

The Joint Commission Home Care Bulletin

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Executive Director

David Ogilvy once said, "Hire people who are better than you are, then leave them to get on with it. Look for people who will aim for the remarkable, who will not settle for the routine."

I am reminded of this quote because Wayne Murphy, R.R.T., M.P.S., has joined The Joint Commission's Central Office as associate director of the Home Care Program. In this role, he will assist in managing strategic development, growth, retention and day-to-day operations. His name may be familiar because he has been a home care surveyor for The Joint Commission since 1993. I had the good fortune to work with Wayne as a fellow surveyor, and I am delighted that we have joined forces at the Central Office to better serve the needs of our home care customers.

An expert in the home medical equipment industry, Wayne most recently was district manager and quality assurance coordinator for B&B Medical Services, Inc., Oklahoma City, Okla. Previously, he worked as a branch manager for several home health care organizations and as a respiratory therapist in a variety of settings. He graduated from Mohawk Valley Community College's Respiratory Program, Utica, N.Y., and has a bachelor's degree and master's degree in Professional Studies - Health Services Administration from The New School, New York, N.Y.

As always, you can reach me at mlabson@jointcommission.org, or (630) 792-5284. Contact Wayne at wmurphy@jointcommission.org, or call (630) 792-5283.

Margherita C. Labson, R.N., M.S.H.S.A.



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Home Care Executive Briefing: Attend in person or via video

This year's [Home Care Executive Briefing](#), to be held November 4, 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 help you:

- Understand how accreditation can be a valuable resource in effectively addressing changing industry trends and patient expectations.
- Learn about Periodic Performance Review and survey process changes.
- 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 strategies for complying with challenging standards.



- Explain how Lean Six Sigma tools can help achieve and sustain improvement.

Expand your learning by attending the Home Care Accreditation Primer and Home Care Accreditation Essentials seminars on November 1-3. For details, call Joint Commission Resources Customer Service, (877) 223-6866. The Essentials seminar is also available via live or archived streaming video.



New pulse oximetry FAQ

A recent [frequently asked question](#) on The Joint Commission Web site addresses

when a physician or licensed independent practitioner's order is required for the use of a pulse oximeter. For example, in home health as part of a regular nursing assessment, an order is not required to use a pulse oximeter. Please note that for medicare certified agencies, pulse oximetry must be

included on the Plan of Treatment (485). For medical equipment organizations an order is also not needed as part of the assessment; however, an order is required when titrating oxygen for use with an oxygen conserving device. In this case, it is the titration of oxygen and not the use of the oximeter itself that drives the need for an order. For more information, contact the Standards Interpretation Unit. at (630) 792-5900, or via the [online form](#).

2010 standards posted

The Joint Commission has posted pre-publication versions of the 2010 [home care standards](#) on its Web site. These standards will remain posted at least through December 1, when the print manuals are delivered to accredited

organizations, and the E-dition is updated. Home care organizations should direct questions to the Standards Interpretation Group at (630) 792-5900, or via the [online form](#).

An interview with Suzanne Delaney – new home care field director

My job responsibilities: Provide knowledge and oversight to home care surveyors. I'm also involved in the strategic development of the goals of the home care program.

Why I came to The Joint Commission: It symbolizes safety and quality health care for patients and offers standards that contribute to excellent patient care.

Previous experience: Eighteen years of home care and hospice experience as a senior health services executive, including managing large health care teams. The members of these teams became successful independent leaders who confidently provided excellent customer service.

What excites me about working with home care surveyors: They represent the face of The Joint Commission.

Great surveyors: Use their knowledge

and expertise to provide organizations with a rich survey experience that can contribute to better patient outcomes. That's what it's all about.

A successful survey experience for our home care customers: One that inspires the organization to maintain its quality efforts.

What I've observed so far: Employees who are committed to ensuring that safe quality health care practices and standards are in place.



Suzanne K. Delaney, R.N., M.S.H.S.A., Field Director, Surveyor Management and Development, Division of Accreditation and Certification Operations

Revised 2010 NPSGs

The Joint Commission has revised the 2010 National Patient Safety Goals and some changes are effective immediately. The changes were made partly in response to concerns from the field about the resources needed to comply with NPSGs that have become more specific and detailed over time. For the remainder of 2009, during the on-site survey, surveyors will not evaluate compliance with the requirements that have been deleted.

On January 1, 2010, organizations will be expected to have fully implemented the requirements related to health care-associated infections (which were established with the 2009 NPSGs). The [pre-publication version of the 2010 NPSGs, outlines and chapters](#) for home care organizations is available on the Web site. View the Change and Program Applicability table in the September 9 issue of [Joint Commission Online](#).

2009 home care standards, EPs and Service Applicability Grids

Inaccurate service applicability grids were included in the 2009 Update 1 for the *Comprehensive Accreditation Manual for Home Care* (CAMHC). Accurate [service applicability grids](#) for all 2009 home care standards and elements of performance are now posted on The Joint Commission Web site. Please note that the inaccurate service applicability grids appeared only in the

hard copy Update 1 to the 2009 CAMHC. The Periodic Performance Review, E-edition, AMP (Accreditation Manager Plus), and surveyor laptops were NOT affected and have always contained the accurate applicability information. The posted home care standards, elements of performance, and applicability grids are in effect through December 31, 2009.

TakeNote

CTH tackles safety and quality problems

The [Joint Commission Center for Transforming Healthcare](#) launched 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. 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.

H1N1 info for home care

View AHRQ's report on home care during an influenza pandemic at <http://www.flu.gov/professional/hospital/homehealth.html#AppendixAAHROHomeHealthCareinPandemicInfluenzaExpertPanelParticipants>.

Hit the links

Physicians Practice recently listed these patient-friendly Web sites:

- American Diabetes Association, www.diabetes.org
- American Heart Association's patient portal, www.hearthumb.org
- www.drugs.com, provides a drug interactions checker and pill wizard

View the full article:

www.physicianspractice.com/index/fuseaction/articles.details/articleid/1300.htm.

Contact us

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