

In this issue

- Interim Staffing Effectiveness requirements to undergo follow-up field review
- Clarification of July 15 article: Accreditation and certification decision changes for 2010
- New Speak Up campaign on child care safety
- Updated sentinel event statistics
- The Joint Commission reaches out via social media
- 2009 Annual Conference on Quality and Patient Safety
- Call for presentations for 2010 Annual Conference on Quality and Patient Safety
- 2009 Annual Infection Control Conference to be held August 21-22
- Briefings for hospitals, critical access hospitals and ambulatory organizations
- Free briefings on HCSS Certification in Illinois, Ohio and D.C.
- Call for emergency preparedness presentations

Accreditation and Certification

Interim Staffing Effectiveness requirements to undergo follow-up field review

At its July 31 meeting, the Standards and Survey Procedures Committee approved a follow-up field review of two proposed interim elements of performance, EPs 12 and 13, under standard PI.02.01.01 related to Staffing Effectiveness. The proposed changes for the follow-up field review emanated from feedback from the recently completed field review on EP 12, which focuses on the use of outcomes data to guide analysis of staffing effectiveness, and EP 13, which calls for leadership to review analyses of data related to staffing issues.

Overall, feedback from the majority of respondents for both the hospital and long term care programs indicated that proposed EP 12 is reasonable and speaks to the performance improvement approach. Nonetheless, several respondents expressed confusion regarding the expectation of EP 12, indicating a need to better define undesirable performance and changes in trends. Also, many respondents thought EP 12 was focusing only on sentinel events. As a result, EP 12 will be revised to focus on quality and safety concerns that require analysis. For proposed EP 13, many respondents were not clear on what the annual evaluation should include and what analysis would be required and presented to leadership if no staffing issues were identified. Respondents also questioned the timing of reports to leadership. As a result, the field will be asked about the appropriate timing for reports to leadership in the follow-up field review.

The follow-up field review is expected to be conducted this fall, and feedback from the follow-up field review is targeted to be presented to the SSP Committee at its November 2009 meeting. At present, the survey of the Staffing Effectiveness standards (PI.04.01.01 for hospitals and HR.1.30 for long term care organizations) remains suspended. This action was effective June 2009 after The Joint Commission received feedback from accredited organizations that compliance with the Staffing Effectiveness requirements did not significantly impact the quality and safety of care and consumed a substantial amount of resources. Organizations are expected to continue to focus on effective staffing as it relates to the quality and safety of patient care. The following requirements that also relate to effective staffing continue to be surveyed: LD.03.06.01, EPs 3 and 4; and NR.02.03.01, EPs 4 and 7 (hospitals only). (Contact: Carol Gilhooley, cgilhooley@jointcommission.org)

Clarification of July 15 article: Accreditation and certification decision changes for 2010

The July 15 issue of *Joint Commission Online* included an article on accreditation and certification decision changes for 2010. The article incorrectly stated that a new accreditation decision was approved called "Medicare Condition-Level Deficiency Follow-Up Survey." This is not a new accreditation or certification decision; it is a new type of follow-up survey. This follow-up survey is required after an organization has one or more Medicare Conditions of Participation (CoP) assessed as a condition-level deficiency. The "Medicare Condition-Level Deficiency Follow-Up Survey" requires that an organization remedy the identified CoPs and subsequently undergo an on-site follow-up survey. This new follow-up

survey should not be confused with “Conditional Accreditation” or “Conditional Certification,” which are accreditation and certification decisions. The adoption of this new type of follow-up survey is related to The Joint Commission’s application to the Centers for Medicare and Medicaid Services for continued hospital deeming authority.

As correctly reported, additions were made to the Conditional Accreditation decision; the new language is underlined: **Conditional Accreditation** results when a health care organization fails to resolve the requirements of a Provisional Accreditation status or was in substantial noncompliance with applicable Joint Commission standards. The organization must remedy identified problem areas through the submission of an ESC and subsequently undergo an on-site follow-up survey. In addition, Conditional Accreditation may result when: an organization fails to meet requirements for the timely submission of data and information to The Joint Commission; or survey findings demonstrate systemic patterns, trends or repeat findings from previous surveys; or there is credible evidence indicating that possible fraud or abuse has occurred at a health care organization. The addition related to survey findings is being made to bring the decision in line with the scoring changes made as part of the Standards Improvement Initiative (this same addition was made to the Conditional Certification decision for The Joint Commission’s certification programs). The addition related to possible fraud or abuse is being made to meet CMS requirements. (Contact: Gail Weinberger, gweinberger@jointcommission.org and Kevin Hickey, khickey@jointcommission.org)

