patients who are employed
- Abstinence from drugs of abuse

**Standard PI.1.20**

**2009 Standard Text:**

The agency collects and uses data to improve its care and services.

**2009 Standard:** PI.1.20

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Retain

The leaders have the responsibility to collect and use data to monitor the agency's performance.

**2009 Standard:** PI.1.20

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Split

Specific measures to be considered are safety; permanency of placement and permanency outcome, and maintaining or improving the child's level of functioning.

**2009 Standard:** PI.1.20

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Split

Specific measures to be considered are safety; permanency of placement and permanency outcome, and maintaining or improving the child's level of functioning.

**Standard PI.01.01.01**

**2010 Standard Text:**

The organization collects data to monitor its performance.

**2010 Standard:** PI.01.01.01

**2010 EP:** 31

**2010 EP Text:**

For foster care: The agency collects data on its performance, including the safety of the placement and the maintenance or improvement of the individual's level of functioning.

**2010 Standard:** PI.01.01.01

**2010 EP:** 31

**2010 EP Text:**

For foster care: The agency collects data on its performance, including the safety of the placement and the maintenance or improvement of the individual's level of functioning.

**2010 Standard:** PI.01.01.01

**2010 EP:** 32

**2010 EP Text:**

For foster care: The agency collects data on the permanency of the placement and the permanency of outcome when they are within the organization's scope of services.

**Standard PI.2.10**

**2009 Standard Text:**

Data are systematically aggregated and analyzed.

**2009 Standard:** PI.2.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

Collected data are aggregated and analyzed.

**2009 Standard:** PI.2.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

Collected data are aggregated and analyzed.

**2009 Standard:** PI.2.10

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Split

Data are aggregated at the frequency appropriate to the activity or process being studied.

**2009 Standard:** PI.2.10

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Split

Data are aggregated at the frequency appropriate to the activity or process being studied.

**2009 Standard:** PI.2.10

**2009 EP:** 3

**2009 EP Text:**

**Revision Type:** Delete:NE

Statistical tools and techniques are used to analyze and display data.

**2009 Standard:** PI.2.10

**2009 EP:** 4

**2009 EP Text:**

**Revision Type:** Split

Data are analyzed and compared internally over time and externally\* with other sources of information when available. \*External sources of information include recent scientific, clinical, and management literature, including sentinel event alerts; well-formulated practice guidelines or parameters; performance measures; reference databases; other organizations with similar processes, and standards that are periodically reviewed and revised.

**Standard PI.02.01.01**

**2010 Standard Text:**

The organization compiles and analyzes data.

**2010 Standard:** PI.02.01.01

**2010 EP:** 1

**2010 EP Text:**

The organization compiles data into formats that enable them to be analyzed.

**2010 Standard:** PI.02.01.01

**2010 EP:** 4

**2010 EP Text:**

The organization analyzes and compares internal data over time to identify levels of performance, patterns, trends, and variations.

**2010 Standard:** PI.01.01.01

**2010 EP:** 2

**2010 EP Text:**

The organization identifies the frequency for data collection.

**2010 Standard:** PI.02.01.01

**2010 EP:** 2

**2010 EP Text:**

The organization identifies the frequency for data analysis.

**2010 Standard:** N/A

**2010 EP Text:**

No EP

**2010 Standard:** PI.02.01.01

**2010 EP:** 4

**2010 EP Text:**

The organization analyzes and compares internal data over time to identify levels of performance, patterns, trends, and variations.

**2009 Standard:** PI.2.10

**2009 EP:** 4

**2009 EP Text:**

**Revision Type:** Split

Data are analyzed and compared internally over time and externally\* with other sources of information when available. \*External sources of information include recent scientific, clinical, and management literature, including sentinel event alerts; well-formulated practice guidelines or parameters; performance measures; reference databases; other {jc}organizations{/14} with similar processes, and standards that are periodically reviewed and revised.

**2010 Standard:** PI.02.01.01

**2010 EP:** 5

**2010 EP Text:**

The organization compares data with external sources, when available.  
 Note: Examples of external sources of information include the following:

- Recent scientific, clinical, and management literature, including Sentinel Event Alerts
- Evidence-based guidelines or parameters
- Performance measures
- Reference databases
- Other organizations with similar processes

**2009 Standard:** PI.2.10

**2009 EP:** 5

**2009 EP Text:**

**Revision Type:** Retain

Comparative data are used to determine if there is excessive variability or unacceptable levels of performance when available.

**2010 Standard:** PI.02.01.01

**2010 EP:** 8

**2010 EP Text:**

The organization uses the results of data analysis to identify improvement opportunities. (See also LD.03.02.01, EP 5; PI.03.01.01, EP 1)

**Standard PI.2.20**

**2009 Standard Text:**

Undesirable patterns or trends in performance are analyzed.

