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Accreditation

Hospital accreditation in line with CCN

For accredited hospitals seeking deemed status, a new Joint Commission policy aligns the awarding of accreditation with the Centers for Medicare & Medicaid Services (CMS) Certification Number (CCN), formerly called a Medicare Provider Number. CMS assigns a CCN to a hospital or a group of hospitals based on certain criteria, including whether the entities have one integrated medical staff and governing body or whether entities operate independently of each other. Historically, the CCN of a hospital or group of hospitals did not factor into determining eligibility for Joint Commission accreditation. The new policy does not affect the majority of Joint Commission accredited hospitals, including the Department of Veterans Affairs. Approximately 300 accredited hospitals are affected by this change and The Joint Commission is contacting each affected hospital with information about the new policy.

In most cases, a hospital accreditation award for a single organization could be composed of two or more hospitals (a system), each with a separate CCN or sharing a single CCN. Less commonly, a hospital with a single CCN could be composed of multiple organizations, each currently surveyed and accredited by The Joint Commission as a separate organization. Hospitals that are part of a system that are affected by this policy, will have two survey options: the individual hospitals' surveys could be conducted concurrently after the completion of the survey of shared functions; or each hospital survey could be conducted independently of each other. Each hospital will be expected to meet all Joint Commission accreditation requirements independently. (Contact: Gail Weinberger, gweinberger@jointcommission.org)

Staffing effectiveness requirements available for second field review

The Joint Commission is conducting a second field [review](#) of revised staffing effectiveness requirements for the hospital and long term care programs. This round of revisions includes further refinements made in response to comments from the first field engagement, which was conducted in spring 2009. Comments will be gathered through October 7, 2009. For the background on this field review, see the August 5, 2009 issue of [Joint Commission Online](#). (Contact: Laura Smith, lsmith@jointcommission.org)

Correct home care applicability grids posted on Web site

Incorrect service applicability grids were included in the 2009 Update 1 for the *Comprehensive Accreditation Manual for Home Care (CAMHC)*, which was published in June. To provide the correct information to customers immediately, we are posting all the 2009 home care standards, elements of performance, and correct service applicability grids on The Joint Commission [Web site](#). Please note that the incorrect service applicability grids appeared only in the hard-copy Update 1 to the 2009 *CAMHC*. The Periodic Performance Review, E-dition, AMP (Accreditation Manager Plus), and surveyor laptops were NOT affected and have always contained the correct applicability information. The posted home care standards, elements of performance, and applicability grids are effective through December 31, 2009. The correct applicability grids will be part of the 2009 Update 2 for *CAMHC*, which will publish in late October. (Contact: Margherita Labson, mlabson@jointcommission.org)

Patient safety

Joint Commission issues Alert on effective leadership and safety

The Joint Commission issued a new [Sentinel Event Alert](#) that urges health care leaders to step up efforts to prevent errors by taking the zero-defect approach used in other high-risk industries such as aviation and nuclear energy. The Joint Commission is advocating greater involvement of health care trustees, executives, and physician leaders, contending that the overall safety and effectiveness of a health care facility depends on administrative and clinical leaders who set the tone, create the culture and drive improvements. To improve patient safety, the Alert recommends that the governing body, chief executive officer, senior managers and medical staff leaders at health care organizations take a series of 14 specific steps, including:

- Define and establish an organization-wide safety culture that includes a code of conduct for all employees.
- Institute an organization-wide policy of transparency that sheds light on all adverse events and patient safety issues.
- Make the organization's overall safety performance a key, measurable part of the evaluation of the CEO and all leadership.
- Ensure that caregivers involved in adverse events that result in unintentional patient harm receive attention that is just, respectful, compassionate, supportive and timely.
- Create and communicate a policy that defines behaviors that are to be referred for disciplinary action and a timeframe for that action to take place.
- Add a human element to safety improvement by having patients communicate their experiences and perceptions to leadership.
- Reward and recognize staff whose efforts contribute to safety.

