What's New in 2023

New or revised content for 2023 is identified by underlined text in the activities noted below.

Changes effective January 1, 2023

Opening Conference and Orientation to the Program -- Added guidance related to the Safety Briefing which organizations are being asked to provide to reviewers beginning with certification reviews in January 2023.
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Disease Specific Care Certification

Organization Review Preparation

The purpose of this activity guide is to inform organizations about how to prepare for the Disease Specific Care onsite certification review, including:

- Identifying ways in which the organization can facilitate the onsite review process
- Describing logistical needs for the onsite review

Important Reading

The Certification Review Process Guide describes each activity of a Joint Commission onsite certification review. Organizations should read through each of the following activity descriptions, which include:

- The purpose of the activity
- Descriptions of what will happen during the session
- Discussion topics, if applicable
- Recommended participants
- Any materials required for the session

These descriptions can be shared organization-wide as appropriate.

Pre-Review Outreach

A Joint Commission account executive will contact your organization by phone or email shortly after receiving your application for certification. The purpose of this follow-up is to:

- Confirm information reported in the application for certification, to verify travel planning information and directions to office(s) and facilities.
- Confirm your access to The Joint Commission Connect extranet site and the certification-related information available there (onsite visit agenda, Certification Review Process Guide, etc.).
- Confirm accuracy of any program-specific eligibility requirements, such as any pertinent volumes and procedures performed.
- Confirm clinical practice guidelines used by the program and any audited registry requirements.
- Answer any organization questions and address any concerns.

Information Evaluated Prior to the Onsite Certification Review

The Joint Commission Certification Reviewer assigned to perform your organization’s onsite visit will receive the following items presented with your organization’s Request for Certification.

1. Demographic information, including identification of the disease-specific care service(s) undergoing certification review

2. The name and description of the clinical practice guidelines #CPGsExplained used for each disease program seeking certification – This information is entered into the Certification Measure Information Process form accessible from the organization’s extranet site. It is important that the reviewer have the most complete information about the clinical practice guidelines being followed by the program, including the nationally
recognized/published name, the population covered (adult or pediatric) by the
guidelines, the year the guidelines were issued, the source of the guidelines (e.g.,
association, professional organization, literature-base upon which guidelines were
established for the program) and any other identifying information that will assist the
reviewer in locating the guidelines being implemented by the program (see also page
12). Examples of CMIP entries include:


- ACC/AHA/HFSA Guideline: Yancy, Clyde W., et.al. 2017 ACC/AHA/HFSA Focused Update
  of the 2013 ACCF/AHA Guideline for the Management of Heart Failure: A Report of the
  American College of Cardiology/American Heart Association Task Force on Clinical Practice
  Guidelines and the Heart Failure Society of America. Circulation. 2017;

  Early Management of Patients with Acute Ischemic Stroke: A Guideline for Healthcare
  Professionals from the American Heart Association/American Stroke Association. Stroke,
  Association/American Stroke Association Docused Update of the 2013 Guidelines for the
  Early Management of Patients with Acute Ischemic Stroke Regarding Endovascular
  Treatment: A Guideline for Healthcare Professionals from the American Heart
  Claude, Greenberg, Steven M., et al. Guidelines for the Management of Spontaneous
  Intracerebral Hemorrhage: A Guideline for Healthcare Professionals from the American Heart

3. Stage I- Four non-standardized performance measures, including at least (2) clinically-
focused measures; or Stage II – Standardized performance measures as defined by
disease program

- On Re-certification reviews, the reviewer will also receive measure-related data
  submitted by the program

4. Performance improvement plan

Familiarizing a reviewer with your program before the onsite visit facilitates evaluation of your
program’s compliance with standards. Advance analysis makes the on-site review time more
efficient, effective and focused.

Information Needed During On-site Review

Please note that it is not necessary to prepare documentation just for purposes of the
certification review. The reviewer is interested in seeing the resources that staff reference in
their day-to-day activity. These items need not be stand-alone documents; the items noted may
represent sections contained within other documents.

Items Required for Reviewer Planning Session

The following is a list of items that reviewers WILL NEED to see during the Reviewer Planning
Session of the onsite review.

- Composition of the program’s interdisciplinary team
- Program’s mission and scope of services
- An organization chart for the program, if one is available
- Emergency and medical equipment management plans
- Current list of patients being treated through the disease program

  (NOTE: It is desirable to have the following information included in both the list of current and discharged patients: Primary diagnosis, admit date, discharge date, patient age, gender and ethnicity, if available.)

- A list of patients who accessed or progressed through the disease program in the
  - past four months for initial reviews and
  - past twelve months for recertification reviews

  (NOTE: The above noted time frames can extend further back in order to increase the number of patients from which the reviewer can sample. Ten patients to select from is desired, but a lower number is acceptable in those programs that do not yet have experience with this number of patients)

- Order sets, clinical pathways, protocols, etc., that are used to implement selected clinical practice guidelines
- Education material for program patients
- Policy and procedures for patient confidentiality including staff authorization for access
- Policies on retention of health records and other data and information
- A written performance improvement plan
- Performance measure data collected and reported for the required four measures
- Continuous quality improvement reports (for previous 12-months for re-certification reviews)
- Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

**Additional Items Required for Stroke Center Certification Reviews**

In addition to the items noted above, the following documents **WILL BE NEEDED** for the Reviewer Planning Session:

- List of patients for the past 4-12 months with the following diagnoses or intervention:
  - Ischemic Stroke
  - Hemorrhagic Stroke – please indicate whether patient was diagnosed with ICH or SAH
  - TIA’s
  - Administration of tPA
  - Mechanical thrombectomy for LVO

  (NOTE: Ten patients to select from are desired, but a lower number is acceptable in those programs that do not yet have experience with this number of patients. The above noted time frames can extend further back in order to increase the number of patients from which the reviewer can sample.)

- List of stroke team members
Additional Items Required for Ventricular Assist Device Destination Therapy Review

In addition to the items noted above, the following documents **WILL BE NEEDED** for the Reviewer Planning Session:

- Registry data (such as INTERMACS)
- List of VAD patients who have received care and/or who have been implanted at the facility

Additional Items Required for Advanced Certification for Total Hip and Total Knee Replacement Review

In addition to the items noted above, the following **WILL BE NEEDED** For the Reviewer Planning Session:

- List of patients having either a total hip or total knee replacement on either day of review

Additional Items Required for Acute Heart Attack Ready (AHAR), Primary Heart Attack Center (PHAC), and Comprehensive Heart Attack Center (CHAC) (as applicable)

In addition to the items noted above, the following documents **WILL BE NEEDED** for the Reviewer Planning Session:

- ST-elevated myocardial infarction (STEMI)
- Non ST-elevated myocardial infarction (NSTEMI)
- Acute Coronary Syndrome/chest pain (Unstable angina, angina (INOCA, SCAD)
- Cardiogenic shock with advanced therapies (as applicable)
- Cardiac arrest with ROSC, TTM, & other therapies
- Cardiac rehabilitation

Items Reviewers May Request During On-site Review

Following is a list of items that reviewers **MAY REQUEST** to see during any onsite review.

- Disease management program-specific policies and procedures
- Staff orientation materials, with target audience identified
- Staff job descriptions
- Program specific physician credentials requirements, if applicable
- Written criteria for appointing or hiring practitioners
- In-service or conference calendars and attendance sheets for the past 12 months and for remainder of current year or next six months
- Policies and procedures for education and competency training
- Frequently used internal forms or documents related to the clinical practice guidelines (for example, assessment, intervention, additional algorithms)
- Performance improvement policies and procedures
- Policies and procedures for collecting, processing, and analyzing data
- A list of data elements collected for selected program performance measures, and other data collection instructions or documents
- Schedules and agendas of any classes, group meetings, seminars, etc. related to patient education
- Documents sent to patients about accessing the program’s services, when applicable
- Any required business licenses
• Supporting policies and procedures related to ethical business and professional behavior
• Policies and procedures for identifying and managing unanticipated adverse events
• Enrollment requirements, if applicable

Logistics

• While onsite, the reviewer(s) will need workspace for the duration of the visit. A desk or table, access to an electrical outlet and the internet are desirable.

• Some review activities will require a room or area that will accommodate a group of participants. Group activity participants should be limited, if possible, to key individuals that can provide insight on the topic of discussion. Participant selection is left to the organization’s discretion; however, this guide does offer suggestions.

• The reviewer will want to move throughout the facility or offices during Tracer Activity, talking with staff and observing the day-to-day operations of the organization along the way. The reviewer will rely on organization staff to find locations where discussions can take place that allow confidentiality and privacy to be maintained and that will minimize disruption to the area being visited.

• While reviewers will focus on current patients being cared for by the program, they may request to see some closed records as well in order to verify performance with guidelines such as those that address patient discharge and post discharge follow-up.

• Your onsite review agenda template, similar to those presented later in this guide, will be posted to your Joint Commission Connect extranet site. The review agenda presents a suggested order and duration of activities. Discuss with the reviewer any changes to the agenda that may be needed at any time during the onsite visit.

Questions about Standards
If you have a question about a standard, element of performance or any advanced certification requirement, please consider reviewing the Standards Interpretation FAQs page: https://www.jointcommission.org/standards_information/jcfaq.aspx prior to submitting a question. To submit a question, Login to your organization’s Joint Commission extranet site, Connect: https://customer.jointcommission.org/TJCPages/TJCHomeEmpty.aspx and click on Resources - Standards Interpretation, to submit your question. If you do not have access to Connect, please go to the Standards Interpretation Page: https://www.jointcommission.org/standards_information/jcfaq.aspx to submit a question.

Questions about the on-site review process, agenda, scheduling, etc. – Call your Joint Commission Account Executive.
Disease Specific Care Certification

Certification Review Notification and Postponement Policies

Notice of Initial Certification On-site Review
If this is your program’s first time through the certification process you will receive a thirty (30) day advance notice of your on-site review date(s). Notice will be provided via e-mail to the individuals identified on your account as the Primary Certification Contact and CEO. Also thirty (30) days prior to your review, the Notification of Scheduled Events section on your organization’s extranet site, The Joint Commission Connect, is populated with the event along with a link to the reviewer(s) name, biographical sketch and photograph.

Notice of Re-Certification On-site Review
Your organization will receive notice from The Joint Commission seven (7) business days prior to the first day of the scheduled review date(s) for Disease Specific Care re-certification. The notice will be emailed to the individuals identified on your account as the Primary Certification Contact and CEO and will include the specific review date(s) and the program(s) being reviewed. Additionally, at 7:30 a.m. in your local time zone on the morning of the review, the Notification of Scheduled Events section on your organization’s extranet site, The Joint Commission Connect, is populated with the review event including a link to the reviewer(s) name, biographical sketch and photograph.

Review Postponement Policy
The Joint Commission may not certify a program if the Organization does not allow The Joint Commission to conduct a review. In rare circumstances, it may be appropriate to request a review postponement. An organization should direct a request for postponement to its Account Executive. A request to postpone a review may be granted if a major, unforeseen event has occurred that has totally or substantially disrupted operations, such as the following:

- A natural disaster or major disruption of service due to a facility failure
- The organization’s involvement in an employment strike
- The organization’s cessation of admitting or treating patients
- The organization’s inability to treat and care for patients and its transference of patients to other facilities

The Joint Commission may, at its discretion, approve a request to postpone a review for an organization not meeting any of the criteria listed above.

Your organization’s Certification Account Executive can answer questions about these policies, or put you in contact with other Joint Commission staff that can assist you.
Disease Specific Care Certification

Performance Measures

Non-Standardized
Disease specific care certification requires programs to self-select and collect and analyze data on four performance measures prior to their initial on-site review. At least two of the four measures should be related to clinical processes or outcomes related to or identified in the clinical practice guidelines being followed by the program. The other two performance measures may also be clinical or related to program activity (i.e. administrative or financial areas, health status, or patient satisfaction). The self-selected performance measures should be evidence based, relevant to the program, valid, and reliable. When selecting measures consider the type of data that is likely to reveal program performance and opportunities for improving the provision of care and services.

Standardized
The Joint Commission includes standardized sets of performance measures for specific programs (i.e. Primary Stroke Center and Advanced Certification in Heart Failure). These performance measures have precisely defined specifications, standardized data definitions, and standardized data collection protocols. These performance measures replace the non-standardized, self-selected performance measures when they are launched.

Quantity of Data
For initial certification, at least four months of data for each measure must be available at the time of the on-site review for both non-standardized and standardized performance measures. For re-certification, 12-24 months of program data must be available at the time of the on-site review. At least the last twelve months of program data should be available at the time of the Intra-cycle monitoring phone call with the reviewer.

What to Look for in a Good Measure
Consider the following guidelines when selecting or developing a non-standardized performance measure. Is the performance measure:

- Based on evidence
- Under the program/service and within provider control
- Related to current clinical practice guidelines
- Accompanied by defined measure specifications such as:
  - Rationale
  - Numerator and denominator statements
  - Description of measure type (process or outcome measure)
  - Direction of improvement
- Based on logical data collection calculations
  - Consistent with measure specifications and sampling protocols
- Useful to the disease-specific care program and the organization

For further information on performance measures and core measures, please visit The Joint Commission Performance Measurement Network Q&A Link:

http://manual.jointcommission.org/bin/view/Manual/WebHome
Sampling Methodology
Please refer the Disease-Specific Care Certification Manual for further information on sampling methodology.

Retirement of a Performance Measure
There are no set guidelines for retirement of a performance measure. Multiple data points are required to demonstrate that performance has not only been achieved but also sustained. A well-constructed measure can remain meaningful and useful for many years. At minimum, measures selected for certification purposes should be retained for the entire 2-year certification period (i.e. 24 monthly data points). Retirement of a non-standardized performance measure should be considered prior to the recertification visit; at which point a discussion should occur with the reviewer on potential new measures.

Retirement or measure modification may be needed when the evidence supporting the measure significantly changes, (e.g. “AMI-6, Beta-Blockers on Arrival”). Similarly, retirement or modification may be indicated when program performance has reached a plateau, and the opportunity for further improvement is considered marginal or “topped out”. In such situations, periodic data collection is advised to verify that the program maintains high performance over time. When standardized measures are developed by The Joint Commission for the certification program, (i.e. Primary Stroke Certification and Advanced Certification in Heart Failure), the non-standardized measures previously utilized by the program are retired and replaced with the standardized measure set.
Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are tools that describe a specific procedure or processes found, through clinical trials or consensus opinion of experts, to be the most effective in evaluating and/or treating a patient who has a specific symptom, condition, or diagnosis. CPGs function to direct care toward evidence-based practice, provide a standard of care for varied populations, and increase collaboration efficiency of team members.

An organization or program can choose to create their own CPGs or adopt or adapt CPGs from professional organizations or a clearinghouse. The risks and benefits should be weighed by the organization on whether creation or adoption of CPGs will work best for them. In March 2011, the Institute of Medicine (IOM) published a report that discusses how to identify a high quality CPG. This report can be used as a reference to guide the program leaders on distinguishing high quality CPGs for their program.

