

Joint Commission's Ambulatory *Audio Advisor*

**A Complimentary Conference Call series
provided for Ambulatory Care organizations
and Office-Based Surgery practices seeking
Joint Commission Accreditation
*for the first time.***

Audio Advisor

Today's Subject: **Patient Safety – A Priority** ***National Patient Safety Goals (NPSGs)***

Faculty:

- Patti Zidlicky, RN, MBA – Director, International Center for Patient Safety

Moderator:

- Mike Dye, MPH – Senior Associate Director, Business Development Ambulatory Care & Office-Based Surgery

Audio Advisor

We'll Address:

- Joint Commission's Mission
- NPSGs – Historical Perspective
- Relationship to Sentinel Event Alerts
- NPSGs 2007 - by the Numbers!

Ambulatory Settings Impacted:

- Surgical, Primary Care, Diagnostic/Therapeutic

Audio Advisor

Joint Commission's Mission

“To continuously improve the safety and quality of care provided to the public through the provision of healthcare accreditation and related services that support performance improvement in healthcare organizations.”

Audio Advisor

Sentinel Events & NPSGs – A Historical Perspective

Sentinel Events established Jan. 1996 with intent to:

- **Positively impact and improve patient care**
- **Focus attention on underlying causes**
- **Increase general knowledge about sentinel event causes seeking to encourage preventative activity**
- **Maintain public confidence in accreditation process**

Audio Advisor

Sentinel Events & NPSGs – A Historical Perspective (cont.)

- Goals & Requirements selected by Joint Commission Sentinel Event Advisory Group (SEAG)
- SEAG composed of nationally recognized **patient safety experts**
- SEAG identifies and recommends NPSGs
- SEAG assesses proposed NPSGs for **practicality** and **cost of implementation**
- SEAG chooses NPSGs from topics published in Sentinel Event Alert
- Goals & Requirements published each year **at mid-year**
- **AHC-specific NPSGs (8)** derived from Joint Commission total (13)

Audio Advisor

2007 AHC-Specific NPSGs

- AHC-specific Goals and Requirements replace NPSGs not relevant to AHC settings and patient populations
- 1500 responses from AHC experts & accredited AHC customers
- SEAG considered field input, made recommendations
- 2007 Goals approved June 2006 by Joint Commission Board of Commissioners

Note: Out-of-sequence numbering of NPSGs is a result of program-specific non-applicability and/or retiring of certain NPSGs.

Audio Advisor

2007 AHC-Specific NPSGs

Goal 1. Improve accuracy of patient identification

Goal 2. Improve effectiveness of communication among caregivers

Goal 3. Improve safety of using medications

Goal 7. Reduce risk of health care-associated infections

Goal 8. Accurately and completely reconcile medication across continuum of care

Goal 11. Reduce risk of surgical fires

Goal 13. Encourage patients active involvement in their own care as a patient safety strategy

Universal Protocol: The organization fulfills expectations set forth in Universal Protocol (prevent wrong site, wrong person, wrong procedure surgery)

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

***Goal 1.** Improve the accuracy of patient identification.*

Requirement 1A. Use at least two patient identifiers (neither to be the patient's room number) whenever administering medications or blood products; taking blood samples and other specimens for clinical testing, or providing any other treatments or procedures.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

Goal 2. Improve effectiveness of communication among caregivers.

Requirement 2A. For verbal or telephone orders or for telephonic reporting of critical test results, verify the complete order or test result by having the person receiving the order or test result "read-back" the complete order or test result.

Requirement 2B. Standardize a list of abbreviations, acronyms and symbols that are not to be used throughout the organization.

Requirement 2C. Measure, assess and, if appropriate, take action to improve the timeliness of reporting, and the timeliness of receipt by the responsible licensed caregiver, of critical test results and values.

Requirement 2E. Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

Goal 3. Improve the safety of using medications.

Requirement 3B. Standardize and limit the number of drug concentrations available in the organization.

Requirement 3C. Identify and, at a minimum, annually review a list of look-alike/sound-alike drugs used in the organization, and take action to prevent errors involving the interchange of these drugs.

Requirement 3D. Label all medications, medication containers (e.g., syringes, medicine cups, basins), or other solutions on and off the sterile field in perioperative and other procedural settings.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

Goal 7. Reduce risk of health care-associated infections.

Requirement 7A. Comply with current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines.

Requirement 7B. Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function associated with a health care-associated infection.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

***Goal 8.** Accurately and completely reconcile medications across the continuum of care.*

Requirement 8A. Implement a process for obtaining and documenting a complete list of the patient's current medications upon the patient's admission to the organization and with the involvement of the patient. This process includes a comparison of the medications the organization provides to those on the list.

Requirement 8B. A complete list of the patient's medications is communicated to the next provider of service when a patient is referred or transferred to another setting, service, practitioner or level of care within or outside the organization.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

Goal 11. Reduce the risk of surgical fires.

Requirement 11A. Educate staff, including operating licensed independent practitioners and anesthesia providers, on how to control heat sources and manage fuels, and establish guidelines to minimize oxygen concentration under drapes.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

***Goal 13.** Encourage patients' active involvement in their own care as a patient safety strategy.*

Requirement 13A. Define and communicate the means for patients and their families to report their concerns about safety and encourage them to do so.

Audio Advisor

2007 AHC/OBS NPSGs & Requirements

***Universal Protocol 1.** The organization fulfills the expectations set forth in the Universal Protocol.*

Requirement 1A. Conduct a pre-operative verification process as described in the Universal Protocol.

Requirement 1B. Mark the operative site as described in the Universal Protocol.

Requirement 1C. Conduct a “time out” immediately before starting the procedure as described in the Universal Protocol.

Audio Advisor

Surveying NPSGs & Requirements

- Goals apply to Initials, Resurveys and For-Cause surveys
- AHC and OBS organizations are responsible for *ALL* applicable Goals/Requirements
- Surveyors evaluate actual performance, not just intent
- Failure to comply with 1 or more Requirement of Goal results in “Requirement for Improvement”
- *Note - Goal 4 Requirements in Universal Protocol and are scored there*

Audio Advisor

NPSGs - Looking Forward to 2008

Potential Future Goals Pending Further Research

- Health Care Worker Fatigue
- Patient ID Bands
- Specific High-Alert Medications (anticoagulants, insulin & narcotics)
- Rapid Response Teams

Audio Advisor

Why Joint Commission Accreditation?

- Strengthens Patient Safety and Patient Care Efforts
- Provides Solid Structure for Facility Risk Management & Performance Improvement
- Demonstrates to Local, State & Federal Authorities Your Facility Meets the Nations' Highest Standards for Healthcare
- Deemed Status Option for ASCs Meets or Exceeds Medicare Certification Requirements
- Satisfies Many Managed Care Contract Expectations
- Encourages Community Confidence and Credibility
- Surveyors are Joint Commission Employees, plus are Regularly Trained and Certified as Experts in Their Specialty

Audio Advisor

Your Turn!

We look forward to Your Questions

Additional Resource:

Link to AHC-Specific NPSGs

http://www.jcaho.org/accredited+organizations/patient+safety/07_npsg/07_npsg_amb_obs.htm

Audio Advisor

If You're Interested in Achieving Ambulatory or Office-Based Surgery Accreditation *We're Eager to Hear From You!*

- **Michael Kulczycki, Executive Director**
P. 630.792.5290 / mkulczycki@jcaho.org
- **Mike Dye, Associate Director**
P. 630.792.5259 / mdye@jcaho.org

For Questions Regarding NPSGs & Standards Interpretation:

- **Standards Interpretation Group (SIG): p. 630.792.5900**