

HEALTH CENTERS' MOST CHALLENGING STANDARDS/NPSGs/APRs **2008**

Joint Commission Ambulatory Care Standards Generating FINDINGS in ~20%+ CHCs Surveyed*
[Standard/Element of Performance from 2008 CAMAC with cross-reference to 2009 CAMAC]

['08: ORGANIZATION-FOCUSED FUNCTIONS]

ENVIRONMENT OF CARE:

- Medical equipment is maintained, tested, and inspected. [‘08:EC.6.20/EPs #2 & 5; ‘09:EC.2.4.3/EPs #1 (perform medical equipment check before initial use) & #4 (document testing and maintenance of sterilizers)]

HUMAN RESOURCES:

- Staff qualifications are consistent with job responsibilities. [‘08:HR.1.20/EP#3; ‘09:HR.1.2.5/EP #1 (when law/regulation require a license, certification, or registration, verify/document credentials with primary source when hired and credentials renewed)]
- There is a process for ensuring the competence of all practitioners permitted by law and the organization to practice independently. [‘08:HR.4.10/EP#7; ‘09:HR.2.1.3(credentialing process)]
- Individuals permitted by law and the org to practice independently are granted clinical privileges. [‘08:HR.4.20/EPs#3&6; ‘09:HR.2.1.3/EPs #16 (query NPDB), #24 (notify LIP in writing)]

INFORMATION MANAGEMENT

- Standardize a list of abbreviations, acronyms and symbols that are not to be used throughout the organization. [‘08:IM.3.10/EP#2 & NPSG 2B; ‘09:NPSG.2.2.1]

['08: PATIENT-FOCUSED FUNCTIONS]

INFECTION CONTROL

- Comply with current CHC/WHO hand hygiene guidelines. [‘08:IC.4.10/EP#2; ‘09: NPSG.7.1.1]

PROVISION OF CARE:

- Pain is assessed (“when warranted by the patient’s condition”). [‘08:PC.8.10/EP#5; ‘09:1.2.7 (use methods to assess pain that are consistent with patient’s age/condition/ability to understand)]
- Operative or other procedures... are planned. [‘08:PC.13.20/EP #9; ‘09:Universal Protocol.1.3.1 (conduct & document time-out, following specific steps, immediately prior to starting procedures)]

MEDICATION MANAGEMENT

- Medications are properly and safely stored. [‘08:MM.2.20/EPs#2&7; ‘09:MM.3.1.1/EPs #2 (store meds per mfgs' recs); #8 (remove expired/damaged/contaminated meds & store them separately)]
- Emergency medications/supplies are available, controlled, & secured. [‘08:MM.2.30/EP #4; ‘09: MM.3.1.3/EP6 (when emergency meds/supplies are used, replace them as soon as possible to maintain a full stock)]
- Accurately/completely reconcile meds across the continuum of care. [‘08:NPSG 8B; ‘09:NPSG.8.3.1 (provide list to patient when leave org's care)]

OTHER NATIONAL PATIENT SAFETY GOALS (NPSGs)

- Measure/assess/improve timeliness of reporting critical test, and critical results/values. [‘08:NPSG 2C; ‘09:NPSG.2.3.1 (define tests/values, define turn-around time between order & reporting, assess data, improve, and measure effectiveness)]

*Not listed: PI.3.20 (because standard deleted in '09); LD.1.30 (see separate BPHC-specific list of findings)