CPGs can be used as a means to accomplish program goals for care, treatment and services of the target population. Collaboration of all team members and front line staff is imperative when implementing a CPG. Post-implementation monitoring should occur to assure that the various aspects of the CPGs continue to be used with the original intent of achieving program goals for patients. The program can develop performance measures based on selected aspects of the CPG to monitor provider and staff adherence to, or variance from the CPG.

A disease specific care program seeking Joint Commission certification must demonstrate that it is providing care, treatment and services according to clinical practice guidelines or evidence-based practice. The review of compliance considers both The Joint Commission standards and the guidelines or evidence-based practices the program is following.

For your convenience, links have been provided to assist in development of a CPG or identifying an already published CPG for adoption or adaptation.

https://guidelines.ecri.org/

http://www.healthquality.va.gov/
Disease Specific Care Certification

Opening Conference and Orientation to Program

This session combines two activities into one 60-minute block of time. The breakdown of activities and suggested length for each follows.

Organization Participants

- Opening Conference – Program(s) administrative and clinical leadership, individual or individuals that will provide the Safety Briefing to the reviewer(s), and others at the discretion of the organization.
- Orientation to Organization – Program(s) administrative and clinical leadership and others at the discretion of the organization.

Materials Needed for this Session

- Organization chart, if applicable
- Disease specific care program organization chart, if applicable
- Roster or sign in sheet of the organization representatives attending this session (Note: This document is used as a reference by the reviewer throughout the visit and will be returned to the organization at the conclusion of the review.)

Overview of the Opening Conference (15 minutes)

Approximately 15-20 minutes in duration that includes:

- Reviewer introduction
- Introduction of organization review coordinator and leaders (Please note: Other staff can be introduced as the reviewer encounters them throughout the onsite visit)
- The organization is requested to provide the reviewer(s) with a Safety Briefing (informal, no more than five minutes) sometime during this activity. The purpose of this briefing is to inform the reviewer(s) of any current organization safety or security concerns and how Joint Commission staff should respond if your safety plans are implemented while they are on site. Situations to cover include:
  - Fire, smoke, or other emergencies
  - Workplace violence events (including active shooter scenarios)
  - Any contemporary issues the reviewer may experience during the time they are with you (for example, seasonal weather-related events, anticipated or current civil unrest, or labor action)
- Overview of The Joint Commission and Disease Specific Care Certification
- Agenda review with discussion of any needed changes
- Overview of the SAFER™ portion of the Summary of Certification Review Findings Report
- Mention of the changes to the post-review Clarification process
- Questions and answers about the onsite review process.

Overview of the Orientation to the Program (45 minutes)

This 45-minute session is an exchange between the organization and reviewer about the disease management program(s) structure and scope of care and services. A brief, approximately 15-20 minute, summary presentation about the program is very helpful to the
reviewer and often to organization staff participating in the review process. Additional
discussion with the reviewer following the presentation will help clarify the documentation
submitted by the program with their application for certification. The reviewer will facilitate the
discussion and use the information as a base to build on while continuing their program review
in other activities.

Program representatives participating in this session should be able to discuss topics such as:

- Program mission, goals and objectives
- Program structure
- Program leadership and management
- Program design
- Composition of the program’s interdisciplinary team
- Scope of services/continuum of care
- Developing, implementing and evaluating the program
- Target population for the program
- Identified needs of the program population
- The selection and implementation of clinical practice guidelines
- Evaluation of clinical practice guideline use and appropriateness to target population
- Performance improvement process, including evaluation of the disease management
  program’s efficacy
Disease Specific Care Certification

Reviewer Planning Session

During this session, the reviewer(s), in conjunction with disease specific care program representatives, will identify the patients that they would like to follow during tracer activity. Additionally, reviewers will identify personnel and credentials files that they will need for review during the Competence Assessment and Credentialing Process session.

Organization Participants

- Program representative(s) that will facilitate tracer activity
- Individual(s) responsible for obtaining clinical records

Materials Needed for this Session

- Current list of patients being treated through the disease program, including the primary diagnosis, admission and discharge date, patient age, gender and ethnic origin, if available.
- If there are no patients currently being treated, a list of patients who accessed or progressed through the disease program in the past 4-12 months, including the primary diagnosis, admit date, discharge date, patient age, gender and ethnic origin, if available.
- Order sets, clinical pathways, protocols, etc., that are used to implement selected clinical practice guidelines
- See the Organization Review Preparation section of this guide for additional program-specific document lists for advanced certification stroke, VAD, total hip and knee, and heart attack programs.

Planning Guidelines – Selecting Patients to Trace

1. Reviewers will describe to the program representatives the types of patients that they want to trace and request their assistance in identifying individuals who may fit the description. A list of active patients is needed for this activity, or the reviewer may proceed directly to a patient care area and ask the staff to help identify patients.

2. A minimum of five (5) patients will be selected
   - Patients selected should present the opportunity to trace care and services through as many of the potential departments, areas, sites, or services that support or participate directly in the disease specific care program.
   - Patients should have different characteristics, such as demographics, age, sex and other factors that would influence the program response, or impact the application of clinical practice guidelines.
     a. For Stroke Programs ONLY—In addition to the above guidelines for patient tracer selection, within the five (5) patients selected the reviewer will want to include patients who experienced TIA, thrombosis or embolus, patients treated with intravenous tPA for a stroke, and patients who experienced a hemorrhagic stroke.

     b. For Advanced Certification for Total Hip and Total Knee Replacement ONLY-
A minimum of six (6) patients will be selected for tracer activity
  o A minimum of three (3) patients experiencing total hip replacement
  o A minimum of three (3) patients experiencing total knee replacement
  o At least one of the patient tracers performed must allow for the intraoperative observation

c. For AHAR, PHAC, CHAC ONLY- In addition to the above guidelines for patient tracer selection, within the five (5) patients selected the reviewer will want to include patients who experienced acute STEMI, NSTEMI, ACS/chest pain, cardiac arrest w/ROSC, and cardiogenic shock (if possible). For those programs performing interventions such as interventional cardiology or cardiac surgery additional patients may be selected for tracer activity.

3. Reviewers will prioritize patients for tracer activity with the organization’s assistance.

Planning Guidelines – Selecting Competence and Credentials Files for Review
1. A minimum of (5) files will be selected per disease specific care program

2. At least one file per discipline (physician, nurse, social worker, dietitian, therapist, etc.) represented on the disease specific care program team will be reviewed.

3. The reviewer will select these files based on the individuals encountered during tracer activity, that is, those caring for or who cared for the patient being traced. Please let the reviewer know if there could be a delay in getting files for review.

Planning Guidelines – Contact with Discharged Patients
Reviewers will want to have some contact with the program’s patients. If there are no active patients at the time of the review, the reviewer will request the program representatives to arrange for a phone call with one or more past patients.
Disease Specific Care Certification

Individual Tracer Activity

The individual tracer activity is a review method used to evaluate an organization’s provision of care, treatment and services using the patient’s experience as the guide. During an individual tracer the reviewer(s) will:

- Follow a patient’s course of care, treatment or service through the program
- Assess the impact of interrelationships among the program disciplines on patient care
- Assess the use of and adherence and diversion from clinical guidelines in the patient’s care, treatment or service
- Evaluate the integration and coordination of program and organization services in the patient’s care

Organization Participants
Program staff and other organization staff who have been involved in the patient’s care, treatment or services

Materials Needed for this Session
Clinical records of selected patients

Overview of the Individual Tracer Activity

1. A significant portion of the agenda is designated for patient tracer activity. The number of patients traced during this time will vary. **NOTE:** *In-house patients take priority for tracer activity; however, there may be instances when reviewers will select a discharged patient upon which to conduct a tracer. This will occur when reviewers need to trace the care provided to a patient with a given diagnosis, for example patients experiencing an ischemic stroke or a TIA. This may also occur to evaluate the patient discharge/education process for a program.*

2. Tracer activity begins in the unit, clinic or outpatient setting in which the patient may be scheduled for a visit or where the patient is routinely receiving care, treatment and services, or in the case of a discharged patient, the location from which they were discharged.

3. The organization/program staff and the Joint Commission certification reviewer will use the patient’s record to discuss and map out the patient’s course of care, treatment and services. The number of staff participating in this stage of the tracer should be limited. The rationale for limiting the number of staff participating in this stage is to reduce any distraction that the review process may have on patient care.

4. Organization/program staff and the reviewer will follow their map, moving through the organization, as appropriate, visiting and speaking with staff in all the areas, programs, and services involved in the patient’s encounter. There is no mandated order for visits to these other areas. Reviewers will speak with any staff available in the area. **NOTE:** *This activity will occur on in-house as well as discharged patients.*

5. Throughout tracer activity, reviewers
   - Observe program staff and patient interaction
   - Observe the care planning process
   - Observe medication processes, if applicable
• Consider the impact of the environment on individual safety and staff roles in minimizing environmental risk
• Speak with staff about the care, treatment and services they provide
• Speak with patients or families, if appropriate and permission is granted by the patient or family. Discussion will focus on the course of care and other aspects of the program(s) being evaluated for certification. NOTE: If the patient being traced is already discharged, the reviewer may ask the program to see if a phone call with the patient/family is feasible and can be arranged.
• Look at procedures or other documents, as needed to verify processes or to further answer questions that still exist after staff discussions.

The tracer should lead the reviewer back to the starting point of care. Upon returning, the reviewer will follow-up on observations made either through additional record review or discussions with staff.

At the conclusion of the tracer, the reviewer communicates to the program leaders and care providers any:
• Specific observations made
• Issues that will continue to be explored in other tracer activity,
• Need for additional record review, and
• Issues that have the potential to result in Requirements for Improvement.

Individual Tracer in the Clinical Setting
Includes the following activities:
• Record review with staff
• Trace a patient’s care and services from preadmission through post-discharge, as applicable to disease management program being certified
• Visit units, departments, programs and services involved in the patient’s care
• Observe environment of care
• Observe the delivery of care and services
• Observe staff interaction with patients
• Speak with representatives of disciplines involved in patient’s care, preferably with staff who interacted with the patient if available
• Interview patient and/or family member, in person or by phone
• Trace disease specific care post-acute care support programs including:
  ▪ the scheduling of follow-up laboratory, clinic, or therapy appointments, home visits, patient self-monitoring and electronic reporting (e.g., blood glucose levels, blood pressure)
  ▪ Review of records and logs the organization maintains on either direct contact with patients or on contact with clinical customers

Individual Tracer Activity when DSC Services Delivered Remotely
Includes the following activities:
• Record review with staff
• Trace a patient’s care and services from preadmission through post-discharge, as applicable to disease program being certified
• Observe staff interaction with patients
• Speak with representatives of disciplines involved in patient’s care, preferably with staff who interacted with the patient if available
• Interview patient and/or family member, in person or by phone
• Trace services provided to clinical settings based on contractual agreements
• Trace disease specific care post-acute care support programs including:
  ▪ the scheduling of follow-up laboratory, clinic, or therapy appointments, home visits, patient self-monitoring and electronic reporting (e.g., blood glucose levels, blood pressure)
• Review of records and logs the organization maintains on either direct contact with patients or on contact with clinical customers
System Tracer- Data Use

This session is focused on the program’s use of data in improving safety and quality of care for their patients. The reviewer and the organization will:

- Identify strengths and weaknesses in the organization’s use of data, areas for improvement, and any actions taken or planned to improve performance.
- Identify specific data use issues requiring further exploration as part of subsequent review activities.

Organization Participants
- Program administrative and clinical leaders
- Others at the discretion of the organization

Materials Needed for this Session
- Performance measure data reports
- Action plans demonstrating the program’s use of and response to data

Overview of the Data Use System Tracer
During the session, the reviewer(s) and organization will discuss:

- The basics of data gathering and preparation, including:
  - Selection of performance measures
  - Data collection, including validity and reliability
  - Data analysis and interpretation
  - Dissemination /transmission
  - Data use and actions taken on opportunities for improvement
  - Monitoring performance/improvement
- The performance measures selected to evaluate the processes and outcomes specific to the program, including how the selections were made (committee consensus, clinical staff voting, etc.) and measure implementation
- Performance improvement plan
- How clinical and management data is used in decision-making and in improving the quality of care and patient safety
- How patient satisfaction and perception of care data is used in decision-making and improving quality of care and patient safety
- Data variances as it pertains to clinical practice guidelines
- Strengths and weaknesses in the processes used to obtain data and meet internal and external information needs.
- Techniques used to protect confidentiality and security of all types of patient data.

Use of data for all aspects of the program, including medication management and infection control, as applicable, should be discussed during this session.
The reviewer(s) will want to know about the program’s priorities for performance improvement activities and how these fit into the organization’s overall performance improvement processes. This discussion may include a review of:

- Actions taken as a result of using data
- Selection and prioritization of performance improvement activities
- Dissemination of findings and staff involvement
- Data reporting – when it occurs and to whom
- Type of analyses being conducted – approach to trending data over time, comparing data to an expected level of performance, and looking at data in combination for potential cause and effect relationships.
Disease Specific Care Certification

Competence Assessment & Credentialing Process

The purpose of this session is to discuss how the program meets the need for qualified and competent practitioners.

Organization Participants

- Program leaders
- Clinical leaders
- Organization representatives responsible for human resources processes
- Organization representatives responsible for credentialing processes, if different from above
- Individuals with authorized access to, and familiar with the format of files
- Others at the discretion of the organization

Materials Needed for this Session

Personnel or credentials files for individuals identified by the reviewer

- A minimum of five (5) files will be selected
- At least one file per discipline (physician, nurse, social work, dietician, therapist, etc.) represented on the disease specific care program team will be reviewed

Note: The reviewer will select these files based on the individuals encountered during tracer activity, that is, those caring for or who cared for the patient being traced. Please let the reviewer know if there could be a delay in getting files for review.

Overview of the Competence Assessment and Credentialing Process Session

During the session, the reviewer and organization representatives will:

- Discuss the following competence assessment and credentialing topics as they relate to the program seeking certification:
  - How the program fits into any organization-wide competence and credentialing processes, if applicable
  - Hiring criteria unique to the program
  - Selection of disease management team members
  - Program-specific competence and credentials requirements
  - Processes for obtaining team member credentials information
  - Program-specific credentials evaluation criteria
  - Orientation and training process for disease management program team
  - Methods for assessing competence of practitioners and team
  - Unique orientation, on-going education, training and in-service requirements for the program

- Participate in a facilitated review of selected files for:
  - Relevant education, experience and training or certification
- Current licensure that has been verified through the primary source prior to expiration
- Competence
- Evidence reflecting completion of any required continuing education
- Appointment letters for medical staff
- Evidence of medical staff privileging
- Evidence of FPPE/OPPE in applicable files

Individuals attending this session should be prepared to explain the program’s approach to credentialing and competency assessment. Additionally, the organization should be prepared to address any program-specific credentials and competence requirements if this is certification for an advanced disease management program. These requirements exist for:

- Acute Stroke Ready Hospitals
- Primary Stroke Centers
- Thrombectomy-capable Stroke Centers
- Comprehensive Stroke Centers
- Lung Volume Reduction Surgery
- Ventricular Assist Device
- Management of Patients with Diabetes in the Inpatient Setting
- Chronic Kidney Disease
- Acute Heart Attack Ready organizations
- Primary Heart Attack Centers
- Comprehensive Heart Attack Centers

These advanced program requirements can be identified in the Disease Specific Care Certification standards manual.
Disease Specific Care Certification

Issue Resolution

Issue resolution time is an opportunity for the reviewer to follow-up on potential findings that could not be resolved in other onsite activities. This is also time for the organization to present any information that they believe the reviewer may have missed during the day or that may not have been immediately available upon the reviewer’s request.

