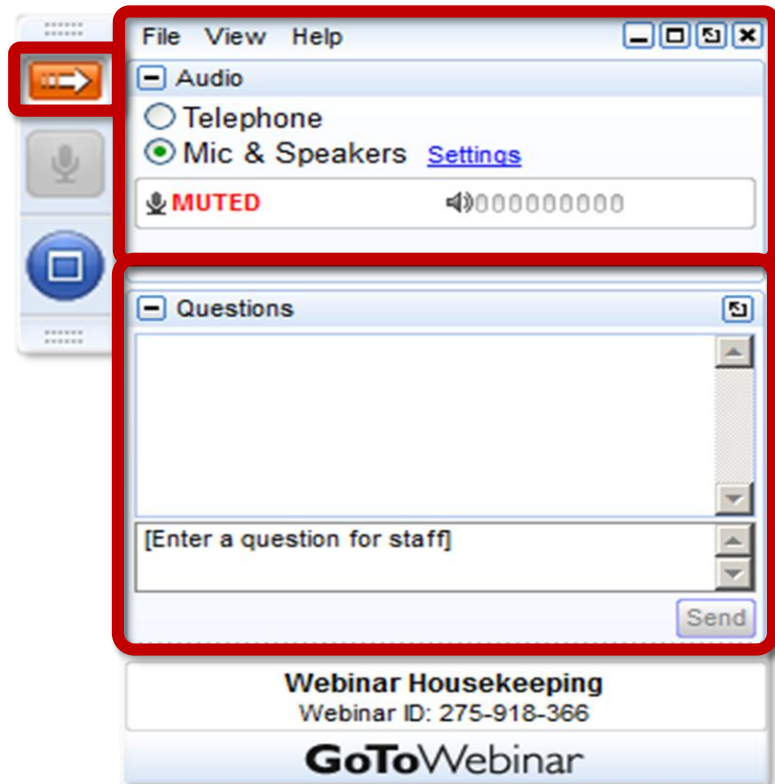


# How Joint Commission Accreditation Can Help Your Organization Identify Risk

August 27, 2019



# Webinar Housekeeping



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- **Note:** Today’s presentation is being recorded.

# How Joint Commission Accreditation Can Help Your Organization Identify Risk

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**Daniel Briggs, Business Development Manager-Laboratory, The Joint Commission**

August 27, 2019



# Overview of Today's Webinar

- The laboratory's role in Leading the Way to Zero Harm
- Challenges in identifying risk
- The SAFER Matrix and its role in the Joint Commission survey
- Recent top-cited standards
- Questions and answers

# How The Joint Commission Helps Identify Risk

# A New Challenge: Laboratory Role in Zero Harm

- The laboratory is part of the patient journey from admission to discharge
- Collaboration and integration with other services is a key component of identifying and reducing risk
- Tracer methodology is the RPI tool to identify gaps or risks in processes
- Mitigating risks helps us get to Zero Harm

# Challenges in Identifying Risks

Requires a **change in culture**:

- The Joint Commission helps to create a Culture of Safety environment
- Encourages transparency and speaking up
- Encourages a Just Culture

# More Challenges

- Requires leadership engagement
- Requires being process focused
- Requires a non-punitive environment



# Next Steps

- Create a Culture of Safety environment to **report** risks
- Use tracer methodology to **identify** risks
  - Tracer methodology follows a patient for each laboratory specialty from order to result including all related documentation
- Use the SAFER Matrix to **evaluate** risks

# Survey Analysis for Evaluating Risk<sup>TM</sup> (SAFER) Matrix

# The SAFER MATRIX

- Survey Analysis for Evaluating Risk™ (SAFER) Matrix
  - A transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys

# Survey Findings

## Survey Analysis for Evaluating Risk™ (SAFER) Matrix

- Identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- Provides one comprehensive visual of survey findings
- [www.jointcommission.org/topics/safer\\_matrix\\_resources.aspx](http://www.jointcommission.org/topics/safer_matrix_resources.aspx)

		<i>Immediate Threat to Life</i>		
		LIMITED	PATTERN	WIDESPREAD
Likelihood to Harm a Patient/Staff/Visitor	HIGH			
	MODERATE			
	LOW			

# Definitions

- **SAFER Matrix:**

- Shift from just counting observations to evaluating observations for likelihood to cause harm and for frequency

- **Likelihood to cause harm:**

- Low, moderate, high, immediate threat to life

- **Frequency:**

- Limited, widespread, pattern

# Likelihood to Cause Harm – Y axis

## – Low

- Occurrence of harm is rare
- Unlikely to directly contribute to harm
- Example – missing signatures

## – Moderate

- Occurrence of harm is possible
- Can cause harm as a contributing factor in the presence of special circumstances or additional failures
- Inadequate or missing competency assessment

# Likelihood to Cause Harm - 2

- High

- Occurrence of harm is likely
- Could directly lead to harm without the need for other significant circumstances or failures
- Example – failure to follow policy for blood administration

# Likelihood to Cause Harm - 3

- Immediate threat to life
  - Immediate risk
- May potentially have serious adverse effects on the health of the patient
- Example: Incorrect ISI or geometric mean values for INR calculation



