Q&A With The Joint Commission
Navigating the Most Common First Survey Challenges

Ambulatory Accreditation

September 29, 2021
Standards Questions
Are the National Safety Goals something we’ll get new every year? I’m not clear if this is part of the standards or in addition to what we have to do for our first survey.
Pre-Submitted Questions

What are the most common noncompliance citings for ambulatory care sites?

Top 10 standards scored
Survey Process
With so many of the citations being related to infection control, who will be reviewing our ASC during the survey? Is it an MD or RN?
Our facility is very small, what staff do we need to have on hand when we are going through the survey?
Pre-Submitted Questions

Due to the pandemic will the surveyor’s focus be different than a normal survey?
What will be the most important item a surveyor will want to see with COVID compliance?
How is the survey different from inpatient versus outpatient?
Pre-Submitted Questions

Why are items that are corrected on the day of surgery still included in the report? Wording the POC is a challenge when this occurs and not really beneficial for the organization.
Environment of Care
What are the eye wash station infection control requirements?
Pre-Submitted Questions

We are having issues with finding anything concrete in The Joint Commission standards on storage height. Is there anything that requires storage items to be below 18 inches when stored for fire safety?
When the surveyors come by to check the facility will they ask random staff about building emergency plans or is that handled by our accreditation person in the Center?
Are there specific standards related to safety inside the building?
Do we have to have someone on site who knows specifically what all building codes are?
Infection Control
What is your recommendation for assessing the need for a water management plan in an ambulatory care center with no overnight stays? Recommendations on implementation?

**Resource:** CDC: Reduce Risk from Water
https://www.cdc.gov/hai/prevent/environment/water.html
Because of the pandemic, does The Joint Commission have specific COVID IC standards?
Is the use of cleaning verification products and visual inspection under lighted magnification required during endoscope reprocessing?
Account Operations
Pre-Submitted Questions

Have in person surveys started?
Pre-Submitted Questions

What is the current time frame for initial site surveys from the time a request is made?
If your organization had a two-day virtual Joint Commission survey in January - estimated time frame for on-site visit?
Pre-Submitted Questions

How far in advance do we know we will have a survey?
Pre-Submitted Questions

Are the ambulatory care standards applicable to free-standing ambulatory care sites that are under the hospital's CCN number?
How do I add my colleagues to our extranet site?
Continuous Resources:

Key Example: The Heads Up Report
How to identify potential problems in your organization

What is a medication management system?

We have many ways to help you identify potential problems in your organization.

1. How do we track medication orders?
2. How do we track medication orders?
3. How do we track medication orders?
4. How do we track medication orders?
5. How do we track medication orders?

Sample survey observations (from survey notes) and contributing factors:

- In 2006, a medical records review revealed that 20% of patients received medications that were not ordered by the attending physician.
- In 2007, a medication error occurred due to a misinterpretation of the medication order.
- In 2008, a patient received a medication that was not ordered.
- In 2009, a medication order was not filled due to a communication error.

Potential contributing factors:

- Lack of training or education regarding protocols for safe medication practices.
- Policy or procedures that do not address appropriate use of medications.
- Staff or ordering practices that do not follow policies or protocols to prevent medication errors.

References and procedures:

- How do we track medication orders?
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Supporting information:

- A MEDICATION ALERT (The Joint Commission) FAQ on therapy related to medication orders.
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Resources available for your organization on your extranet site

Joint Commission’s Standards Interpretation Group
http://web.jointcommission.org/sigsubmission/sigquestionform.aspx
Time for additional questions
Thank you!