**Organization Participants**
Will vary depending upon the issue

**Materials Needed for this Session**
Will vary depending upon the issue

**Preparation for Issue Resolution**
None required

**Overview of the Issue Resolution Session**
The reviewer may have identified issues during individual tracer activity or other sessions that require further exploration or follow-up with staff. This follow-up may include a variety of activities such as:

- Review of policies and procedures
- Review of human resources files
- Review of performance improvement data
- Discussions with selected staff

The reviewer will work with the program’s certification review coordinator to organize and conduct all issue resolution activity.

If there are no issues to resolve and the reviewer does not need any additional information, this activity will not need to occur. The reviewer will proceed with Report Preparation activity.
Disease Specific Care Certification

Team Meeting & Planning Session

This activity only takes place on multi-day, multi-reviewer certification on-site visits. Reviewers use this session to debrief on the day’s observations and plan for upcoming review activities.

Before leaving the organization, reviewers will return organization documents to the program’s review coordinator or liaison. If reviewers have not returned documentation, your organization is encouraged to ask reviewers for the documents prior to their leaving for the day.

Organization Participants
None

Logistical Needs
The suggested duration for this session is 30 minutes.
Disease Specific Care Certification

Daily Briefing

Reviewers will use this time to provide organization representatives with a brief summary of survey activities of the previous day and relay observations and note examples of strengths and possible vulnerabilities in performance. This session only takes place on multi-day certification on-site visits.

Duration
15-30 minutes

Participants
- Program administrative and clinical leaders
- Others at the discretion of the program

Overview
Reviewers will:
- Briefly summarize review activities completed on the previous day. Discuss at a high-level some of the patterns and trends they are seeing.
- Ask the program representatives to clarify or help them understand what they have been hearing and observing.
- Answer questions and clarify comments when requested.
- Review the agenda for the day.
- Make necessary adjustments to plans based on program needs or the need for more intensive assessment
- Confirm logistics for the day, sites that will be visited, transportation arrangements, and meeting times and locations for any group activities
- Reviewers may ask to extend the Daily Briefing if necessary. However, they will be considerate of staff time. They will not make all program representatives stay for a discussion that is specific to a small group of individuals.
Reviewer Report Preparation

The reviewer uses this time to compile, analyze and organize the data he or she has collected into a summary report of observations made throughout the review.

Organization Participants
None required, unless specifically requested by the reviewer

Materials Needed for this Session
Private work space with access to an electrical outlet and internet connection, if available

Overview of the Reviewer Report Preparation Session
The reviewer uses this time to enter their observations that reflect standards compliance issues. If organization interruptions can be kept to a minimum during this time, it will help the reviewer remain on schedule and deliver a report at the appointed time. The reviewer will be using their tablet to prepare the Summary of Certification Review Findings report and plan for the Exit Conference.
Disease Specific Care Certification

Program Exit Conference

The Program Exit Conference is the final onsite activity when the organization receives a preliminary report of findings from the reviewer. In addition, reviewers will

- Review the Summary of Certification Review Findings report, including the SAFER™ matrix feature
- Discuss any standards compliance issues that resulted in Requirements for Improvement (RFIs)
- Allow the organization a final onsite opportunity to question the review findings and provide additional material regarding standards’ compliance
- Mention the post-review Clarification process
- Review required follow-up actions as applicable

Organization Participants

- Program leaders
- Clinical leaders
- Other staff at the discretion of the organization

Materials Needed for this Session

Copies of the Summary of Certification Review Findings report—if it is being distributed to staff

Preparation for the Program Exit Conference

None required

Overview of the Program Exit Conference

This is a 30-minute activity that takes place at the completion of a program review. Administrative and clinical program leaders, and other organization staff, as invited, will hear a verbal report of observations, review findings, requirements for improvement, and where these are appearing on the SAFER™ matrix. The Summary of Certification Review Findings Report is shared with participants in the Exit Conference ONLY with the permission of the CEO. All reports left onsite are preliminary and subject to change upon review by Joint Commission central office staff.

NOTE: In those instances when more than one disease specific care program is being reviewed in a day, the reviewer(s) may coordinate with the organization to conduct a combined Program Exit Conference at the end of the day to discuss each program. Please inform the reviewer(s) during the Opening Conference if this arrangement is not agreeable to the organization.
Intra-cycle Evaluation Process

All organizations participating in the certification process are required to collect, report, and monitor their performance relative to standardized and non-standardized measures on an ongoing basis. The Certification Measure Information Process (CMIP) tool assists certified organizations with the data collection, reporting and monitoring requirements associated with performance measures. The CMIP tool is available on your organization’s secure extranet site, The Joint Commission Connect. The Performance Measure (PM) Data Report portion of the CMIP tool is available for all Disease Specific Care programs to perform an annual analysis of their performance relative to each performance measure.

A mid-point (intra-cycle) evaluation of the performance measurement activities and standards compliance will be conducted via conference call with a Joint Commission reviewer.

Prior to the Intra-cycle Event
Your organization will receive an automated email to the primary certification contact and the CEO approximately 90 days in advance of the anniversary date of your last certification review. You will have 30 days to enter any missing monthly data points for any of the performance measures, complete the performance measure (PM) data report for each measure, and review your performance improvement plan for any updates. Once everything has been entered or updated, please use the submission checklist section of the CMIP tool to formally submit the CMIP tool to The Joint Commission for the intra-cycle event. If the tool is not submitted on time, your organization will receive an email reminder to submit the tool or risk having your certification decision changed.

If your organization is using a vendor to submit your standardized performance measure data, there will be no data in CMIP. Please be prepared to discuss and respond to questions from the reviewer regarding your performance measures and be able to provide current data.

Intra-cycle Evaluation Logistics
This call will take place as close as possible to the one year mid-point of the current two year certification cycle. The call will be completed by a Joint Commission reviewer who will contact the person identified in the “Intra-cycle Conference Call Contact Information” section of the CMIP tool for a time that is convenient to both parties involved. Participation in the intra-cycle conference call is mandatory for all Disease Specific Care programs.

Organization Participants
- Staff involved in data collection and analysis
- Program leaders that implement performance improvement plans

Overview of the Intra-cycle Evaluation Process
During the conference call, the reviewer will discuss
- The results of your organization’s performance against the performance measures (monthly data),
- Your analysis of your performance (PM Data Report),
- Your organization’s ongoing approach to performance improvement (PI Plan), and
- Your questions regarding compliance with Joint Commission standards.
This call is your organization’s opportunity to have an interactive discussion with the Joint Commission reviewer to assure you are on the right track relative to performance measurement and ongoing performance improvement and standards compliance.

There are no negative outcomes to the intra-cycle event, unless the reviewer identifies that your organization has not actively engaged in performance measurement and improvement activities since the time of the most recently completed initial or recertification review.
Disease Specific Care Certification

Addendum for Comprehensive Stroke Center (CSC) Certification

Introduction

Included in this CSC addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the CSC certification will need to review the Certification Review Process Guide as well as the information in this addendum. The CSC addendum includes important information that is specific to CSC certification.

The CSC certification review occurs over two days. Therefore, time frames for agenda items in the Certification Review Process Guide are not applicable to the CSC certification review. The CSC agenda reflects the correct time frames for the CSC review as does this addendum. Keep in mind that the time frames mentioned are flexible, and may be revised by the reviewers as necessary based on organizational need.

Note: Requirements Assessed at Application: The term “eligibility criteria” is no longer used for CSC certification. The replacement term is “CSC Requirements Assessed at Application”. Reviewers will not be reviewing these CSC requirements at the opening conference. The Requirements Assessed at Application will be reviewed at application for organizations seeking CSC for the first time. For organizations seeking CSC recertification, these requirements will be addressed throughout the CSC review. The following CSC requirements will be assessed on application for organizations seeking initial CSC review:

- DSPM.1, EP 5, a, b, c, d: Volume requirements
- DSPR.3, EP 4, a and b.: Advanced Imaging Capabilities
- Post hospital care coordination (such as: DSDF.4, EP 4; DSDF.5 EP 1, a, b; DSDF.6, EP 1, a; DSDF.6, EP 2, a; DSDF.6, EP 3; DSSE.1, EP 3, a, b., DSSE.3, EP 5, a, b, c, d).
- DSPR.3 EP 4, d: Dedicated neuro-intensive beds for complex stroke patients
- DSPR.5, EP 1, a, b: Research and written research protocol
- DSPM.1, EP 2, b: Interdisciplinary program level review and peer review
- DSPM.1, EP 5, e: Performance measures

Other eligibility:
To be eligible for CSC certification, an organization must have performed mechanical thrombectomy and post-procedure care for at least 15 patients with ischemic stroke in the past 12 months or at least 30 patients over the past 24 months.

Additionally, all neurointerventionists who perform mechanical thrombectomy at the organization that is applying for CSC certification, must have performed 15 mechanical thrombectomies over the past 12 months or 30 over the past 24 months. In evaluating the number of mechanical thrombectomies performed by an individual physician, procedures performed at hospitals other than the one applying for certification can be included in the physician's total.

CSC Patients

The Comprehensive Stroke Center certification (CSC) focuses on the complex stroke patient receiving care in an organization, including emergency care, advanced imaging, ICU/critical care, post-critical care, acute rehabilitation, and transitions into the home or another setting.
According to the Brain Attack Coalition: “Complex stroke patients often require advanced diagnostic and treatment procedures directed by specially trained physicians and other health care professionals” (Alberts et al., 2005, p. 1598).

DAY ONE
(All activities noted below have detailed descriptions earlier in this guide. Please consult the table of contents.)

Opening Conference and Orientation to Program (90 Minutes)

Organization Participants
- Disciplines representing the care needs of the complex stroke patient based on the CSC requirements.

Opening Conference (15 Minutes)
- Overview of CSC certification by reviewers

Orientation to the Program (60-75 Minutes)
- The organization should be prepared to discuss or provide a 20-30 minute presentation, that includes:
  - A broad overview of the process of care for CSC patients implemented at the organization which may include: Scope of stroke services emergency care; advanced imaging; availability to perform interventions twenty four hours a day, seven days a week; ICU/critical care (dedicated neuro ICU beds); post ICU care; rehabilitation care; referral process; and, transitions of care to home or extended care.
  - The following subjects specific to the CSC program: (Note: This list contains subjects identified earlier in the Orientation to the Program activity, as well as some additional subjects specific to CSC. A combined list is provided here to minimize confusion.)
    - Program mission, goals, and objectives
    - Program structure
    - Program leadership and management
    - Program design
    - Stroke team composition
    - Developing, implementing, and evaluating the program
    - Target population for the program
    - Identified needs of the program population
    - The selection, implementation, and evaluation of clinical practice guidelines
    - Model of neuro-ICU care
    - Evaluation of clinical practice guidelines use and appropriateness to the target population
    - Performance improvement process, including evaluation of the disease management program’s efficacy
    - Community relationships
- Telemedicine (if in use)

**Reviewer Planning Session and Protocol Review Session (30 Minutes)**

This session combines two activities: the reviewer planning session and review of CSC protocols.

**Materials Required for the Reviewer Planning Session:**
- Current list of complex stroke patients (including those with ischemic and hemorrhagic stroke [ICH and SAH indicated]) from at least the last 4 months, who received emergent care, advanced imaging, and interventions such as clipping for aneurysm, coiling for aneurysms, stenting of the extracranial carotid(s), mechanical thrombectomy for LVO, or medication therapy such as IV/IA tPA. Patients should be separated by diagnosis and date of admission.
- List of stroke team members and their credentials
- CSC protocols for care

**Selecting Patients for Individual Tracers and Protocol Review (30 Minutes)**
- From the list of current complex stroke patients, the reviewers in conjunction with program representatives will identify a minimum of 5 patients for tracing. Reviewers will also begin to identify personnel and credential files that they will need for review during the Competence Assessment, Credentialing Process, and Education session.
- The CSC certification has numerous requirements for protocols that focus on clinical care.
- Based on the patients chosen for the initial individual patient tracer, the reviewers may choose to review the organization’s CSC protocols related to the patient’s specific care, treatment, and services, as required by The Joint Commission’s CSC requirements. These protocols include:
  - Activation of stroke team
  - Process for obtaining EMS records
  - EMS protocols including rapid assessment and rapid communication between emergency department
  - Meeting the concurrent emergent needs of two or more complex stroke patients
  - Medical stabilization of patient en route to the emergency department by EMS staff
  - Care of complex stroke patients in an emergency situation
  - Acute workup of ischemic/hemorrhagic stroke patients
  - Informed consent for stroke interventions
  - Use of IV tPA
  - Implementation of endovascular procedures
  - Use of therapeutic hypothermia
  - Reduction of complications
  - Nursing care through the continuum of care
  - Receiving stroke patient transfers
  - Transferring stroke patients to another hospital/facility
  - Evaluating the receiving organization’s ability to meet the individual patient’s needs
• Transitions of care for patients within the organization (internal) and post hospitalization (external)
• Referral process when the CSC does not provide post acute, inpatient rehabilitation services
• Circumstances under which the organization would not accept transferred complex stroke patients for surgical procedures/advanced treatment (i.e. the hospital is on lock down)

• The review of the protocols will continue throughout the review and they should remain available and easily retrievable. The reviewers will compare care provided during individual patient tracer activity to protocols utilized by the stroke program.

Emergency Department Review (30 Minutes)

Organization Participants include:
• Emergency Department Medical Director
• Emergency Department Nurse Director/Manager
• Emergency department licensed independent practitioners and staff as determined by the organization

Before initiating the first individual patient tracer, the reviewers conduct an evaluation of the organization’s emergency department (ED). The organization is to provide a high level, brief overview of how care is provided to CSC patients in the ED.

• This activity is designed to assist the reviewer’s understanding of how CSC care is initiated in your organization. This departmental review does not require a formal slide presentation.

Be prepared to:
− Tell your story about providing care for acute complex stroke patients in the ED setting.
− Describe how your organization is able to care for more than one complex stroke patient simultaneously.
− Discuss your ED’s infrastructure including staff, licensed independent practitioners, equipment, and materials (including medications) that are required to care for acute complex stroke patients.
− Discuss you organization’s process for obtaining EMS records documenting care provided during the transfer to the facility.

