

# Spotlight on Success

Crystal Run Ambulatory  
Surgery Center



**Crystal Run Ambulatory Surgery Center boosted efficiencies, strengthened communication, and enhanced patient safety with Joint Commission accreditation.**

*Crystal Run Ambulatory Surgery Center uses their Joint Commission accreditation to better protect their patients and promote their commitment to quality and safety with employees, referral bodies, and insurance payors. Joint Commission accreditation develops a collaborative experience centered on the care of the patients in the community.*

**Q: In what ways does your accreditation impact the business side of your organization?**

**A:** Accreditation has allowed us to attract and retain top talent due to the high level of quality our surgery center offers. We use accreditation to strengthen our brand and promote our commitment to continuous improvement and safety culture.

Referral bodies that are also accredited by The Joint Commission know we are held to the same standards, we speak the same language and share the same goals. They know the patients they refer or transition to us will be at an ambulatory health care facility that focuses on providing safe, quality care for its patients.

Accreditation provides the opportunity to bring procedures to an ASC setting which, like accredited hospitals, meets Joint Commission standards but can provide services at a more cost-effective rate for payors. Patients come here to receive a higher level of care without having to spend more time in a hospital and risk hospital-acquired conditions. Joint Commission accreditation gives us a powerful bargaining chip that helps our organization, insurance payors, and health care consumers.

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“Joint Commission surveys help us find gaps in our processes that could have led to patient harm, had we not intervened and further improved our organization.”

**Raquel Rios Ortiz**

Administrator, Crystal Run  
Ambulatory Surgery Center  
of Middletown

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**Q: How does Joint Commission accreditation keep your business going during unexpected crises?**

**A:** We suffered a leak in our sterile processing room located in our OR. Anyone who runs an ambulatory surgery center knows that prolonged closure can have a dramatic impact on your bottom line. Due to our strict infection control management processes created during our Joint Commission accreditation preparation, we were only closed for one day and returned to work with an amended patient work flow that allowed us to keep serving patients without putting them at risk. Having these comprehensive management processes benefits our business and our patients without sacrificing the needs of either.

**Q: How does Joint Commission accreditation and the Joint Commission survey process impact the culture of your organization?**

**A:** The Joint Commission preparation and survey process encourages engagement from every part of our organization. Survey preparation belongs to all of us, and it engages us to always do the right thing for our patients.

All employees at our organization feel empowered to bring to light patient safety concerns, which automatically makes our patients safer. We don't view survey preparation as daunting, we see it as an everyday activity that constantly puts our patients first. We are always happy to open our doors to surveyors, who just want to make our organization even better.

The first thing patients see when they walk through the door is our Gold Seal. We encourage them to understand the standards we uphold from The Joint Commission. We want our patients to know that we are held to a higher standard and that they should expect excellent care.

**RESULTS**



**EMPOWERED PATIENTS**

Patients come here to receive a higher level of care without having to spend more time in a hospital and risk hospital-acquired infections.



**IMPROVED PROCESSES**

We utilize The Joint Commission's Leading Practice Library to find new tools and procedures to improve the way we work on a daily basis.



**ENHANCED TEAMWORK**

Survey preparation belongs to all of us, and it engages us to always do the right thing for our patients.

**For more information on Joint Commission Ambulatory Health Care Accreditation, please call (630) 792-5286.**

