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Top Ten Ambulatory Health Care Patient Safety and Quality Challenges

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#1 - IC.02.02.01: Reduce risks of infection associated with medical equipment, devices, and supplies

- **EP 1:** Cleaning and low-level disinfection of medical equipment
- **EP 2:** Intermediate and high-level disinfection and sterilization of medical equipment, devices, and supplies

IC.02.02.01: Compliance tips and strategies include:

- ✓ Review manufacturers' guidelines – sterilizer, U/S cleaner operation, QC, disinfectant/cleaning products
- ✓ Evaluate clean/dirty workflow, storage, activities
- ✓ Review sterilization processes—biological indicators, time, temp & pressure, hinged instruments, storage, peel pack prep, integrity
- ✓ Observes transport of dirty instruments, cleaning at POC
- ✓ Check for outdated supplies – conduct monthly inspections, check rarely used trays and carts, know all storage locations

2 – LS.03.01.10: Building and fire features designed and maintained to minimize the effects of fire, smoke, and heat

- **EP 7:** Fire-rated doors must have functioning hardware, (e.g. self-closing devices), gap requirements, no blocking or wedging open
- **EP 9:** Spaces around penetrations in fire-rated walls and floors must be filled with approved fire-rated material

LS.03.01.10: Compliance tips and strategies include:

- ✓ Check doors for functioning hardware, including positive latching devices, self-closing or automatic closing devices
- ✓ Check for gaps between door pairs – max $\frac{1}{8}$ " wide, door bottom gaps max $\frac{3}{4}$ "
- ✓ Observe for blocking or wedging open of fire-rated doors
- ✓ Monitor to ensure no decorations or covers, except informational signage
- ✓ Fire doors: educate staff, check P&P, monitor compliance
- ✓ Inspect spaces around pipes, conduit, cables - must use approved fire-rated sealants

#3 - HR.02.01.03: Grants initial, renewed, or revised clinical privileges

- **EP 1:** Process to grant or deny initial, renewed, or revised privileges
- **EP 10:** Written statement attesting that no health problems exist that would impact ability to perform requested privileges
- **EP 21:** Granting initial, renewed, or revised privileges for no longer than a 2-year timeframe

HR.02.01.03: Compliance tips and strategies include:

- ✓ Designate a point person – *detail oriented*
- ✓ Establish process for primary source verification and granting of privileges
- ✓ Monitor timeframes for review and renewal of privileges-
calendar or computer prompts
- ✓ Obtain a written health attestation from all applicants

#4 – IC.02.01.01: Implements infection prevention and control activities

- **EP 1:** The organization implements its planned infection prevention and control activities and practices, including surveillance, to reduce the risk of infection
- **EP 2:** The organization uses standard precautions, including the use of personal protective equipment, to reduce the risk of infection.

IC.02.01.01: Compliance tips and strategies include:

- ✓ Assess use of PPE, do spots checks, observe practices - gowns, donning gloves, face shields
- ✓ Determine which evidence-based IC guidelines are followed? Educate staff ,ensure they are available to staff, and verify staff knowledge and compliance
- ✓ Review your IC-related policies
- ✓ Conduct IC rounds, monitor compliance, ask staff **why** **& how** compliance supports infection prevention and control

#5 – MM.03.01.01: Safely stores medications

- **EP 2:** Medication stored per manufacturers' recommendations
- **EP 3:** Controlled/scheduled medication stored in accord with law & regulation
- **EP 6:** Prevents access to medication by unauthorized individuals
- **EP 7:** Medication and components used for their prep are labeled
- **EP 8:** Expired, damaged, or contaminated medication are segregated from those available for administration
- **EP 9:** Precautions for concentrated electrolytes

MM.03.01.01: Compliance tips and strategies include:

- ✓ Check medication refrigerators/freezers— check for incomplete logs
- ✓ Review process for responding to power outages when closed? How long can the meds still be used?
- ✓ How long can refrigerated meds be kept at room temperature?
- ✓ Educate staff on the process for follow-up when medication fridge temperatures are out of range
- ✓ Checklist/process to check for expired medication
- ✓ Check rarely used emergency trays, carts, & procedure trays for outdated medication
- ✓ Review access to medication, keys/codes secure?