Individual Patient Tracer Activity- Day 1 (Morning Session, 2 Hours)

Organization Participants
Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patients, including staff who have been involved in the patient’s care. This may include:
• Emergency licensed independent practitioners and staff
• Imaging licensed independent practitioners and staff
• Surgical/procedural licensed independent practitioners and staff
• ICU licensed independent practitioners and staff
• Speech therapist(s), physical therapist(s), and occupational therapist(s)
• Discharge planner(s) and case manager(s)
• Other licensed independent practitioners and staff providing stroke care at the discretion of the organization
• Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff

Materials Needed for This Session
• Clinical record of selected patient

Overview of the Individual Patient Tracer Activity
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide. During an individual patient tracer, the reviewers will:

• Follow a patient’s course of care, treatment or service through the program:
  o Individual patient tracer activity usually begins on the unit the patient is currently being treated or the location from which they were discharged
  o Program staff and reviewers will follow the patient movement through the organization, as appropriate, visiting and speaking with staff in all the areas, programs, and services involved in the patient’s encounter
  o Evaluation of the care provided to the patient including emergency services, advanced imaging, surgical and endovascular interventions, neuro-ICU care, post ICU care, rehabilitation care, patient family education, referral, and transferring/discharge procedures

• Assess the impact of interrelationships among the program disciplines on patient care:
  o The specific disciplines for CSC include, but are not limited to, stroke team members, physicians including neurosurgeons, radiologists, ED physicians, interventionalists etc.: advanced practice nurses, registered nurses, imaging technicians, rehabilitation therapists, social workers, case managers/discharge planners, pharmacists, and other clinical and ancillary staff

• Assess the use and adherence to and diversion from clinical practice guidelines in the patient’s care, treatment, or service
• Evaluate the integration and coordination of program and organization services in the patient’s care

On Day 1: All tracers over the course of the review will be conducted separately by the reviewers. Plan for sufficient staff and licensed independent practitioners to accommodate the two reviewers conducting tracer activity in the organization. Also, plan for space to accommodate reviewers conducting interviews during individual patient tracers so as not to interfere with patient care. If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewers during individual patient tracers. This can be done in a conference room or on the patient care unit. The number of staff participating in the individual patient tracer activity should be limited. The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.
At the conclusion of each tracer, the reviewers will communicate to the program representatives and care providers any:
  • Specific observations made
• Issues that will be continued to be explored in other tracer activity
• Need for additional record review
• Issues that have the potential to result in requirements for improvement

Closed Chart Review: During individual patient tracers, the reviewers may request closed patient records for review. The purpose of the closed patient records review is to evaluate the care provided throughout the continuum of care and also the discharge/transitions care provided to complex stroke patients. Reviewers will also request information about the follow-up call if applicable.

Individual Patient Tracer Activity- Day 1 (Afternoon Session, 2 ½ Hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate the two reviewers that will be conducting patient tracer activity throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 1 afternoon tracer. See the CSC agenda for specific tracer activities.

Reviewer Summary Session/Special Issues Resolution - End of Day 1 (1 Hour)

Organization Participants
Program representatives who can facilitate patient selection for Day Two tracer activity and an individual responsible for obtaining clinical records should be available. Other staff also, as designated by the organization.

Overview of Reviewer Summary Session/Special Issues Resolution
This session is for the reviewers to confer at the end of the first day, and plan for Day Two of the review. During this time the reviewers will:
• Address any special issues for resolution with the organization
• Select patients for the Day Two individual tracers.
The reviewers will also communicate a summary of the first day’s observations to the program representatives and will determine if additional information will be needed the following day.

Day Two

Daily briefing with the organization (30 minutes)
Reviewers will review with the organization:
• Provide a summary of Day One activities
• Follow-up on any unresolved issues from Day One
• Obtain any outstanding documents

Individual Patient Tracer Activity- Day 2 (Morning Session 2 ½ Hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate two reviewers that will be conducting patient tracer activities throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 2 individual patient tracers.

System Tracer--Data Use (2 Hours)
Organization Participants

- Program administrative and clinical leaders
- Individual(s) responsible for performance improvement processes within the program
- Individual(s) responsible for stroke research and processes within the program
- Others at the discretion of the organization

Materials Needed

- Performance measurement data addressed in requirements
- Action plans demonstrating the program’s use of and response to data collection

During the session, the reviewers and program representatives will discuss:

- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
- How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

Overview of the Data Use System Tracer

The system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for complex stroke patients. Specific areas of focus for CSC certification will include:

- Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
- Volumes of procedures and interventions
- Annual aneurysm clipping and coiling mortality rates
- Complication rates
- Current stroke performance measure data
- Percentage of complex stroke patients that receive a follow-up phone call by a member of the organization’s stroke team within seven days of discharge (Note: Applicable only to CSC patients who are discharged home)
- Public reporting of outcomes per requirements
- Interdisciplinary program review and peer review process
- Use of the stroke registry
- Patient satisfaction data specific to complex stroke patient population
- CSC research which must be patient-centered and approved by the Institutional Review Board (IRB). Also have your written research protocols available for review.
- Review of the program’s stroke team log

Organizational Data:

- For CSC requirements that call for organizational data (such as, complication rates), the organization must provide data from the four months prior to the review date. This is applicable to organizations that currently have PSC certification and those that do not.
- For organizations that are transitioning from PSC to CSC, the organization must provide one year of data for the PSC data requirements (including the PSC Stroke Performance measures data).

Education, Competence Assessment, and the Credentialing Process Session (2 Hours)
Organization Participants:
- Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
- Clinical or medical director(s)

Overview of the Competence Assessment, Credentialing Process, and Education Session
This session is focused on:
- The process to provide ongoing education and training of practitioners
- The requirement addressing public education classes (2) offered by the CSC program/organization
- Others at the discretion of the organization

The reviewers will discuss the following education, competence assessment, and credentialing topics as they relate to CSC:
- Orientation
- Competence assessment for staff caring for complex stroke patients
- Contract personnel competence assessment and education (if contract staff is used)
- Core stroke team members required to have 8 hours of stroke education annually
- Reason and rationale related to which nurses were identified to receive the 8 hours of education
- Continuing education: staff involved in care of stroke patient to have stroke education annually without specific hour requirement
- On-going education, training, and in-service requirements for the program. Job descriptions for select:
  - Nursing Staff
  - Medical Staff
  - Other Staff who cared for patients identified during the patient tracers
- Additional job descriptions for the:
  - Medical Director of Stroke Program
  - Stroke Coordinator
  - Director of Rehabilitation Services
  - Advanced Practice Nurse
- Documentation of at least two educational programs focused on stroke prevention/care provided for the public

The reviewers will participate in a facilitated review of selected personnel and credential files requested during the tracer activities for evidence reflecting completion of any required annual continuing education:
- 8 hours of continuing education for the core stroke team members
- 8 hours of neurovascular disease and stroke continuing education for registered nurses caring for complex stroke patients, as identified by the organization
- 2 hours of continuing education per year on cerebrovascular disease, including acute stroke care for registered nurses in the emergency department, as identified by the organization
• 2 hours of continuing education per year on cerebrovascular disease, including acute stroke care for other emergency department staff members, as identified by the organization

• A minimum of 1 or more registered nurses providing stroke care is required to attend 1 regional or national meeting/seminar every other year, as identified by the organization

• Evidence that the 1 or more registered nurses who attended the regional or national meeting/seminar provide education to the organization’s CSC stroke nurses and other professional staff

• Licensed independent practitioners and staff members prepare and present 2 or more education courses per year to staff within and outside of the CSC

• Licensed independent practitioners and staff members who prepare and present are identified by the organization

**Stroke Education for Nurses:**

• Every individual nurse who provides care to complex stroke patients **does not** require 8 hours of education per year.

• The organization is to determine/identify the nurses providing complex stroke care who require the 8 hours of education. (CSC Requirement DSDF. 1, EP 7 a, provides examples of the type of nurses providing stroke care who may require this education.)

• Education can be counted on a “rolling” year basis as determined by the organization (e.g. July 2016 through July 2017).

• During the initial CSC review if all education is not yet completed, the organization can describe how the remaining education will be accomplished during the rest of the rolling year.

• After the initial review, the plan is to review CSC education ongoing through the organization’s intracycle phone call.

**Issue Resolution and Reviewer Report Preparation (1 Hour)**

This session combines two activities. The activities are broken down as the following:

**Issue Resolution**

• This follow-up session may include the following activities, but is not limited to:
  - Review of policies and procedures
  - Review of human resources files
  - Review of performance improvement data
  - Discussion with selected staff

• The reviewers will work with program representatives to organize and conduct all issue resolution activities.

**Reviewer Report Preparation**

• The reviewers will use this time to compile, analyze, and organize the data he or she has collected into a summary report of observations made throughout the review.

**Program Exit Conference (30 minutes)**

• Reviewers will provide a summary of findings from the CSC review.
### Comprehensive Stroke Center (CSC) Certification Agenda

#### Two Reviewers, Two-Day Review Template

**DAY 1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
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| 8:00-9:30 a.m.    | Opening Conference and Orientation to Program                            | • Program clinical and administrative leadership  
|                   |                                                                          | • Stroke team members  
|                   |                                                                          | • Others at the discretion of the organization representing the disciplines providing complex stroke care                                              |
| 9:30-10:00 a.m.   | Reviewer Planning Session & Protocol Review Session                      | Program representatives who can facilitate patient selection and tracer activities                                                                     |
|                   |                                                                          | • A list of comprehensive stroke patients for tracer selection separated by diagnosis, with date of admission                                            |
|                   |                                                                          | • If inpatients are not available for a particular diagnosis, provide a list of all patients with that diagnosis for the previous 90 days              |
|                   |                                                                          | • CSC protocols available for review for each stroke diagnosis                                                                                         |
|                   |                                                                          | • Job Description for the Stroke Program Coordinator and Medical Director                                                                          |
|                   |                                                                          | • 2 copies of your stroke alert process                                                                                                               |
|                   |                                                                          | • On-call schedules for neurosurgeons and IR physicians for the previous 90 days                                                                   |
|                   |                                                                          | • Transfer policies/protocols                                                                                                                         |
| 10:00-10:30 a.m.  | Emergency Department Review                                              | • Emergency Department Medical Director  
|                   |                                                                          | • Emergency Department Nurse Director/Manager                                                                                                |
|                   |                                                                          | • Emergency department licensed independent practitioners and staff as determined by the organization                                               |

**Emergency Department Review**

The organization is to provide a high level, brief overview of how care is provided to CSC patients in the emergency department.

**Note:** This activity is designed to assist the reviewer’s understanding of how CSC care is initiated in your organization. **This departmental review does not require a formal slide presentation.**

Be prepared to:

- Tell your story about providing care for acute complex stroke patients in the ED setting.
- Describe how your organization is able to care for more than one complex stroke patient simultaneously.
- Discuss your ED’s infrastructure including staff, licensed independent practitioners, equipment and materials (including medications) that are required to care for acute complex stroke patients.
### Two-Day Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Notes</th>
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</table>
| 10:30-12:30 p.m. | **Individual Patient Tracer:** Each reviewer will conduct tracers separately. | Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patient. May include:  
- Emergency licensed independent practitioners and staff  
- Imaging licensed independent practitioners and staff  
- Surgical/procedural licensed independent practitioners and staff  
- ICU licensed independent practitioners and staff  
- Other licensed independent practitioners and staff providing stroke care  
- Speech therapist(s), physical therapist(s), and occupational therapist(s)  
- Discharge planner(s) and case manager(s)  
- Others at the discretion of the organization  
- Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology (electronic medical record-EMR) staff |
| 12:30-1:00 p.m. | **Reviewer Lunch**                                                        |                                                                     |
| 1:00-3:30 p.m. | **Individual Patient Tracer** Each reviewer will conduct tracers separately. | **See above**                                                        |
| 3:30-4:30 p.m. | **Reviewer Summary Session/Special Issue Resolution (if needed)** Reviewers and program representatives will:  
- Address any open issues  
- Communicate summary of the first day’s observations  
- Select individual patient tracers for Day 2 |                                                                  |
## DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>8:00-8:30 a.m.</td>
<td>Daily Briefing</td>
<td>As determined by organization</td>
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<tr>
<td>8:30-10:30 a.m.</td>
<td>Individual Patient Tracer</td>
<td>Each reviewer will conduct tracers separately.</td>
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<tr>
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<td>Program clinical and administrative leadership. (Example: Stroke Coordinator, Stroke Program Medical Director)</td>
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<td>Individual(s) responsible for performance improvement and processes within the program.</td>
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<tr>
<td>10:30-12:30 p.m.</td>
<td>System Tracer - Data Use</td>
<td>Conducted by both reviewers</td>
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<td>• Program clinical and administrative leadership. (Example: Stroke Coordinator, Stroke Program Medical Director)</td>
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<td>• Individual(s) responsible for performance improvement and processes within the program.</td>
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<td>Use of a defined performance improvement methodology</td>
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<td>• Volumes of procedures and interventions (including SAH, coiling for aneurysm, and clipping for aneurysm.)</td>
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<td></td>
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<td>• Annual aneurysm clipping and coiling mortality rates</td>
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<td>• Complication rate data</td>
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<td>• Public reporting of outcomes</td>
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<td>• Current stroke performance measure data</td>
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<td>• Percentage of complex stroke patients that receive a follow-up phone call by a member of the organization’s stroke team within seven days of discharge (Note: Applicable only to CSC patients who are discharged home)</td>
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<td>• Interdisciplinary program review and peer review process</td>
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<td>• Use of the stroke registry</td>
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<td>• Patient satisfaction data specific to complex stroke patient population</td>
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<td>• CSC research which must be patient-centered and approved by the Institutional Review Board (IRB).</td>
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<td>• Review of the program’s stroke team log</td>
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<tr>
<td>12:30-1:00 p.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>1:00-3:00 p.m.</td>
<td>Competence Assessment and Credentialing Process</td>
<td>Conducted by both reviewers</td>
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<td>Review of personnel records and credentials files for:</td>
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<td>• Medical Director of Stroke Program</td>
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<td>• Stroke Coordinator</td>
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<td>• Director of Rehabilitation Services</td>
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<td>• Advanced Practice Nurse</td>
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<td>• Nursing, medical and other staff identified during individual tracer activity</td>
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<td>Be prepared to discuss:</td>
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<td>• Education, competence, and credentialing issues identified from the patient tracers and review of personnel records</td>
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<td>• Community education activities</td>
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<tr>
<td>3:00-4:00 p.m.</td>
<td>Issue Resolution &amp; Reviewer Report Preparation</td>
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<tr>
<td>4:00-4:30 p.m.</td>
<td>Program Exit Conference</td>
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Note: This agenda is a guide and may be modified based on program need and reviewer discretion.
Addendum for New York State Stroke Services Certification – CSC

Introduction
In 2019, the Commissioner of Health in New York State began delegating the review of stroke certifications to nationally recognized accrediting organizations. New York state’s eligibility and requirements differ slightly from what is currently required by The Joint Commission. The Joint Commission is unable to have more than one set of program requirements for a particular stroke program in its database. Since New York State’s program eligibility and requirements are not applicable to other states, this supplement was created to outline those differences for organizations applying for certification. Organizations applying for certification with The Joint Commission will be held accountable for the program requirements listed in this supplement in addition to the requirements that can be found in The Joint Commission’s Comprehensive Certification Manual for Disease-Specific Care relevant to Comprehensive Stroke Center certification. New York State recognizes three levels of stroke centers: Primary Stroke Center, Thrombectomy-Capable Stroke Center, and Comprehensive Stroke Center.