Patient safety

New Speak Up campaign on child care safety

The Joint Commission is launching a new [campaign](#) to help parents make a difference in their children’s care by asking the right questions and being actively involved, whether it’s at the doctor’s office, in the hospital, or even at home. The new education campaign is part of The Joint Commission’s award-winning Speak Up™ program. The campaign features a brochure that offers parents questions and answers that can help them navigate many common, yet complex health care situations. Among the topics are:

- Symptoms that mean you need to take your child to the doctor or hospital immediately
- Preparing for your child’s visit to the doctor’s office
- What you should ask the doctor
- Taking medicine safely
- Having a medical or laboratory test
- Going to the hospital
- Having a safe operation

(Contact: Caron Wong, cwong@jointcommission.org)

Updated sentinel event statistics

The Joint Commission’s sentinel event statistics have been updated on the [Web site](#). Since the sentinel event database was implemented in January 1995 through June 30, 2009, The Joint Commission has reviewed 6,244 sentinel events. A total of 6,380 patients were affected by these events, with 4,334, or 68 percent, resulting in patient death. The 10 most frequently reported sentinel events are:

Type	Total	2008	2 nd Qtr 09
Wrong-site surgery	837	116	53
Suicide	752	102	37
Operative/post-operative complication	695	63	36
Medication error	520	46	17
Delay in treatment	507	82	35
Patient fall	396	60	29
Unintended retention of foreign body*	285	71	33
Assault, rape or homicide	241	41	17
Perinatal death or loss of function	197	32	16
Patient death or injury in restraints	196	13	4

* Added to reviewable events in June 2005; data represents events reviewed since that time.

(Contact: Anita Giuntoli, agiuntoli@jointcommission.org)

Public information

The Joint Commission reaches out via social media

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>

(Contact: Cathy Barry-Ipema, cipema@jointcommission.org)

Joint Commission Resources

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.

This conference is \$995 per person or \$849 for registration 30 days prior to the conference. 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)

2009 Annual Infection Control Conference to be held August 21-22

The [2009 Annual Infection Control Conference: Mastering Powerful and Practical Infection Prevention Strategies](#) will be held August 21-22 in Arlington, Va., at the Marriott Crystal Gateway. The conference will feature Barbara M. Soule, RN, MPA, CIC, practice leader with Infection Prevention and Control Services at Joint Commission Resources. Soule will discuss how C-suite executives can implement a comprehensive program to reduce antibiotic resistance, and she will moderate a discussion on “Navigating the Infection Prevention and Control Landscape.” The [Annual Infection Control Conference Pre-Conference: The Joint Commission 2010 Infection Prevention and Control Standards](#) will be held on August 20 at the same location. The pre-conference will focus on evaluating an organization’s existing infection control program, and developing and implementing a new or updated program based on the revised 2010 Joint Commission Infection Prevention and Control standards and expanded National Patient Safety Goals. The conference is \$749 per person and the pre-conference is \$495 per person. To register, call JCR Customer Service (877) 223-6866 and use code 09064 for the conference and code 09063 for the pre-conference. More information, including an agenda, is available on the JCR Web site, www.jcrinc.com. (Contact: Leslie LaBelle, labeled@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. Register by August 28 and save \$200 on the \$1,800 cost. 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 10 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)

Free briefings on HCSS Certification in Illinois, Ohio and 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. 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 Certification Manual (a \$100 value), the Certification Handbook, and Review Process Guide. To register, click [here](#). The briefings will be held:

- August 13, 9 – 11:30 a.m., Columbus, Ohio, Holiday Inn Columbus Downtown Capitol Square (presented in conjunction with the Ohio Hospital Association's Solutions Staffing Program)
- September 14, 1 – 4 p.m., Washington, D.C., Wardman Park Marriott

(Contact: Dave Eickemeyer, deickemeyer@jointcommission.org)

Call for emergency preparedness presentations

The Joint Commission and JCR are now accepting proposals for presentations for the 2010 Annual Emergency Preparedness Conference to be held this spring in Washington, D.C. Presentations should focus on practitioner-based, change-focused practices, including new processes, technologies, techniques or tools, and creative and innovative ideas used for emergency preparedness. Presentations should also relate to The Joint Commission's standards and demonstrate a successful approach to at least one of the four phases of emergency preparedness: mitigation, preparation, response and recovery. Presentation proposals must be submitted by August 15, 2009, via an [online registration form](#). Questions may be e-mailed to EPrep2010@jcrinc.com. (Contact Leslie LaBelle, llabelle@jcrinc.com)

An affiliate of The Joint Commission, Joint Commission Resources is the official publisher and educator of The Joint Commission.