In addition to specific recommendations contained in the Alert, The Joint Commission urges health care organizations to use the Leadership section of its accreditation standards to improve patient safety. The standards require organizational leaders to create a culture of safety and to provide the resources necessary for patient safety. The standards also cover reporting systems for adverse events and near misses and the design of processes to support safety. (Contact: Caron Wong, cwong@jointcommission.org)

Performance measurement

Volunteers needed to test blood management candidate measures

The Joint Commission is seeking 50 U.S. hospitals to volunteer for the first phase of testing for the Blood Management Performance Measures Project. This alpha testing requires review of the draft specifications and submission of a Likert scale evaluation and comments. No chart abstraction is required. Participation in the testing will not affect a hospital's accreditation status. This project is supported by unrestricted educational grants from the ITxMSM Blood Science Foundation and ZymoGenetics, Inc. More information is available on the Joint Commission [Web site](#). Interested organizations should [volunteer](#) by September 11, 2009. (Contact: Harriet Gammon, hgammon@jointcommission.org)

Joint Commission Resources

Hospital Executive Briefings

In these tough economic times, health care leaders want to know how health care reform and accreditation will mesh to improve their patient outcomes in a cost-effective manner. This year's Hospital Executive Briefing will provide practical information, solutions and tools that can be implemented immediately to address the ever-changing health care environment. The briefing will help you:

- Identify one Joint Commission initiative that can help your organization provide safe, high quality care.
- Analyze the process redesigns that directly impact your organization's survey process.
- Develop effective plans for dealing with the most challenging National Patient Safety Goals.

- Select solutions to the challenging standards that were scored non-compliant that can be adapted and integrated at your health care organization.
- Communicate to your board and management group the Joint Commission's strategic plan and its impact on accreditation.

Featured presenters include Mark Chassin, M.D., M.P.P., M.P.H., president of The Joint Commission (September 11), and Ann Scott Blouin, Ph.D., R.N., executive vice president, Division of Accreditation and Certification Operations, The Joint Commission. Attendees will receive a hand hygiene monograph CD that will broaden your understanding of the issues and provide practical solutions for strengthening your measurement and improvement activities.

[September 11, 2009 – Crowne Plaza Times Square Manhattan, New York, N.Y.](#)

[September 18, 2009 – Sheraton Dallas, Dallas, Texas](#)

[Friday, September 25, 2009 – Sheraton Gateway Hotel, Los Angeles, Calif.](#)

(Contact: Alma Harrell, aharrell@jcrinc.com)

2009 Annual Conference on Quality and Patient Safety

The Joint Commission and Joint Commission Resources will host the 2009 Annual Conference on Quality and Patient Safety, "Explore, Enhance and Energize – Leadership for the Future," September 14 through 16 at the Donald E. Stephens Convention Center in Rosemont, Ill. Key note speaker Robert M. Wachter, M.D., professor and associate chairman, Department of Medicine, University of California, San Francisco, will speak on efforts to prevent medical mistakes, what is working and not working a decade after the Institute of Medicine's report on medical error, "To Err is Human: Building a Safer Health System." In addition:

- Jeffrey C. Bauer, Ph.D., partner, Management Consulting – Future Practice, ACS Healthcare Solutions, a medical economist and health futurist, will provide an overview of technology and explore how technology can be optimally used to produce desired levels of improvement in health care. Bauer will also introduce policy prescriptions for successful reform of health care delivery systems that are consistent with national goals.
- Mark R. Chassin, M.D., M.P.P., M.P.H., president, The Joint Commission, will speak on The Joint Commission's role in quality and safety, and Ann Scott Blouin, Ph.D., R.N., executive vice president, Division of Accreditation and Certification Operations, The Joint Commission, will moderate the conference.
- Jeanette Michalek, M.S.N., A.P.R.N., B.C., vice president, Planetree, will review how to design and practice patient-centered care.

The early bird rate of \$849—a savings of \$150—has been extended until September 14. A discounted rate of \$829 per person is offered for teams of three or more. To register, call JCR Customer Service at (877) 223-6866 and use registration code 09065. More information is available at the [JCR Web site](#).