Eligibility
• Organizations perform at least 15 mechanical thrombectomies and provide post-procedure care per year; if they do not meet this criterion, they may be eligible if they meet all other requirements and criteria. If this is the case, then:
  o The organization must provide 12 mechanical thrombectomies and provide post-procedure care by the end of the first full year following designation; and
  o If the organization does not reach an annual volume of 15 mechanical thrombectomies per year by the end of the second year, they will surrender their designation as a CSC
  o NYSDOH may conduct a review of cases and outcomes performed by a CSC with an annual volume of less than 15 mechanical thrombectomies to evaluate the appropriateness and quality of care provided until the annual volume reaches 15.
• All primary neurointerventionists who routinely take call to perform emergency mechanical thrombectomy must meet the following criteria:
  o Have performed 15 mechanical thrombectomies over the past 12 months (or 30 over the past 24 months); procedures performed at organizations other than the one applying for certification may be counted in the total.
  o Must be CAST certified or meet all of the following criteria:
    ▪ Completed an ACGME-accredited or equivalent residency in neurosurgery, neurology, or radiology;
    ▪ For neurologists: completed a stroke or neurocritical care fellowship supervised by the ACGME, CAST, UCNS, or other equivalent oversight body;
    ▪ For radiologists: completed a neuroradiology subspecialty fellowship supervised by the ACGME, CAST, UCNS, or other equivalent oversight body; and
    ▪ Performed an average of 15 mechanical thrombectomies (as the primary operator) over the past 12 months or 30 over the past 24 months (procedures performed at hospitals other than the one applying for CSC certification can be included in the total).
• Provide care to 20 or more patients per year with a diagnosis of subarachnoid hemorrhage;
• Accomplish greater than or equal to 10 endovascular coiling or surgical clipping procedures per year for the treatment of aneurysm.
Addendum for New York State Stroke Services Certification –
Comprehensive Stroke Center (CSC) Certification

- Administer IV thrombolytic therapy to 25 eligible patients per year (or 50 patients over two years); IV thrombolytic therapy given at another hospital based on tele-stroke recommendation of the CSC and transferred to the CSC or there is evidence of follow-up monitoring by the CSC can be counted in this number.

**Stroke Coordinator**
The organization identifies an administrative leader (stroke coordinator) who acts as a liaison with EMS in coordinating and evaluating pre-hospital care related to stroke services. This includes ensuring timely and accurate data submission to EMS as requested and complying with and monitoring programs established by regional EMS providers. The stroke coordinator should also take responsibility for collecting, storing and reporting data collection and for quality improvement of the stroke program.

**Medical Director**
The organization identifies a physician leader with sufficient extensive experience and expertise in neurology and cerebrovascular disease. This person shall be a physician on the hospital staff, licensed in New York State, and Board Certified in Internal Medicine, Emergency Medicine, Neurology, Neuroradiology, or Neurosurgery. The Medical Director may not be concurrently a Stroke Medical Director at another hospital.

The medical director shall attest to 8 hours of stroke focused continuing education on an annual basis.

**Pre-hospital Services/EMS feedback**
The organization tracks that EMS notified the ED of all potential incoming stroke patients and then provides feedback to EMS. The organization can contact their REMAC to connect with the Medical Director of the services to provide that feedback.

**Neurologist**
A neurologist must be available in person or via telemedicine within 15 minutes of the request.

**Vascular Neurologist**
The Comprehensive Stroke Center must have a fellowship-trained vascular neurologist available 24/7.

**Cerebrovascular Neurosurgeon**
Cerebrovascular neurosurgeon is on call 24/7 with experience in clipping aneurysms and performing AVM surgery; Cerebrovascular Neurosurgeon or Interventional Neurologist or Interventional Neuroradiologist is on call 24/7 with experience in coiling aneurysms; Interventional Neurologist/Interventional Neuroradiologists that are also responsible for performing mechanical thrombectomy shall also fulfill requirements in the Neurointerventionists section.
Endovascular Team
The team is to consist of at least one endovascular RN, one endovascular catheterization laboratory technician, and a physician privileged to perform mechanical thrombectomy. Neurointerventionists shall be available by phone with access to imaging within 10 minutes of attempted contact and the endovascular team (including the interventionist) should be onsite within 30 minutes of activation.

Emergency Medicine Physicians/Nurses
The organization assures that 100% of emergency department physicians, mid-levels, and nursing staff have been trained on evidence-based acute stroke assessment and recognition (signs and symptoms of stroke) as well as how to activate the acute stroke team per hospital protocol.

Stroke Unit Nursing Care
Nursing staff on the stroke unit (monitoring stroke beds) are under the clinical direction of a Registered Nurse who by education, training, and experience is qualified to direct nursing care to the stroke population. Nurses on the stroke unit must complete eight (8) hours of stroke focused continuing education on an annual basis.

Rehabilitation Staff
The requirements for physical, occupational, and speech therapy are the same as what is required in the DSC manual under DSPR.5, EP 7; however, the following documentation is required:
- PT/OT schedule and on-call schedule
- List of personnel approved to complete a swallow screen
- Name/credentials of the rehabilitation physician leader

Telemedicine
Available 24/7 within 20 minutes to assess patients at PSCs and TSCs within catchment area (at a minimum this should include the ability to review imaging to assist in transfer determinations).

Transfer Agreement
The CSC has a transfer agreement with referring TSCs and PSCs within their catchment area for intake purposes.

The transfer agreement shall clearly delineate responsibility related to which center will perform a CTA and the agreement shall identify under which circumstances patients should receive a CTA at the sending facility prior to transfer. The agreement shall clearly articulate imaging capabilities of the sending facility. In all cases, the transfer agreement shall address the rapid imaging and appropriate treatment of the suspected stroke patient.

At a minimum, the transfer agreement should address:
- 24/7 emergency contact information of acute stroke team and/or the receiving team at the receiving facility authorized to accept transfers
The ability to transfer the patient 24/7, the ability of the receiving facility to accept the patient 24/7
- The ability to affect a transfer in a timely manner as appropriate for patient needs (target timeframe for transfer should be identified in the transfer agreement for other neurosurgical and endovascular services)
- Clinical criteria for transfer and processes for obtaining consultation for transfer decisions
- Expectations/criteria for advanced imaging prior to transfer, including CTA/CTP or imaging modalities, and time frame for diagnostic service completion and image sharing processes

The Comprehensive Stroke Center identifies another Comprehensive Stroke Center that they will transfer to when case complexity determines that further specialized care is needed, or high volume exceeds resources dictating a need for transfer. This can be identified through a policy document such as a surge policy and does not need to be in the form of a transfer agreement.

Vascular Imaging
The Comprehensive Stroke Center must have the ability to perform head and neck CTA arch to vertex 24/7. CTA imaging must be able to be read within 45 minutes either on-site or through teleradiology by a radiologist.

Patient Education
Resources for patient education should include a graphic on benefits and risks of IV thrombolytic therapy (e.g., NNT, likelihood of benefits to risk)

Quality Improvement
The Comprehensive Stroke Center must have a quality representative that has the responsibility for monitoring requirements of the CSC program. The CSC must have an interdisciplinary team with a peer review process that includes the medical director, nurses stroke coordinator, and a quality facilitator charged with conducting quality reviews. There must be a written document defining quality review processes, how the CSC will measure objectives and goals and how the CSC will engage PSCs and TSCs in regional quality improvement initiatives.

Process and Outcome Measures & Data Collection
CSCs are required to collect and report data on a quarterly basis. Please have data available to share with the reviewer during the data session of the on-site visit. Data are used to demonstrate ongoing performance improvement efforts.

Performance Measures (for those performance measures that are not STK or CSTK measures, please have data available for the reviewers during the data session of the on-site visit)
NYS PSC 1: VTE Prophylaxis
NYS PSC 2: Discharge on Antithrombotic Therapy
NYS PSC 3: Anticoagulation Therapy for AFIB/Flutter
NYS PSC 4: Thrombolytic Therapy (arrive by 3.5 hours, treat by 4.5 hours)
NYS PSC 5: Antithrombotic Therapy by the end of Hospital Day Two
NYS PSC 6: Discharged on Statin Medication
NYS PSC 7: Stroke Education
NYS PSC 8: Smoking Cessation
NYS PSC 9: Assessed for Rehabilitation
NYS PSC 10: Dysphagia Screening
NYS PSC 11: NIHSS on Admission
NYS PSC 12: mRS on Discharge
NYS PSC 13: Pre-Notification
NYS PSC 14: Pre-Notification Content:
- Last Known Well communicated
- Stroke scale findings communicated
NYS PSC 15: Stroke Team Activated Prior to Arrival
NYS TSC 1: mRS at 90 days: documented
NYS TSC 2: mRS at 90 days: following mechanical endovascular reperfusion therapy, favorable outcome
NYS TSC 3: Hemorrhagic transformation (overall rate)
NYS TSC 4: Mechanical Endovascular Reperfusion Therapy for Eligible Patients with Ischemic Stroke
NYS TSC 5: Thrombolysis in Cerebral Infarction (TICI post treatment reperfusion grade)
NYS TSC 6: Timeliness of reperfusion: arrival time to TICI 2B or higher (120 minutes)
NYS TSC 7: Timeliness of reperfusion: skin puncture to TICI 2B or higher (120 minutes)
NYS TSC 8: NIHSS Post Procedure
NYS CSC 1: Severity measurement for SAH and ICH
NYS CSC 2: Nimodipine Treatment Administered

**Time Targets and Benchmark Goals**
NYS PSC 16: Door to MD Assessment (10 minutes) – 85%
NYS PSC 17: Door to Stroke Team (15 minutes) – 85%
NYS PSC 18: Door to Brain Image Complete (25 minutes) – 85%
NYS PSC 19: Door to Brain Image Read (45 minutes) – 85%
NYS PSC 20: Door to IV tPA (60 minutes) – 85%
NYS PSC 21: Door to IV tPA (45 minutes) – 50%
NYS PSC 22: Door-in-door-out time at first hospital prior to transfer for acute therapy
NYS TSC 9: Door to Arterial Puncture Time (IA and Mechanical)
NYS TSC 10: Imaging to Puncture Time
Disease Specific Care Certification

Addendum for Thrombectomy-Capable Stroke Center (TSC) Certification

Introduction

Included in this TSC addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the TSC certification will need to review the Certification Review Process Guide as well as the information in this addendum. The TSC addendum includes important information that is specific to TSC certification.

The TSC certification review is completed by a single reviewer over two days. Therefore, time frames for agenda items in the Certification Review Process Guide are not applicable to the TSC certification review. The TSC agenda reflects the correct time frames for the TSC review as does this addendum. Keep in mind that the time frames mentioned are flexible, and may be revised by the reviewers as necessary based on organizational need.

Background

Since 2015, The Joint Commission has provided three levels of stroke center certification—Acute Stroke Ready, Primary Stroke, and Comprehensive Stroke. However, Joint Commission-certified primary stroke centers are not all alike; one third of these centers perform endovascular thrombectomy (EVT). Recent studies have shown the efficacy of EVT for the treatment of large vessel occlusive (LVO) ischemic strokes. EVT is time-sensitive and current recommendations are that this procedure should ideally be done within six hours of the time the patient was last known well. Therefore, a dispersed network of hospitals capable of providing mechanical thrombectomies is needed so all patients with LVO can rapidly receive the care they need.

Eligibility

In addition to the general eligibility requirements outlined in the Comprehensive Certification Manual for Disease-Specific Care, at the time of application hospitals seeking TSC certification need to meet volume requirements for the number of mechanical thrombectomies performed.

- To be eligible for TSC certification, an organization must have performed mechanical thrombectomy and post-procedure care for at least 15 patients with ischemic stroke in the past 12 months or at least 30 patients over the past 24 months.

- Additionally, all neurointerventionists who perform mechanical thrombectomy at the organization that is applying for TSC certification, must have performed 15 mechanical thrombectomies over the past 12 months or 30 over the past 24 months. In evaluating the number of mechanical thrombectomies performed by an individual physician, procedures performed at hospitals other than the one applying for certification can be included in the physician’s total.
DAY ONE

(All activities noted below have detailed descriptions earlier in this guide. Please consult the table of contents.)

Opening Conference and Orientation to Program (90 Minutes)

Organization Participants
- Disciplines representing the care needs of the complex stroke patient based on the TSC requirements.
  - Program clinical and administrative leadership
  - Stroke team members
  - Representatives from various departments – stroke unit, ICU, ED, radiology, case management/social work, etc. (at the discretion of the organization)

Opening Conference (15 Minutes)
- Introductions
- Overview of TSC certification by reviewers
- Agenda review
- Overview of SAFER™ matrix

Orientation to the Program (60-75 Minutes)
- The organization should be prepared to discuss or provide a 20-30 minute presentation, that includes:
  - A broad overview of the process of care for TSC patients implemented at the organization which may include: Scope of stroke services emergency care; advanced imaging; availability to perform interventions twenty-four hours a day, seven days a week; ICU/critical care (dedicated neuro ICU beds); post ICU care; rehabilitation care; transfer protocols; and transitions of care to home or extended care.
  - The following topics specific to the TSC program are helpful for the reviewer to fully understand your program:
    - Program mission, goals, and objectives
    - Program structure
    - Program leadership and management
    - Program design
    - Stroke team composition
    - Developing, implementing, and evaluating the program
    - Target population for the program
    - Identified needs of the program population
    - The selection, implementation, and evaluation of clinical practice guidelines
    - Model of neuro-ICU care
    - Evaluation of clinical practice guidelines use and appropriateness to the target population
- Performance improvement process, including evaluation of the disease management program’s efficacy
- Telemedicine (if in use)

**Reviewer Planning Session and Protocol Review Session (30 Minutes)**
This session combines two activities: the reviewer planning session and review of TSC protocols.

**Materials Required for the Reviewer Planning Session:**
- Current list of complex stroke patients (including those with TIA, ischemic, and hemorrhagic stroke [please differentiate patients diagnosed with ICH and SAH]) from at a minimum the last 4 months, who received emergent care, advanced imaging, endovascular mechanical thrombectomy, or medication therapy such as IV/IA tPA. Patients should be separated by diagnosis and date of admission. The list should include the patients’ age, sex and admitting physician and the physician who performed the mechanical thrombectomy (if applicable).
- List of stroke team members and their credentials
- TSC protocols/order sets for care (having a printed copy of down-time order sets is helpful to reviewers)

**Selecting Patients for Individual Tracers and Protocol Review**
- From the list of current stroke patients, the reviewers in conjunction with program representatives will identify a minimum of 5 patients for tracing. Reviewers will also begin to identify personnel and credential files that they will need for review during the Competence Assessment/Credentialing Process/Education session.
- Based on the patients chosen for the initial individual patient tracer, the reviewers may choose to review the organization’s TSC protocols related to the patient’s specific care, treatment, and services, as required by The Joint Commission’s TSC requirements. These protocols include:
  - Activation of stroke team
  - Process for obtaining EMS records
  - EMS protocols including communication with emergency department
  - Acute workup of ischemic/hemorrhagic stroke patients
  - Informed consent for stroke interventions
  - Use of IV tPA
  - Implementation of endovascular procedures
  - Nursing care through the continuum of care
  - Receiving stroke patient transfers
  - Transferring stroke patients to another hospital/facility
  - Transitions of care for patients within the organization (internal) and post hospitalization (external)
  - Referral process when the TSC does not provide post-acute, inpatient rehabilitation services
- The review of the protocols will continue throughout the review and they should remain available and easily retrievable. The reviewers will compare care provided during individual patient tracer activity to protocols utilized by the stroke program.
Individual Patient Tracer Activity- Day 1 (Morning Session, 2 ½ Hours)

Organization Participants
Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patients, including staff who are involved in the patient’s care. This may include:

- Emergency licensed independent practitioners and staff
- Imaging licensed independent practitioners and staff
- Endovascular suite licensed independent practitioners and staff
- ICU licensed independent practitioners and staff
- Speech therapist(s), physical therapist(s), and occupational therapist(s)
- Discharge planner(s) and case manager(s)
- Other licensed independent practitioners and staff providing stroke care at the discretion of the organization
- Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff

Materials Needed for This Session
- Clinical record of selected patient

Overview of the Individual Patient Tracer Activity
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide. During an individual patient tracer, the reviewers will follow a patient’s course of care, treatment or service through the program to assess the use and adherence to and diversion from clinical practice guidelines and organizational policies in the patient’s care, treatment, or service.