**2010 Standard Text:**

No Standard

**2009 Standard:** PI.2.20

**2009 EP:** 1

**2010 Standard:** N/A

**2009 EP Text:**

**Revision Type:** Delete:Redun

**2010 EP Text:**

No EP

Analysis is performed when data comparisons indicate that levels of performance, patterns, or trends vary substantially from those expected.

**2009 Standard:** PI.2.20

**2009 EP:** 2

**2010 Standard:** N/A

**2009 EP Text:**

**Revision Type:** Delete:NE

**2010 EP Text:**

No EP

Analysis occurs for those topics chosen by leaders as performance improvement priorities.

**2009 Standard:** PI.2.20

**2009 EP:** 3

**2010 Standard:** N/A

**2009 EP Text:**

**Revision Type:** Delete:NE

**2010 EP Text:**

No EP

Analysis is performed when undesirable variation occurs which changes priorities.

**2009 Standard:** PI.2.20

**2009 EP:** 5

**2010 Standard:** PI.01.01.01

**2010 EP:** 15

**2009 EP Text:**

**Revision Type:** Retain

**2010 EP Text:**

The organization collects data on the following: Significant adverse medication reactions. (See also LD.04.04.01, EP 2; MM.08.01.01, EP 1)

An analysis is performed for all serious adverse drug events, if applicable and as defined by the {jc}organization{/2}.

**2009 Standard:** PI.2.20

**2009 EP:** 6

**2010 Standard:** PI.01.01.01

**2010 EP:** 14

**2009 EP Text:**

**Revision Type:** Retain

**2010 EP Text:**

The organization collects data on the following: Significant medication errors. (See also LD.04.04.01, EP 2; MM.08.01.01, EP 1)

An analysis is performed for all significant medication errors, if applicable and as defined by the {jc}organization{/2}.

**2009 Standard:** PI.2.20

**2009 EP:** 9

**2010 Standard:** N/A

**2009 EP Text:**

**Revision Type:** Delete:NE

**2010 EP Text:**

No EP

An analysis is performed for hazardous conditions.

**Standard PI.3.10**

**2009 Standard Text:**

Information from data analysis is used to make changes that improve performance and {jc}patient{/1} safety and reduce the risk of sentinel events.

**2009 Standard:** PI.3.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

The {jc}organization{/2} uses the information from data analysis to identify and implement changes that will improve the quality of care, treatment, and services.

**2009 Standard:** PI.3.10

**2009 EP:** 1

**2009 EP Text:**

**Revision Type:** Split

The {jc}organization{/2} uses the information from data analysis to identify and implement changes that will improve the quality of care, treatment, and services.

**2009 Standard:** PI.3.10

**2009 EP:** 2

**2009 EP Text:**

**Revision Type:** Consolidate

The {jc}organization{/2} identifies and implements changes that will reduce the risk of sentinel events.

**2009 Standard:** PI.3.10

**2009 EP:** 3

**2009 EP Text:**

**Revision Type:** Consolidate

The {jc}organization{/2} uses the information from data analysis to identify changes that will improve {jc}patient{/1} safety.

**2009 Standard:** PI.3.10

**2009 EP:** 4

**2009 EP Text:**

**Revision Type:** Retain

Changes made to improve processes or outcomes are evaluated to ensure that they achieve the expected results.

**2009 Standard:** PI.3.10

**2009 EP:** 5

**2009 EP Text:**

**Revision Type:** Retain

Appropriate actions are undertaken when planned improvements are not achieved or sustained.

**Standard PI.03.01.01**

**2010 Standard Text:**

The organization improves performance.

**2010 Standard:** LD.04.04.05

**2010 EP:** 11

**2010 EP Text:**

To improve safety, the organization analyzes and uses information about system or process failures and, when conducted, the results of proactive risk assessments. (See also LD.04.04.03, EP 3)

**2010 Standard:** PI.03.01.01

**2010 EP:** 2

**2010 EP Text:**

The organization takes action on improvement priorities.

**2010 Standard:** PI.03.01.01

**2010 EP:** 2

**2010 EP Text:**

The organization takes action on improvement priorities.

**2010 Standard:** PI.03.01.01

**2010 EP:** 2

**2010 EP Text:**

The organization takes action on improvement priorities.

**2010 Standard:** PI.03.01.01

**2010 EP:** 3

**2010 EP Text:**

The organization evaluates whether actions taken resulted in improvements.

**2010 Standard:** PI.03.01.01

**2010 EP:** 4

**2010 EP Text:**

The organization takes action when it does not achieve or sustain planned improvements.