#6 – EC.02.03.05: Maintains fire safety equipment and fire safety building features

EPs 1-28:

- Testing of fire safety devices on inventory
- Heat detectors, fire alarm boxes
- Visual and audible fire alarms, including speakers and door releases
- Ability to notify off-site fire responders
- Automatic sprinkler systems tests
- Portable fire extinguisher maintenance & inspection
- Fire door assemblies –testing, inspection
- Documentation of maintenance activities, testing, and inspections performed

EC.02.03.05: Compliance tips and strategies include:

- ✓ Use a checklist to capture all fire safety devices and building features and their associated timeframes for testing, (e.g. monthly, quarterly, every 6 or 12 months)
- ✓ Conduct regular environmental rounds and review of EC logs to assess compliance
- ✓ Review documentation of inspections and testing to ensure all required detail is included

7 - EC.02.02.01: Manages risks related to hazardous materials and waste

- **EP 1:** Written and current inventory of hazardous materials and waste, used, stored, or generated

Compliance tips and strategies include:

- ✓ Develop a complete and current inventory
- ✓ Include items that are addressed by law & regulation (e.g. NFPA, EPA, NRC)
- ✓ Periodically review inventory and update it as needed

#8 – EC.02.05.07: Inspects, tests, and maintains emergency power systems

- **EP 4:** Weekly inspection of the emergency power supply system
- **EPs 5 & 6:** Emergency generator testing

EC.02.05.07: Compliance tips and strategies include:

- ✓ Conduct weekly inspections of the emergency power supply system
- ✓ Inspections must include generator, batteries, and auxiliaries, such as cooling system, exhaust, fuel oil, controls, and alarms
- ✓ Document dates of inspections and their results
- ✓ Monthly generator testing for at least 30 continuous minutes-cool down period not included – specific testing guidance for diesel vs non-diesel powered generators

#9 – EC.02.05.01: Manages risks associated with it's utility systems

EP 4: Identify the activities and frequencies for maintaining, inspecting, and testing for all operating components of utility systems. Deemed ASCs must follow manufacturers' recommendation or other federal or state requirements.

Compliance tip/strategy:

- ✓ Retain all manuals for all equipment that requires periodic maintenance
- ✓ Develop a maintenance schedule, monitor compliance



#10 – EC.02.04.03: Inspects, tests, and maintains medical equipment

- **EP 2:** The organization inspects, tests, and maintains all high-risk equipment. These activities are documented.
- **EP 4:** Performance testing of sterilizers
- **EP 19:** For deemed ASCs: Emergency equipment is maintained by qualified staff

EC.02.04.03: Compliance tips and strategies include:

- ✓ Develop an accurate and up-to-date medical equipment inventory
- ✓ Identify when inspections, testing, maintenance are needed
- ✓ Retain all medical equipment manuals
- ✓ Document inspections, testing, and maintenance – who performed it? when was it done? What were the results?
- ✓ Review documentation of inspections, testing, and maintenance – required details included?

Survey Activity Guide

2019 Guides:

- [2019 Survey Activity Guide All Accreditation Programs](#) -July Release
- [2019 Survey Activity Guide for Ambulatory Organizations](#) -July Release
- [2019 Survey Activity Guide for Nursing Care Center Organizations](#) -July Release
- [2019 Survey Activity Guide for Laboratory Organizations](#) -July Release