Individual patient tracer activity usually begins in the emergency department and follows the patient through to the unit where the patient is currently being treated or the location from which they were discharged. The reviewer will speak with staff in all of the areas involved in the patient’s encounter, including emergency services, advanced imaging, endovascular interventions, neuro-ICU care, post-ICU care, rehabilitation services, patient/family education, and transfer/discharge procedures.

On Day 1: Plan for sufficient staff and licensed independent practitioners to accommodate the reviewer conducting tracer activity in the organization. Also, plan for space to accommodate the reviewer conducting interviews during individual patient tracers so as not to interfere with patient care. If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.

The number of staff participating in the individual patient tracer activity should be limited. The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.
After each tracer, the reviewer will communicate to the program representatives and care providers any:

- Specific observations made
- Issues that will be continued to be explored in other tracer activity
- Need for additional record/policy review
- Issues that have the potential to result in requirements for improvement

**Closed Chart Review:** During individual patient tracers, the reviewer will request 1-2 closed patient records for review. The purpose of the closed patient records review is to evaluate the care provided throughout the continuum of care and the discharge/transitions care provided to complex stroke patients. The reviewer will also request information about the follow-up call if applicable. Closed chart review generally occurs during the second day of tracer activity.

**Individual Patient Tracer Activity- Day 1 (Afternoon Session, 2 ½ Hours)**

Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer conducting patient tracer activity throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 1 afternoon tracer. See the TSC agenda for specific tracer activities.

**Reviewer Summary Session/Special Issue Resolution - End of Day 1 (1 Hour)**

**Organization Participants**

Program representatives who can facilitate patient selection for Day Two tracer activity and an individual responsible for obtaining clinical records should be available. Other staff also, as designated by the organization.

**Overview of Reviewer Summary Session/Special Issue Resolution**

This session is for the reviewer to plan for Day Two of the review. During this time, the reviewer will:

- Address any special issues for resolution with the organization
- Select patients for the Day Two individual tracers.

The reviewer will also communicate a summary of the first day’s observations to the program representatives and will determine if additional information will be needed the following day.

**Day Two**

**Daily briefing with the organization (30 minutes)**

Reviewer will:

- Provide a summary of Day One activities
- Follow-up on any unresolved issues from Day One
- Obtain any outstanding documents
- Identify any additional patients who were admitted overnight for potential tracer activity
Individual Patient Tracer Activity- Day 2 (Morning Session 3 Hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer conducting patient tracer activities throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 2 individual patient tracers.

System Tracer--Data Use (90 Minutes)

Organization Participants
- Program administrative and clinical leaders
- Individual(s) responsible for performance improvement processes within the program
- Others at the discretion of the organization

Materials Needed
- Performance measurement data addressed in requirements
- Action plans demonstrating the program’s use of and response to data collection

During the session, the reviewer and program representatives will discuss:
- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
- How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

Overview of the Data Use System Tracer
The system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for stroke patients. Specific areas of focus for TSC certification will include:
- Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
- Volumes of procedures and interventions
- Complication rates
- Current stroke performance measure data
- Percentage of complex stroke patients that receive a follow-up phone call by a member of the organization’s stroke team within seven days of discharge
  (Note: Applicable only to TSC patients who are discharged home)
- Public reporting of outcomes per requirements
- Interdisciplinary program review and peer review process
- Use of the stroke registry
- Patient satisfaction data specific to complex stroke patient population
- Review of the program’s stroke team log
- Organizational Data:
  - For TSC requirements that call for organizational data (such as, tracking of adverse outcomes), the organization must provide data from the four months prior to the review date. This is applicable to organizations that currently have PSC certification and those that do not.
For organizations that are transitioning from PSC to TSC, the organization must provide one year of data for the PSC data requirements (including the PSC Stroke Performance measures data).

**Education, Competence Assessment, and the Credentialing Process Session (90 Minutes)**

**Organization Participants:**
- Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
- Clinical or medical director(s)

**Overview of the Competence Assessment/Credentialing Process/Education Session**

This session is focused on:
- The process to provide ongoing education and training of practitioners
- The requirement addressing public education classes (2) offered by the TSC program/organization
- Others at the discretion of the organization

The reviewers will discuss the following education, competence assessment, and credentialing topics as they relate to TSC certification:
- Orientation
- Competence assessment for staff caring for complex stroke patients
- Contract personnel competence assessment and education (if contract staff is used)
- Core stroke team members required to have 8 hours of stroke education annually
- Reason and rationale related to which nurses were identified to receive the 8 hours of education
- Continuing education: staff involved in care of stroke patient to have stroke education annually without specific hour requirement
- On-going education, training, and in-service requirements for the program. Job descriptions for select:
  - Nursing Staff
  - Medical Staff
  - Other Staff who cared for patients identified during the patient tracers
- Additional job descriptions for the:
  - Medical Director of Stroke Program
  - Stroke Coordinator
  - Advanced Practice Nurse (if utilized)
- Documentation of at least two educational programs focused on stroke prevention/care provided for the public

The reviewers will participate in a facilitated review of selected personnel and Medical Staff credentialing files requested during the tracer activities for evidence reflecting completion of any required annual continuing education:
- 8 hours of continuing education for the core stroke team members (including the stroke medical director if he/she is not board certified in neurology)
- 8 hours of neurovascular disease and stroke continuing education for registered nurses caring for complex stroke patients, as identified by the organization
• 2 hours of continuing education per year on cerebrovascular disease, including acute stroke care for registered nurses in the emergency department, as identified by the organization
• Participation in educational activities related to stroke diagnosis and treatment at least twice a year for other emergency department staff members, as identified by the organization

*Stroke Education for Nurses:*
• Every individual nurse who provides care to complex stroke patients does not require 8 hours of education per year.
• The organization is to determine/identify the nurses providing complex stroke care who require the 8 hours of education. (TSC Requirement DSDF. 1, EP 7 e, provides examples of the type of nurses providing stroke care who may require this education.)
• Education can be counted on a “rolling” year basis as determined by the organization (e.g. March 2017 through March 2018).
• During the initial TSC review if all education is not yet completed, the organization can describe how the remaining education will be accomplished during the rest of the rolling year.
• After the initial review, the plan is to review TSC education ongoing through the organization’s intracycle phone call.

**Issue Resolution and Reviewer Report Preparation (1 Hour)**
This session combines two activities. The activities are broken down as the following:

**Issue Resolution**
• The reviewer will follow-up on potential findings that could not be resolved during earlier activities. The organization may also present any information they believe the reviewer may have missed or was not available during the allotted sessions.

**Reviewer Report Preparation**
• The reviewer will use this time to compile, analyze, and organize the data he or she has collected into a summary report of observations made throughout the review.

**Program Exit Conference (30 minutes)**
• Reviewer will provide a summary of findings from the TSC review.
# Disease Specific Care Certification
## Thrombectomy-Capable Stroke Center (TSC) Certification Agenda
### Two-Day Review Template

#### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-9:30 a.m.</td>
<td>Opening Conference and Orientation to Program</td>
<td>Program clinical and administrative leadership</td>
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<tr>
<td></td>
<td></td>
<td>Stroke team members</td>
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<td>Others at the discretion of the organization representing the disciplines providing complex stroke care</td>
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<tr>
<td>9:30-10:00 a.m.</td>
<td>Reviewer Planning Session &amp; Protocol Review Session</td>
<td>Program representatives who can facilitate patient selection and tracer activities</td>
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<tr>
<td></td>
<td>- A list of stroke patients for tracer selection separated by diagnosis, with date of admission</td>
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<td>- If inpatients are not available for a particular diagnosis, provide a list of all patients with that diagnosis for the previous 90 days</td>
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<td>- TSC protocols available for review for each stroke diagnosis</td>
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<td></td>
<td>- Job Description for the Stroke Program Coordinator and Medical Director</td>
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<td>- A copy of your stroke alert process</td>
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<td>- On-call schedules for IR physicians for the previous 90 days</td>
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<td>- Transfer policies/protocols</td>
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<td>10:00-12:30 p.m.</td>
<td>Individual Patient Tracer: During this activity the reviewer will be moving throughout the organization and interacting with staff in areas that have been in contact with the patients selected for tracer activity. The reviewer may also want to speak with a patient or family of the patient with their permission. Evaluation of patient care, treatment, and services includes:</td>
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<td></td>
<td>1. Emergency Department</td>
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<td>- How patients arrive and process for notification</td>
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<td></td>
<td>- Discuss process for obtaining EMS records</td>
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<td>- Discuss transfer in/transfer out protocols</td>
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<td></td>
<td>2. Advanced Imaging</td>
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<td></td>
<td>- Informed consent</td>
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<td></td>
<td>3. IR Suite</td>
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<td></td>
<td>- Stroke unit</td>
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<td></td>
<td>- ICU</td>
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<td>4. Acute Stroke Care</td>
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<td>- Assessment</td>
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<td>- Goals</td>
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<td></td>
<td>- Patient/Family education</td>
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<td>- Referrals</td>
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<td>- Transfers</td>
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<td></td>
<td>- Medical care</td>
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<td></td>
<td>5. Post-Acute Stroke Care</td>
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<td></td>
<td>- Discharge planner(s) and case manager(s)</td>
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<td>- Others at the discretion of the organization</td>
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<tr>
<td>Time</td>
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<td>Organization Participants</td>
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<td></td>
<td>- Nursing care</td>
<td>- Staff who can facilitate medical record review such as medical record staff, clinical</td>
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<td></td>
<td>- Social work/Case management</td>
<td>staff, and information technology (electronic medical record-EMR) staff</td>
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<td></td>
<td>- Additional care (could include speech Therapy, physical therapy, occupational therapy, psychology, pharmacy)</td>
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<tr>
<td>6. <strong>Transfer/Discharge</strong></td>
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<td>7. <strong>Follow-up Call</strong></td>
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<td>8. <strong>Closed Record Review:</strong></td>
<td>Reviewers may review closed medical records.</td>
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<tr>
<td>12:30-1:00 p.m.</td>
<td><strong>Reviewer Lunch</strong></td>
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<tr>
<td>1:00-3:30 p.m.</td>
<td><strong>Individual Patient Tracer:</strong> Reviewer will be moving throughout the organization and interacting with staff in areas that have been in contact with the patients selected for tracer activity. Evaluation of patient care, treatment, and services, including:</td>
<td>Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patient. May include:</td>
</tr>
<tr>
<td></td>
<td>1. <strong>Acute Stroke Care</strong></td>
<td>- Emergency licensed independent practitioners and staff</td>
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<td></td>
<td>- Emergency care</td>
<td>- Imaging licensed independent practitioners and staff</td>
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<td></td>
<td>- Informed consent</td>
<td>- Surgical/procedural licensed independent practitioners and staff</td>
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<td>- IR suite</td>
<td>- ICU licensed independent practitioners and staff</td>
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<td>- CT/MRI suite</td>
<td>- Other licensed independent practitioners and staff providing stroke care</td>
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<td>- Procedures and interventions</td>
<td>- Speech therapist(s), physical therapist(s), and occupational therapist(s)</td>
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<td>- ICU care</td>
<td>- Discharge planner(s) and case manager(s)</td>
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<td></td>
<td>- Nursing care</td>
<td>- Others at the discretion of the organization</td>
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<td></td>
<td>- Medical care</td>
<td>- Staff who can facilitate medical record review such as medical record staff, clinical</td>
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<td>- Additional care</td>
<td>staff, and information technology (electronic medical record-EMR) staff</td>
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<td>2. <strong>Post-Acute Stroke Care</strong></td>
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<td>- Assessment</td>
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<td>- Goals</td>
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<td>- Patient/Family education</td>
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<td>- Nursing care</td>
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<td>- Social work/Case management</td>
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<td></td>
<td>- Additional care (could include speech Therapy, physical therapy, occupational therapy, psychology, pharmacy)</td>
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<tr>
<td>3:00-4:30 p.m.</td>
<td>3. <strong>Transfer/Discharge</strong></td>
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<td>4. <strong>Follow-up Call</strong></td>
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<td></td>
<td>5. <strong>Closed Record Review:</strong> Reviewers may review closed medical records.</td>
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<tr>
<td>3:30-4:30 p.m.</td>
<td><strong>Reviewer Summary Session/Special Issue Resolution (optional)</strong></td>
<td>Program representatives who can facilitate patient selection and tracer activity.</td>
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<td>Reviewer will:</td>
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<td>- Address any special issues for resolution</td>
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<td>- Communicate summary of the first day’s observations</td>
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<td>- Select individual patient tracers for Day 2</td>
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</table>
## DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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</thead>
<tbody>
<tr>
<td>8:00-8:30 a.m.</td>
<td>Daily briefing with the organization</td>
<td>As determined by organization</td>
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</tbody>
</table>
| 8:30-11:30 a.m.       | **Individual Patient Tracer:** Reviewer will be moving throughout the organization and interacting with staff in areas that have been in contact with the patients selected for tracer activity. Evaluation of patient care, treatment, and services, including:  
  1. **Acute Stroke Care**  
     - Emergency care  
     - Informed consent  
     - IR suite  
     - CT/MRI suite  
     - Procedures and interventions  
     - ICU care  
     - Nursing care  
     - Medical care  
     - Additional care  
  2. **Post-Acute Stroke Care**  
     - Assessment  
     - Goals  
     - Patient/Family education  
     - Referrals  
     - Transfers  
     - Medical care  
     - Nursing care  
     - Social work/Case management  
     - Additional care (could include speech therapy, occupational therapy, psychology, pharmacy)  
  3. **Transfer/Discharge**  
  4. **Follow-up Call**  
  5. **Closed Record Review:** Reviewers may review closed medical records. | Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patient. May include:  
- Emergency licensed independent practitioners and staff  
- Imaging licensed independent practitioners and staff  
- Surgical/procedural licensed independent practitioners and staff  
- ICU licensed independent practitioners and staff  
- Other licensed independent practitioners and staff providing stroke care  
- Speech therapist(s), physical therapist(s), and occupational therapist(s)  
- Discharge planner(s) and case manager(s)  
- Others at the discretion of the organization  
- Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology (electronic medical record-EMR) staff |
| 11:30 -1:00 p.m.      | **System Tracer - Data Use**  
- Research  
- Use of a defined performance improvement methodology  
- Volumes of mechanical thrombectomies  
- Complication rate data  
- Public reporting of outcomes  
- Current stroke performance measure data  
- Percentage of complex stroke patients that receive a follow-up phone call by a member of the organization’s stroke team within seven days of discharge (Note: Applicable only to TSC patients who are discharged home)  
- Interdisciplinary program review and peer review process  
- Use of the stroke registry  
- Patient satisfaction data specific to complex stroke patient population  
- Review of the program’s stroke team log | Program clinical and administrative leadership. (Example: Stroke Coordinator, Stroke Program Medical Director)  
Individual(s) responsible for performance improvement and processes within the program |
## Two-Day Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00-1:30 p.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>1:30-3:00 p.m.</td>
<td><strong>Education, Competence Assessment, and the Credentialing Process:</strong></td>
<td>Individual(s) with authorized access to personnel and credential records</td>
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<tr>
<td></td>
<td>Reviewer will review personnel records and credentialing files. Additionally, reviewers will discuss education, competence, community education, and credentialing issues identified from the patient tracers and review of personnel records.</td>
<td>Individual(s) familiar with program-specific requirements for team members such as supervisors, managers and leaders</td>
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<tr>
<td></td>
<td>- Nursing Staff</td>
<td>Clinical or medical director(s)</td>
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<td></td>
<td>- Medical Staff</td>
<td>Others at the discretion of the organization</td>
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<tr>
<td></td>
<td>- Other Staff</td>
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<td></td>
<td>- Community Education</td>
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<td></td>
<td>The reviewers will also ask to view the personnel records of the:</td>
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<td></td>
<td>− Medical Director of Stroke Program</td>
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<td>− Stroke Coordinator</td>
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<td></td>
<td>− Advanced Practice Nurse</td>
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<tr>
<td>3:00-4:00 p.m.</td>
<td><strong>Issue Resolution &amp; Reviewer Report Preparation</strong></td>
<td>Certification review facilitator</td>
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<td>Program leaders and staff as requested by the reviewer</td>
</tr>
<tr>
<td>4:00-4:30 p.m.</td>
<td><strong>Program Exit Conference</strong></td>
<td>Program and clinical leadership</td>
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<td>Others at the discretion of the organization</td>
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</table>