# Frequency or Scope X-axis

- Limited:
  - Unique occurrence
  - An outlier, not representative of regular practice
- Pattern
  - Impact more than a limited number of patients
  - Process variation
- Widespread
  - Pervasive
  - Process failure

# Survey Analysis for Evaluation Risk

## SAFER Matrix

The Joint Commission's Survey Analysis for Evaluating Risk (SAFER™) Matrix™

		<b><i>Immediate Threat to Life</i></b> (a threat that represents immediate risk or may potentially have serious adverse effects on the health of the patient, resident, or individual served)		
Likelihood to Harm a Patient/Staff/Visitor	HIGH			
	MODERATE			
	LOW			
		LIMITED	PATTERN	WIDESPREAD

Scope

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# Next Steps

- Create a Culture of Safety environment to **report** risks
- Use Tracer Methodology to **identify** risks
- Use the SAFER Matrix to **evaluate** risks
- Follow up actions to **mitigate** risks

# Prioritized Follow-up Action

SAFER Matrix™ Placement	Required Follow-Up Activity
<p><u>HIGH/LIMITED,</u> <u>HIGH/PATTERN,</u> <u>HIGH/WIDESPREAD</u></p>	<ul style="list-style-type: none"> <li>• 60 day Evidence of Standards Compliance (ESC)</li> <li>• ESC will also include two additional areas surrounding Leadership Involvement and Preventive Analysis</li> <li>• Finding will be highlighted for potential review by surveyors on subsequent onsite surveys up to and including the next full survey or review</li> </ul>
<p><u>MODERATE /</u> <u>PATTERN,</u> <u>MODERATE/WIDESPREAD</u></p>	
<p><u>MODERATE / LIMITED,</u> <u>LOW / PATTERN,</u> <u>LOW / WIDESPREAD</u></p>	<ul style="list-style-type: none"> <li>• 60 day Evidence of Standards Compliance (ESC)</li> </ul>
<p><u>LOW/LIMITED</u></p>	

# Most Recent Frequently Cited Standards

# Top 15 Deficiencies and SAFER Placement for HARM

EP	Final- SAFER Placement
QSA.02.08.01 EP 2	Moderate
QSA.01.01.01 EP 6	Low
QSA.01.02.01 EP2	Moderate
QSA.01.03.01 EP 7	Low
HR.01.06.01 EP 20	Moderate
EC.02.04.03 EP 7	Low
HR.01.06.01 EP 18	Moderate
EC.02.04.03 EP 12	Low
DC.02.03.01 EP 2	Low
QSA.02.13.01 EP 6	Low
QSA.02.10.01 EP 16	Low
WT.01.01.01 EP 6	Moderate
HR.01.06.01 EP 3	Low
QSA.02.11.01 EP 7	Moderate
HR.01.06.01 EP 19	Moderate

# Conclusion

# Achieving Zero Harm

- More than accreditation
- The Joint Commission survey helps your organization to:
  - **Create** a Culture of Safety
  - **Identify** risks through RPI Tools
  - **Evaluate** risks through the SAFER Matrix
  - **Mitigate** risks through appropriate corrective and preventive actions
  - **Advance** on your journey to zero harm



It's time for you to let us  
know your questions

Type in your questions in  
the chat box

# Free educational event especially for laboratorians

- “ 2020 Vision for the Laboratory – An Education Event with The Joint Commission”
- November 12, 2019 at the Westin O’Hare, Rosemont, IL. (Reception the night before)
- Hear from Joint Commission surveyors, staff, and customers.
- Earn Continuing Education credits.
- Register at <https://go.jointcommission.org/laboratory-education-forum>

## Preview of conference agenda

- **Keynote presentation “2020 Vision for Laboratories”**
- **“Eyes on the Lab Director”** *Learn from one of our survey pathologists about how we look at pathology*
- **What Does a Surveyor Look For?** *Learn from a surveyor what she looks for during a survey*
- **Where Do We All Fall Down and How Do We Get Up?** *What do we see most frequently on survey that presents challenges to laboratories and how can we help labs meet these challenges?*
- **We All Want to Say Yes to No Mistakes** *Accredited to be better, not just pass a survey*
- **What’s on deck of Laboratory Accreditation?** *Learn more about less redundancies, tools to use, and how the program will continue to help laboratories better prepare for the future in a time of increased costs and decreasing reimbursement.*
- **Panel Discussion**

# How to contact us

[qualitylabs@jointcommission.org](mailto:qualitylabs@jointcommission.org)

- For initial questions
- Discuss eligibility and timeline
- Access to trial standards
- Request for an application
- Pricing estimate worksheet



Daniel Briggs  
Business Development Manager  
East



Sharon Hibbe  
Business Development Manager  
West

# Thank you for attending today's webinar!

For additional information, please contact us at:  
[qualitylabs@jointcommission.org](mailto:qualitylabs@jointcommission.org)

# Appendix

# Today's Speakers

- Barbara Schwarzer is a surveyor for the Joint Commission's Laboratory Accreditation Program**
- Daniel Briggs is a Business Development Manager for Laboratory Accreditation and Patient Blood Management Certification at The Joint Commission.**