2018 Guides:

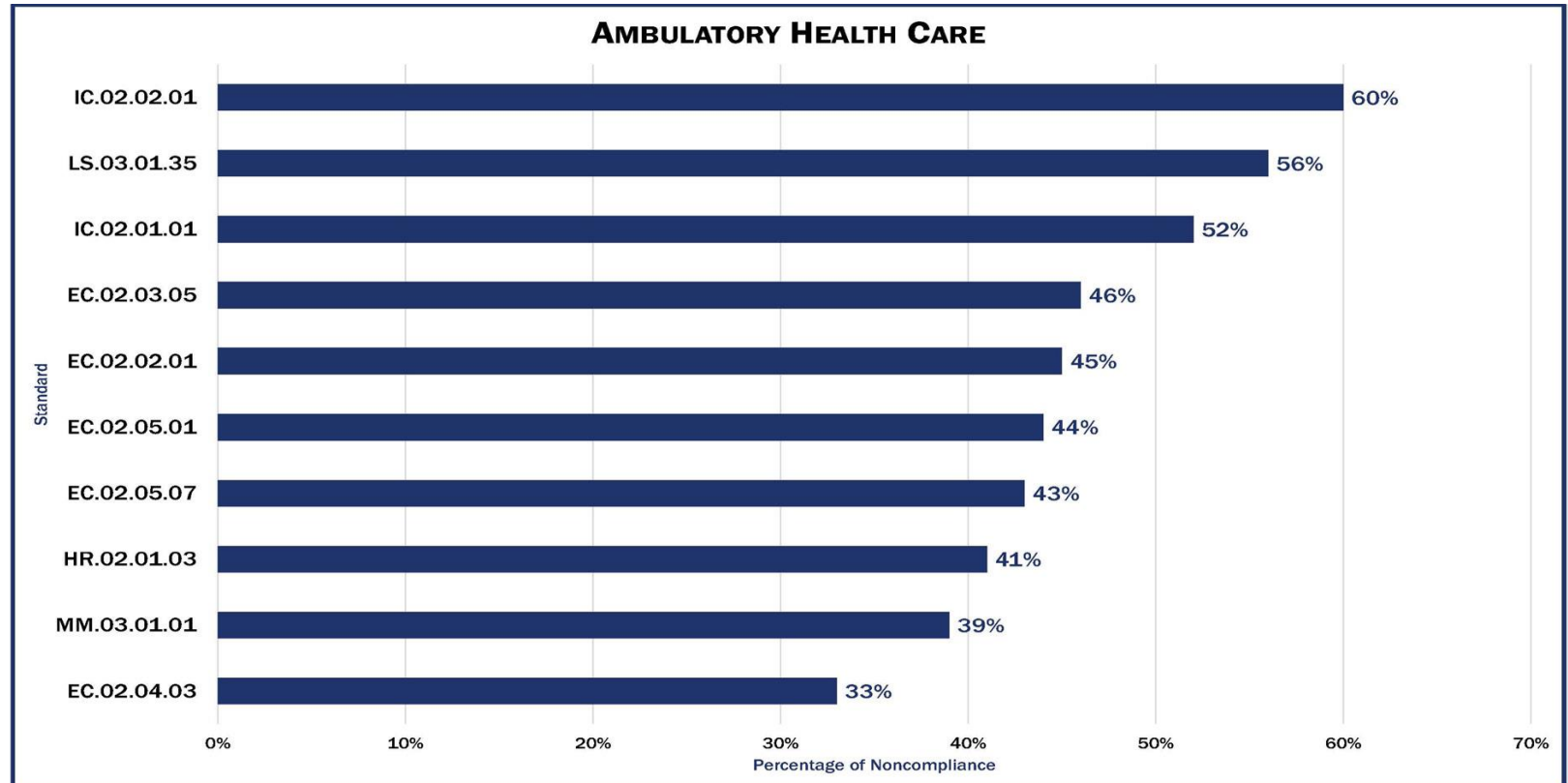
- [2018 Survey Activity Guide All Accreditation Programs](#) -June Release
- [2018 Survey Activity Guide for Ambulatory Organizations](#) -June Release
- [2018 Survey Activity Guide for Nursing Care Center Organizations](#)

Additional Resource

- [What Happens After Your Joint Commission Survey](#)
- [Life Safety & Environment of Care Document List and Review Tool](#)

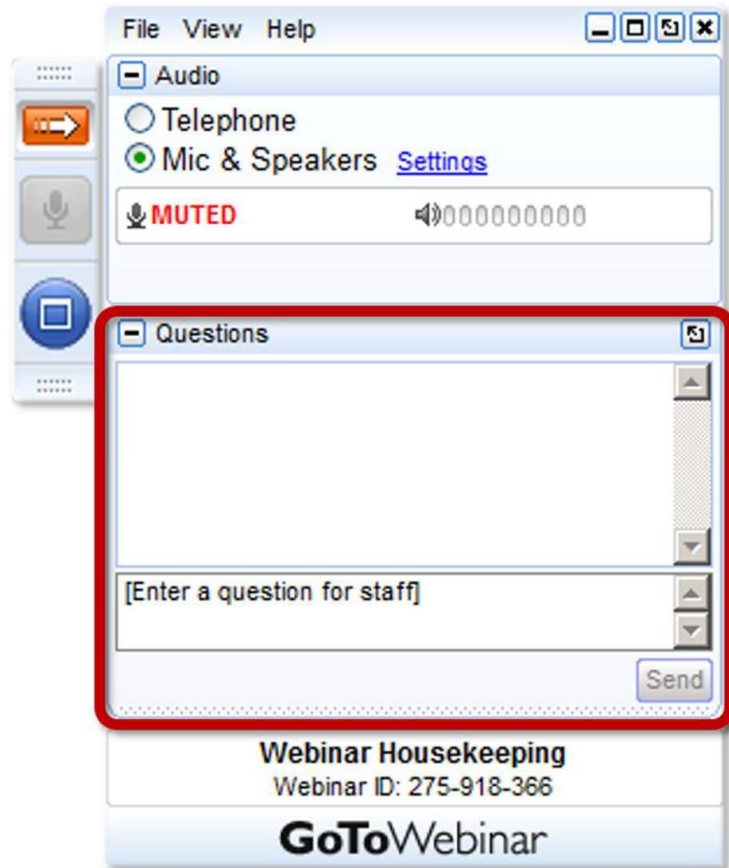


Top Non-compliance Data for Joint Commission Accreditation Programs from January 1, 2019, through June 30, 2019 *(Perspectives Sept 2019)*



Q&A

Time for your questions!



Attendee Participation

Please continue to submit your text questions and comments using the Questions Panel

Contact our Ambulatory Care Team

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Website: www.jointcommission.org/AHCProgram

Thank You!