Note: This agenda is a guide and may be modified based on organizational need and reviewer discretion.
Addendum for New York State Stroke Services Certification – TSC

Introduction
In 2019, the Commissioner of Health in New York State began delegating the review of stroke certifications to nationally recognized accrediting organizations. New York state’s eligibility and program requirements differ slightly from what is currently required by The Joint Commission. The Joint Commission is unable to have more than one set of requirements for a particular stroke program in its database. Since New York State’s program eligibility and requirements are not applicable to other states, this supplement was created to outline those differences for organizations applying for certification. Organizations applying for certification with The Joint Commission will be held accountable for the requirements listed in this supplement in addition to the requirements that can be found in The Joint Commission’s Comprehensive Certification Manual for Disease-Specific Care relevant to Thrombectomy-Capable Stroke Center certification. New York State recognizes three levels of stroke centers: Primary Stroke Center, Thrombectomy-Capable Stroke Center, and Comprehensive Stroke Center.

Eligibility
• Organizations perform at least 15 mechanical thrombectomies and provide post-procedure care per year; if they do not meet this criterion, they may be eligible if they meet all other requirements and criteria. If this is the case, then:
  o The organization must provide 12 mechanical thrombectomies and provide post-procedure care by the end of the first full year following designation; and
  o If the organization does not reach an annual volume of 15 mechanical thrombectomies per year by the end of the second year, they will surrender their designation as a TSC or may have their designation revoked.
  o NYSDOH may conduct a review of cases and outcomes performed by a TSC with an annual volume of less than 15 mechanical thrombectomies to evaluate the appropriateness and quality of care provided until the annual volume reaches 15.
• All primary neurointerventionists who routinely take call to perform emergency mechanical thrombectomy must meet the following criteria:
  o Have performed 15 mechanical thrombectomies over the past 12 months (or 30 over the past 24 months); procedures performed at organizations other than the one applying for certification may be counted in the total and meet credentialing requirements. Volume criteria are applicable to each Neurointerventionist.
  o Must be CAST certified or meet all of the following criteria:
    ▪ Completed an ACGME-accredited or equivalent residency in neurosurgery, neurology, or radiology;
    ▪ For neurologists: completed a stroke or neurocritical care fellowship supervised by the ACGME, CAST, UCNS, or other equivalent oversight body;
    ▪ For radiologists: completed a neuroradiology subspecialty fellowship supervised by the ACGME, CAST, UCNS, or other equivalent oversight body; and
    ▪ Performed an average of 15 mechanical thrombectomies (as the primary operator) over the past 12 months or 30 over the past 24 months (procedures performed at hospitals other than the one applying for TSC certification can be included in the total).
Stroke Coordinator
The organization identifies an administrative leader (stroke coordinator) who acts as a liaison with EMS in coordinating and evaluating pre-hospital care related to stroke services. This includes ensuring timely and accurate data submission to EMS as requested and complying with and monitoring programs established by regional EMS providers. The stroke coordinator should also take responsibility for collecting, storing and reporting data collection and for quality improvement of the stroke program.

Medical Director
The organization identifies a physician leader with sufficient knowledge in cerebrovascular disease and experience caring for stroke patients. This person shall be a physician on the hospital staff, licensed in New York State, and Board Certified in Internal Medicine, Emergency Medicine, Neurology, Neuroradiology, or Neurosurgery.

The medical director shall attest to 8 hours of stroke focused continuing education on an annual basis.

The medical director or designee shall be available 24 hours per day, 7 days per week to provide leadership and deal with difficult medical, logistical and administrative issues. There should be a call schedule available for the designee when the director is unavailable.

Pre-hospital Services/EMS feedback
The organization tracks that EMS notified the ED of all potential incoming stroke patients and then provides feedback to EMS. The organization can contact their REMAC to connect with the Medical Director of the services to provide that feedback.

Neurologist
A neurologist must be available in person or via telemedicine within 15 minutes of the request.

Vascular Neurologist
The Thrombectomy-Capable Stroke Center must have a fellowship-trained vascular neurologist available 24/7.

Endovascular Team
The team is to consist of at least one endovascular RN, one endovascular catheterization laboratory technician, and a physician privileged to perform mechanical thrombectomy. Neurointerventionists shall be available by phone with access to imaging within 10 minutes of attempted contact and the endovascular team (including the interventionist) should be onsite within 30 minutes of activation.

Neurosurgeon
The Thrombectomy-Capable Stroke Center has 24/7 general neurosurgery coverage to respond to complications of mechanical thrombectomy.
Emergency Medicine Physicians/Nurses
The organization assures that 100% of emergency department physicians, mid-levels, and nursing staff have been trained on evidence-based acute stroke assessment and recognition (signs and symptoms of stroke) as well as how to activate the acute stroke team per hospital protocol.

Stroke Unit Nursing Care
Nursing staff on the stroke unit (monitoring stroke beds) are under the clinical direction of a Registered Nurse who by education, training, and experience is qualified to direct nursing care to the stroke population. Nurses on the stroke unit must complete eight (8) hours of stroke focused continuing education on an annual basis. Nurses working on the stroke unit or in the ICU that cares for complex stroke patients are knowledgeable about the stroke scale used in the organization (NIHSS).

Telemedicine
If used to assess patients (neurology to read imaging), telemedicine capability must be available 24/7 within 20 minutes of the patient’s arrival (within 15 minutes for initial neurologist assessment per Neurology time parameters above).

Transfer Agreement
Thrombectomy-Capable Stroke Centers should at a minimum have a transfer agreement with a Comprehensive Stroke Center.

At a minimum, the transfer agreement should address:
- 24/7 emergency contact information of acute stroke team and/or the receiving team at the receiving facility authorized to accept transfers
- The ability to transfer the patient 24/7, the ability of the receiving facility to accept the patient 24/7
- The ability to affect a transfer in a timely manner as appropriate for patient needs (target timeframe for transfer should be identified in the transfer agreement for other neurosurgical and endovascular services)
- Clinical criteria for transfer and processes for obtaining consultation for transfer decisions
- Expectations/criteria for advanced imaging prior to transfer, including CTA/CTP or imaging modalities, and time frame for diagnostic service completion and image sharing processes
- Plans for the triage and transport of suspected stroke patients including, but not limited to, those patients who may have an emergent large vessel occlusion to an appropriate facility within a specified time

The transfer agreement shall clearly delineate responsibility related to which center will perform a CTA and the agreement shall identify under which circumstances patients should receive a CTA at the sending facility prior to transfer. The agreement shall clearly articulate imaging capabilities of the sending facility. In all cases, the transfer agreement shall address the rapid imaging and appropriate treatment of the suspected stroke patient.
Vascular Imaging
The Thrombectomy-Capable Stroke Center must have the ability to perform head and neck CTA arch to vertex 24/7. CTA imaging must be able to be read within 45 minutes either on-site or through teleradiology by a radiologist.

The Thrombectomy-Capable Stroke Center must also be able to perform and read CA/CTP 24/7.

Patient Education
Resources for patient education should include a graphic on benefits and risks of IV thrombolytic therapy (e.g., NNT, likelihood of benefits to risk)

Quality Improvement
Internal QI group specific to stroke care to meet at least monthly with recorded minutes. This group is minimally expected to review stroke quality benchmarks, indicators, evidence-based practices, patient outcome data, delays in patients care and takes actions as necessary. The TSC must have an interdisciplinary team with a peer review process that includes the medical director, stroke coordinator and a quality facilitator charged with conducting quality reviews.

Process and Outcome Measures & Data Collection
TSCs are required to collect and report data on a quarterly basis. Please have data available to share with the reviewer during the data session of the on-site visit. Data are used to demonstrate ongoing performance improvement efforts.

Performance Measures (for those performance measures that are not STK or CSTK measures, please have data available for the reviewers during the data session of the on-site visit)
- NYS PSC 1: VTE Prophylaxis
- NYS PSC 2: Discharge on Antithrombotic Therapy
- NYS PSC 3: Anticoagulation Therapy for AFIB/Flutter
- NYS PSC 4: Thrombolytic Therapy (arrive by 3.5 hours, treat by 4.5 hours)
- NYS PSC 5: Antithrombotic Therapy by the end of Hospital Day Two
- NYS PSC 6: Discharged on Statin Medication
- NYS PSC 7: Stroke Education
- NYS PSC 8: Smoking Cessation
- NYS PSC 9: Assessed for Rehabilitation
- NYS PSC 10: Dysphagia Screening
- NYS PSC 11: NIHSS on Admission
- NYS PSC 12: mRS on Discharge
- NYS PSC 13: Pre-Notification
- NYS PSC 14: Pre-Notification Content:
  - Last Known Well communicated
  - Stroke scale findings communicated
- NYS PSC 15: Stroke Team Activated Prior to Arrival
- NYS TSC 1: mRS at 90 days: documented
NYS TSC 2: mRS at 90 days: following mechanical endovascular reperfusion therapy, favorable outcome
NYS TSC 3: Hemorrhagic transformation (overall rate)
NYS TSC 4: Mechanical Endovascular Reperfusion Therapy for Eligible Patients with Ischemic Stroke
NYS TSC 5: Thrombolysis in Cerebral Infarction (TICI post treatment reperfusion grade)
NYS TSC 6: Timeliness of reperfusion: arrival time to TICI 2B or higher (120 minutes)
NYS TSC 7: Timeliness of reperfusion: skin puncture to TICI 2B or higher (120 minutes)
NYS TSC 8: NIHSS Post Procedure

Time Targets and Benchmark Goals
NYS PSC 16: Door to MD Assessment (10 minutes) – 85%
NYS PSC 17: Door to Stroke Team (15 minutes) – 85%
NYS PSC 18: Door to Brain Image Complete (25 minutes) – 85%
NYS PSC 19: Door to Brain Image Read (45 minutes) – 85%
NYS PSC 20: Door to IV tPA (60 minutes) – 85%
NYS PSC 21: Door to IV tPA (45 minutes) – 50%
NYS PSC 22: Door-in-door-out time at first hospital prior to transfer for acute therapy
NYS TSC 9: Door to Arterial Puncture Time (IA and Mechanical)
NYS TSC 10: Imaging to Puncture Time
Disease Specific Care Certification

Addendum for Primary Stroke Center (PSC) Certification

Introduction

Included in this PSC addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the PSC certification will need to review the Certification Review Process Guide as well as the information in this addendum. The PSC addendum includes important information that is specific to PSC certification.

The PSC certification review is completed by a single reviewer over one day (please refer to the One Day Review Agenda in this guide). However, if a PSC performs mechanical thrombectomy to treat ischemic strokes, the review is completed by a single reviewer over two days (please refer to the Thrombectomy-Capable Stroke Center Two Day Agenda). Keep in mind that the time frames indicated are flexible and may be revised by the reviewers as necessary based on organizational need.

Opening Conference and Orientation to Program

Organization Participants

- Disciplines representing the care needs of the stroke patient based on the PSC requirements.
  - Program clinical and administrative leadership
  - Stroke team members
  - Representatives from various departments – stroke unit, ED, radiology, case management/social work, etc. (at the discretion of the organization)
    a. For PSCs that perform mechanical thrombectomy, also include representatives from the interventional suite and ICU

Opening Conference

- Introductions
- Overview of PSC certification by reviewers
- Agenda review
- Overview of SAFER™ matrix

Orientation to the Program

- The organization should be prepared to discuss or provide a 20 minute presentation, that includes:
  o A broad overview of the process of care for PSC patients implemented at the organization which may include: Scope of stroke services emergency care; advanced imaging; designated beds for the care of stroke patients; transfer protocols; and transitions of care to home or extended care.
  o For PSCs that perform mechanical thrombectomy, also include interventional services and ICU care
  o The following topics specific to the PSC program are helpful for the reviewer to fully understand your program:
- Program mission, goals, and objectives
- Program structure
- Program leadership and management
- Program design
- Stroke team composition
- Developing, implementing, and evaluating the program
- Target population for the program
- Identified needs of the program population
- The selection, implementation, and evaluation of clinical practice guidelines
- Evaluation of clinical practice guidelines use and appropriateness to the target population
- Performance improvement process, including evaluation of the disease management program’s efficacy
- Telemedicine (if in use)

Reviewer Planning Session and Protocol Review Session
This session combines two activities: the reviewer planning session and review of PSC protocols.

