In this issue

Joint Commission leaders in JAMA: Taking a new approach to quality and safety improvement

The Joint Commission selected as accreditor for U.S. Air Force ambulatory health care facilities

Hospitals need to update E-App by September 1 to ensure correct info for Top Performer program

New AHRQ YouTube channel features patient safety videos

New on the Web

Quality and safety

Joint Commission leaders in JAMA: Taking a new approach to quality and safety improvement

In the May 12 issue of the Journal of the American Medical Association (JAMA), a Viewpoint co-authored by The Joint Commission’s president and CEO, Mark R. Chassin, MD, FACP, MPP, MPH, and executive vice president for Healthcare Quality Evaluation, David W. Baker, MD, MPH, calls on physicians to acquire the skills necessary to become leaders for quality improvement and safety in an increasingly complex health care environment.

The Viewpoint, “Aiming Higher to Enhance Professionalism: Beyond Accreditation and Certification,” is part of a JAMA theme issue on the topic of governance and professionalism in medicine. In the column, Drs. Chassin and Baker note that medicine has too often tolerated problematic behaviors and is viewed by some stakeholders as failing to address issues such as poor quality of care and safety, lack of access to health care, and the high cost of care. This persistent behavior is now drawing threats to medicine’s self-governance from government officials, private organizations that purport to judge quality, and consumers demanding more accountability. The best way to mitigate those threats, according to the column, is to place physicians at the forefront of health system efforts to improve.

“Physicians could make a much stronger case for continued self-governance if they took a more visible and vigorous leadership role in efforts that led to major improvements in the quality and safety of patient care,” Drs. Chassin and Baker wrote. “In the past, it might have been enough for individual physicians to work hard and provide care to patients to the best of their ability. Medicine was far more art than science. However, health care today is too complex for a single physician’s isolated efforts to be successful. Systems of care are necessary to achieve the highest levels of safety and quality.” Read the full Viewpoint, or listen to Dr. Chassin’s recorded JAMA Author Reading.

Accreditation

The Joint Commission selected as accreditor for U.S. Air Force ambulatory health care facilities

The Joint Commission has been selected as the official accrediting organization for U.S. Air Force ambulatory health care facilities, effective July 2015 through December 2019. The recognition will impact more than 8 million service members and their families who receive health care at one of the Air Force’s 62 ambulatory facilities worldwide. “We are excited to work closely with the U.S. Air Force over the next four years to accredit its ambulatory health care facilities and provide these locations with the processes, tools and resources needed to improve operations and assist with risk management and risk reduction,” said Mark Albrecht, R.N., M.S.N., director, Government Programs, Accreditation and Certification Operations, The Joint Commission. “We commend the Air Force for its commitment to patient safety and high quality care for those who serve our country.” For more information, visit The Joint Commission’s Ambulatory Health Care Accreditation program Web page. (Contact: Mark Albrecht, malbrecht@jointcommission.org)
Hospitals need to update E-App by September 1 to ensure correct info for Top Performer program

Hospitals should make sure that the information in their E-App (electronic application) is correct by **September 1, 2015**. The Joint Commission uses E-App information for its Top Performer on Key Quality Measures® program, which recognizes accredited hospitals that attain excellence on accountability measure performance. The recognition occurs in the fall of each year and coincides with the publication of The Joint Commission’s “America’s Hospitals: Improving Quality and Safety” annual report. Each Top Performer hospital is listed by name in the report, notified by email, and mailed a package that includes a certificate of recognition and publicity kit. Incorrect E-App information can delay notification and result in an incorrect name being printed in the annual report and on the certificate.

It is important that the following information be correct in the E-App:

- **Legal name:** Check for punctuation and capitalization errors in the hospital’s legal name.
- **Address:** The package cannot be delivered to a P.O. Box, so make sure the street address is correct.
- **CEO-level and accreditation contacts:** These contacts are notified by email, and the package is mailed to the CEO-level contact.
- **Hospitals that are part of a corporation need to verify that their corporate affiliation is correct, as well as the primary owner contact. The corporate-level contact will be sent a corporate recognition package, including a certificate of recognition.

(Contact: Top Performer Program, topperformersprogram@jointcommission.org)

**Resources**

**New AHRQ YouTube channel features patient safety videos**

A new Patient Safety Channel from the Agency for Healthcare Research and Quality (AHRQ) on YouTube features videos of evidence-based training programs used by U.S. hospitals to improve care quality through effective communications and teamwork. The new channel includes nearly 50 videos that describe key elements of the Comprehensive Unit-based Safety Toolkit (CUSP), a patient-safety protocol used successfully by hospital intensive care units to reduce potentially deadly healthcare-acquired infections. The Patient Safety Channel also includes more than 50 videos on TeamSTEPPS®, a patient-safety protocol developed by AHRQ and the Department of Defense that lowers the risk of adverse events through better communications and teamwork skills. Both training programs can be customized to the individual training needs of hospitals, hospital units, and clinicians.

**New on the Web**

- **The View From The Joint Commission - Happy Hospital Week! Read our newest blog and receive our thanks and a guarantee!** It’s National Hospital Week again; the week many hospitals celebrate and highlight the achievements of their staff. It’s seven important days of recognition that carry over to the remaining 358 days of the year.
- **Ambulatory Buzz - Defying those challenging ambulatory care standards!** Reach for resources that can help.
- **The Joint Commission and NCQA: A Comparison of PCMH Requirements for Ambulatory Care Organizations - 2014** – Comparison of the National Committee for Quality Assurance (NCQA) 2014 Medical Home Recognition to 2014 Joint Commission Primary Care Medical Home Certification for Ambulatory Care Organizations.

Learn more about Joint Commission Resources® offerings online or call 877-223-6866.