Call for presentations for 2010 Annual Conference on Quality and Patient Safety

Proposals for presentations for next year's Annual Conference on Quality and Patient Safety are being accepted. Presentations should focus on practitioner-based, solutions-oriented improvements and success stories. They should also include new processes, technologies, techniques or tools, and creative and innovative ideas on quality and safety that have achieved sustained improvement. Presentation proposals should be submitted by October 1, 2009, via an [online registration form](#). Questions may be e-mailed to annualconf2010@jcrinc.com. (Contact Susan Murray, smurray@jcrinc.com)

Briefings for hospitals, critical access hospitals and ambulatory organizations

Hospitals, critical access hospitals and ambulatory care organizations can find out all they need to know about standards compliance at Joint Commission Resources' 2009 Breakfast Briefings Web Conference Series. This series focuses on accreditation standards, Standards Improvement Initiative (SII) updates, changes for 2010, the National Patient Safety Goals, and strategies for maintaining continuous compliance with the most challenging standards. Briefings are led by Joint Commission and JCR experts who have successfully implemented compliance initiatives and can help your organization strengthen patient care and raise safety awareness. Each week, these experts will cover the accreditation manual

one chapter at a time. The presentation will be followed by a Q&A session. Organizations can sign up for one connection with multiple attendees participating. Free media downloads will be available after each session, allowing your team to listen to the archived web conferences. Order online by clicking the series name below, or by calling JCR Customer Service at (877) 223-6866.

[2009 Hospital Breakfast Briefings Web Conference Series](#) (Item Code DEP807)
Sept. 10 – Nov. 12, 2009, 9-10:15 a.m. Central Time, every Thursday for ten weeks

[2009 Ambulatory Breakfast Briefings Web Conference Series](#) (Item Code DEP808)
Sept. 9 – Nov. 11, 2009, 9-10:15 a.m. Central Time, every Wednesday for 9 weeks
(Contact: Gina LaMantia, glamantia@jcrinc.com)

Home Care Executive Briefings: Attend in person or via video

This year's Home Care Executive Briefing, to be held November 4, 2009, at The Joint Commission Central Office in Oakbrook Terrace, Ill., allows attendance in person or virtually through live or archived streaming video. The briefing will provide new information that leaders need to stay up-to-date as well as an opportunity to discuss the critical issues surrounding quality and safety for home care providers. The briefing will help you:

- Understand how accreditation can be a valuable resource in effectively addressing changing industry trends and patient expectations.
- Learn about changes to the Periodic Performance Review (PPR) and survey process.
- Determine how the enhanced survey process will affect your organization.
- Use resources related to the National Patient Safety Goals to determine areas of potential patient risk or organizational risk, and liability.
- Identify effective strategies for complying with challenging standards.
- Explain how Lean and Six Sigma tools can be implemented at your organization to achieve and sustain improvement and enhance return on investment.

Expand your learning experience by attending the Home Care Accreditation Primer and Home Care Accreditation Essentials seminars to be held November 1-3. For more information or to register, click on the seminars referenced below or call Joint Commission Resources Customer Service toll free at (800) 223-6866. The Home Care Essentials seminar is also available via live or archived streaming video. When ordering, use the registration code indicated.

[November 1, 2009 – Home Care Accreditation: A Primer for Beginners](#): Learn basic information about the accreditation process as Joint Commission faculty take you through the process step-by-step. (Note: No video option is provided for the primer seminar.)

[November 2-3, 2009 – Home Care Accreditation Essentials](#): Understand the survey process and learn how to make your supervisory visits more robust using tracer activity techniques. The most challenging standards, National Patient Safety Goals, and select Centers for Medicare & Medicaid Services requirements will be reviewed with practical tips on how to avoid common mistakes. Live streaming video: Product code 09087V. Archived streaming video: VA09087.

[November 4 – Home Care Executive Briefing](#)

Live streaming video: Product code 09088V. Archived streaming video: VA09088.
(Contact: Alma Harrell, aharrell@jcrinc.com)

Free briefing on HCSS Certification in D.C.

Not-yet-certified health care staffing firms are invited to attend a [free briefing](#) on The Joint Commission's Health Care Staffing Services Certification Program, September 14, 1 - 4 p.m., in Washington, D.C., at the Wardman Park Marriott. Attendees will learn about the benefits of Joint Commission certification and the process of becoming certified. The briefings include an opportunity to talk directly with Joint Commission staff about the application process, standards, on-site review and pricing. Attendees will receive free copies of the *2009 Health Care Staffing Services Certification Manual* (a \$100 value), the Certification Handbook, and Review Process Guide. (Contact: Dave Eickemeyer, deickemeyer@jointcommission.org)

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