Materials Required for the Reviewer Planning Session:
- Current list of complex stroke patients (including those with TIA, ischemic, and hemorrhagic stroke [please differentiate patients diagnosed with ICH and SAH]) from at a minimum the last 4 months, who received emergent care, advanced imaging, and treatment with intravenous thrombolytics. Patients should be separated by diagnosis and date of admission. The list should include the patients’ age, sex and admitting physician.
  a. For PSCs that perform mechanical thrombectomy, include patients who’ve received endovascular therapy for ischemic stroke and the physician who performed the mechanical thrombectomy
- List of stroke team members and their credentials
- PSC protocols/order sets for care (having a printed copy of down-time order sets is helpful to reviewers)

Selecting Patients for Individual Tracers and Protocol Review
- From the list of current stroke patients, the reviewers in conjunction with program representatives will identify a minimum of 5 patients for tracing. Reviewers will also begin to identify personnel and credential files that they will need for review during the Competence Assessment/Credentialing Process/Education session.
- Based on the patients chosen for the initial individual patient tracer, the reviewers may choose to review the organization’s PSC protocols related to the patient’s specific care, treatment, and services, as required by The Joint Commission’s PSC requirements. These protocols include:
  o Activation of stroke team
  o Process for obtaining EMS records
  o EMS protocols including communication with emergency department
  o Acute workup of ischemic/hemorrhagic stroke patients
  o Use of IV thrombolytics
Nursing care through the continuum of care
- Receiving stroke patient transfers
- Transferring stroke patients to another hospital/facility
- Transitions of care for patients within the organization (internal) and post hospitalization (external)

- In addition to the above list, PSCs that perform mechanical thrombectomy should provide the following additional protocols:
  - Informed consent for stroke interventions
  - Implementation of endovascular procedures
- The review of the protocols will continue throughout the review and they should remain available and easily retrievable. The reviewers will compare care provided during individual patient tracer activity to protocols utilized by the stroke program.

**Individual Patient Tracer Activity**

**Organization Participants**
Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patients, including staff who are involved in the patient’s care. This may include:
- Emergency licensed independent practitioners and staff
- Imaging licensed independent practitioners and staff
- Speech therapist(s), physical therapist(s), and occupational therapist(s)
- Discharge planner(s) and case manager(s)
- Other licensed independent practitioners and staff providing stroke care at the discretion of the organization
- Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff

For PSCs that perform mechanical thrombectomy, the following staff are also be included:
- Endovascular suite licensed independent practitioners and staff
- ICU licensed independent practitioners and staff

**Materials Needed for This Session**
- Clinical record of selected patient

**Overview of the Individual Patient Tracer Activity**
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient's experience as a guide. During an individual patient tracer, the reviewers will follow a patient’s course of care, treatment or service through the program to assess the use and adherence to and diversion from clinical practice guidelines and organizational policies in the patient’s care, treatment, or service.

Individual patient tracer activity usually begins in the emergency department and follows the patient through to the unit where the patient is currently being treated or the location from which they were discharged. The reviewer will speak with staff in all of the areas involved in the
patient’s encounter, including emergency services, advanced imaging, post-ICU care, rehabilitation services, patient/family education, and transfer/discharge procedures. Endovascular interventions and neuro-ICU care will also be included for PSCs that perform mechanical thrombectomy.

Plan for sufficient staff and licensed independent practitioners to accommodate the reviewer conducting tracer activity in the organization. Also, plan for space to accommodate the reviewer conducting interviews during individual patient tracers so as not to interfere with patient care. If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.

The number of staff participating in the individual patient tracer activity should be limited. The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.

After each tracer, the reviewer will communicate to the program representatives and care providers any:
- Specific observations made
- Issues that will be continued to be explored in other tracer activity
- Need for additional record/policy review
- Issues that have the potential to result in requirements for improvement

Closed Chart Review: During individual patient tracers, the reviewer will request 1-2 closed patient records for review. The purpose of the closed patient records review is to evaluate the care provided throughout the continuum of care and the discharge/transitions care provided to complex stroke patients. The reviewer will also request information about the follow-up call if applicable. Closed chart review generally occurs during the second day of tracer activity.

System Tracer--Data Use

Organization Participants
- Program administrative and clinical leaders
- Individual(s) responsible for performance improvement processes within the program
- Others at the discretion of the organization

Materials Needed
- Performance measurement data addressed in requirements
- Action plans demonstrating the program’s use of and response to data collection

During the session, the reviewer and program representatives will discuss:
- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
• How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

Overview of the Data Use System Tracer
The system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for stroke patients. Specific areas of focus for PSC certification will include:
• Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
• Volumes of procedures and interventions
• Current stroke performance measure data
• Use of the stroke registry
• Patient satisfaction data specific to complex stroke patient population
• Review of the program’s stroke team log

For PSCs that perform mechanical thrombectomy, additional areas of focus include:
• Multidisciplinary program-level review focusing on:
  o All cause death within 72 hours of mechanical thrombectomy
  o Symptomatic intracerebral hemorrhage following mechanical thrombectomy
• Public reporting of outcomes as listed in the requirements

Education, Competence Assessment, and the Credentialing Process Session

Organization Participants:
• Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
• Clinical or medical director(s)
• Others at the discretion of the organization

Overview of the Competence Assessment/Credentialing Process/Education Session
This session is focused on:
• The process to provide ongoing education and training of practitioners
• The requirement addressing public education classes (2) offered by the PSC program/organization

The reviewers will discuss the following education, competence assessment, and credentialing topics as they relate to PSC certification:
• Orientation
• Competence assessment for staff caring for complex stroke patients
• Contract personnel competence assessment and education (if contract staff is used)
• Core stroke team members required to have 8 hours of stroke education annually
• On-going education, training, and in-service requirements for the program. Job descriptions for select:
  o Nursing Staff
  o Medical Staff
  o Other Staff who cared for patients identified during the patient tracers
• Additional job descriptions for the:
  o Medical Director of Stroke Program
  o Stroke Coordinator
• Documentation of at least two educational programs focused on stroke prevention/care provided for the public

The reviewers will participate in a facilitated review of selected personnel and Medical Staff credentialing files requested during the tracer activities for evidence reflecting completion of any required annual continuing education:
• 8 hours of continuing education for the core stroke team members
• Participation in educational activities related to stroke diagnosis and treatment at least twice a year for other emergency department staff members, as identified by the organization

Issue Resolution and Reviewer Report Preparation
This session combines two activities. The activities are broken down as the following:

Issue Resolution
• The reviewer will follow-up on potential findings that could not be resolved during earlier activities. The organization may also present any information they believe the reviewer may have missed or was not available during the allotted sessions.

Reviewer Report Preparation
• The reviewer will use this time to compile, analyze, and organize the data he or she has collected into a summary report of observations made throughout the review.

Program Exit Conference
• Reviewer will provide a summary of findings from the PSC review.
Disease Specific Care Certification
Primary Stroke Center (PSC) Certification Agenda
One-Day Review Template

**Note:** Please refer to the Organization Review Preparation section of this guide for materials that the reviewer needs for the Planning Session.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>8:00 – 8:30 a.m.</td>
<td><strong>Opening Conference</strong> (10 minutes)</td>
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<tr>
<td>8:30 – 9:00 a.m.</td>
<td>• Introductions</td>
<td>Program clinical and administrative leadership</td>
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<td>• Overview of PSC certification by reviewers</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
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<td>• Agenda review</td>
<td>Others at the discretion of the organization</td>
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<td>8:30 – 9:00 a.m.</td>
<td><strong>Orientation to Program</strong> (30 minutes)</td>
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<td>Be prepared to discuss or provide a 20 minute presentation, that addresses the following aspects of the program:</td>
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<td>• A broad overview of the process of care for PSC patients which may include:</td>
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<td></td>
<td>▪ Scope of stroke services emergency care; advanced imaging;</td>
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<td>▪ Designated beds for the care of stroke patients;</td>
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<td>▪ Transfer protocols; and transitions of care to home or extended care.</td>
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<td>• PSC program specifics such as:</td>
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<td>▪ Program mission, goals, and objectives</td>
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<td>▪ Program structure</td>
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<td>▪ Program design</td>
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<td>▪ Stroke team composition</td>
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<td>▪ Developing, implementing, and evaluating the program</td>
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<td>▪ Evaluation of clinical practice guidelines use and appropriateness to the target population</td>
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<td>▪ Telemedicine (if in use)</td>
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<tr>
<td>9:00 – 9:30 a.m.</td>
<td><strong>Q &amp; A Discussion</strong> (20 minutes)</td>
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<td>9:00 – 9:30 a.m.</td>
<td><strong>Reviewer Planning Session</strong></td>
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<tr>
<td>9:30 – 10:00 a.m.</td>
<td><strong>Individual Tracer Activity</strong></td>
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<tr>
<td>10:00 – 10:30 a.m.</td>
<td>During this activity the reviewer will be moving throughout the organization and interacting with staff in areas that</td>
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<tr>
<td>10:30 – 11:00 a.m.</td>
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<td>Program representative(s) who can facilitate tracer activity, and escort the reviewer through the clinical area.</td>
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<td>11:00 – 11:30 a.m.</td>
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<td>Time</td>
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<td>Organization Participants</td>
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<tr>
<td>11:30 – 12:00 p.m.</td>
<td>have been in contact with the patients selected for tracer activity. The reviewer will also want to speak with the patient or family of the patient with their permission.</td>
<td>setting following the course of care for the patient</td>
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<td>12:00 – 12:30 p.m.</td>
<td>Reviewer Lunch</td>
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<td>12:30 – 1:00 p.m.</td>
<td>System Tracer – Data Use</td>
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<tr>
<td>1:00 – 1:30 p.m.</td>
<td>Specific areas of focus for PSC certification will include:</td>
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<td>- Patient satisfaction data specific to complex stroke patient population</td>
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<td>- Review of the program’s stroke team log</td>
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<td>1:30 – 2:00 p.m.</td>
<td>Competence Assessment/Credentialing Process</td>
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<td>2:00 – 2:30 p.m.</td>
<td>This session is focused on:</td>
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<td>2:30 – 3:00 p.m.</td>
<td>Be prepared to discuss PSC program specifics related to:</td>
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<td>- Orientation</td>
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<td>- On-going education, training, and in-service requirements for the program</td>
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<td>- Job descriptions for select nursing staff, medical staff, and other staff who cared for patients identified during the patient tracers</td>
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<td>- Job descriptions for the Medical Director of Stroke Program, and Stroke Coordinator</td>
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<td>Requested personnel records and credentials files for various team members and staff encountered or referred to throughout the day will be reviewed at this time.</td>
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<tr>
<td>3:00 – 3:30 p.m.</td>
<td>Issue Resolution &amp; Reviewer Report Preparation</td>
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<tr>
<td>3:30 – 4:00 p.m.</td>
<td>This time is reserved for the reviewer to finish reviewing any outstanding items and complete a report reflecting the program’s performance against the standards.</td>
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</table>

Program clinical and administrative leadership
Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization
Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
Clinical or medical director(s)
Others at the discretion of the organization
As requested by the reviewer:
Certification review facilitator
Program leaders and staff
<table>
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<tr>
<td>4:00 – 4:30 p.m.</td>
<td><strong>Program Exit Conference</strong></td>
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<td>Reviewer presentation of certification observations and requirements for improvement</td>
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<td></td>
<td>• Program and clinical leadership</td>
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<td>• Others at the discretion of the organization</td>
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Addendum for New York State Stroke Services Certification – PSC

Introduction
In 2019, the Commissioner of Health in New York State began delegating the review of stroke certifications to nationally recognized accrediting organizations. New York state’s eligibility and program requirements differ slightly from what is currently required by The Joint Commission. The Joint Commission is unable to have more than one set of program requirements for a particular stroke program in its database. Since New York State’s program eligibility and requirements are not applicable to other states, this supplement was created to outline those differences for organizations applying for certification. Organizations applying for certification with The Joint Commission will be held accountable for the requirements listed in this supplement in addition to the requirements that can be found in The Joint Commission’s Comprehensive Certification Manual for Disease-Specific Care relevant to Primary Stroke Center certification. New York State recognizes three levels of stroke centers: Primary Stroke Center, Thrombectomy-Capable Stroke Center, and Comprehensive Stroke Center.

Eligibility
There is no additional eligibility for New York State Stroke Services Certification. PSC applicants will be expected to meet the eligibility criteria for The Joint Commission’s Primary Stroke Center certification.

Stroke Coordinator
The organization identifies an administrative leader (stroke coordinator) who acts as a liaison with EMS in coordinating and evaluating pre-hospital care related to stroke services. This includes ensuring timely and accurate data submission to EMS as requested and complying with and monitoring programs established by regional EMS providers. The stroke coordinator should also take responsibility for collecting, storing and reporting data collection and for quality improvement of the stroke program.

Medical Director
The organization identifies a physician leader with sufficient knowledge in cerebrovascular disease and experience caring for stroke patients. This person shall be a physician on the hospital staff, licensed in New York State, and Board Certified in Internal Medicine, Emergency Medicine, Neurology, Neuroradiology, or Neurosurgery.

The medical director shall attest to 8 hours of stroke focused continuing education on an annual basis.

The medical director or designee shall be available 24 hours per day, 7 days per week to provide leadership and deal with difficult medical, logistical and administrative issues. There should be a call schedule available for the designee when the director is unavailable.

Pre-hospital Services/EMS feedback
The organization tracks that EMS notified the ED of all potential incoming stroke patients and then provides feedback to EMS. The organization can contact their REMAC to connect with the Medical Director of the services to provide that feedback.
Neurologist
A neurologist must be available in person or via telemedicine within 15 minutes of the request.

Diagnostic Radiologist
The Primary Stroke Center is required to have a diagnostic radiologist and/or physician privileged to interpret CT, CTA, and MRI of the brain. The facility should determine who is privileged to interpret these images.

Emergency Medicine Physicians/Nurses
The organization assures that 100% of emergency department physicians, mid-levels, and nursing staff have been trained on evidence-based acute stroke assessment and recognition (signs and symptoms of stroke) as well as how to activate the acute stroke team per hospital protocol.

Stroke Unit Nursing Care
Nursing staff on the stroke unit (monitoring stroke beds) are under the clinical direction of a Registered Nurse who by education, training, and experience is qualified to direct nursing care to the stroke population. Nurses on the stroke unit must complete eight (8) hours of stroke focused continuing education on an annual basis.

Telemedicine
If used to assess patients (neurology to read imaging), telemedicine capability must be available 24/7 within 20 minutes of the patient’s arrival (within 15 minutes for initial neurologist assessment per Neurology time parameters above). Telemedicine is defined as a two-way audio and visual communication when being used to assess patients.

Transfer Agreement
Primary Stroke Centers should at a minimum have a transfer agreement with a Comprehensive Stroke Center.

At a minimum, the transfer agreement should address:
  - 24/7 emergency contact information of acute stroke team and/or the receiving team at the receiving facility authorized to accept transfers
  - The ability to transfer the patient 24/7, the ability of the receiving facility to accept the patient 24/7
  - The ability to affect a transfer in a timely manner as appropriate for patient needs (target timeframe for transfer should be identified in the transfer agreement for other neurosurgical and endovascular services)
  - Clinical criteria for transfer and processes for obtaining consultation for transfer decisions
  - Expectations/criteria for advanced imaging prior to transfer, including CTA/CTP or imaging modalities, and time frame for diagnostic service completion and image sharing processes
Addendum for New York State Stroke Services Certification –
Primary Stroke Center (PSC) Certification

- Plans for the triage and transport of suspected stroke patients including, but not limited to, those patients who may have an emergent large vessel occlusion to an appropriate facility within a specified time.

The transfer agreement shall clearly delineate responsibility related to which center will perform a CTA and the agreement shall identify under which circumstances patients should receive a CTA at the sending facility prior to transfer. The agreement shall clearly articulate imaging capabilities of the sending facility. In all cases, the transfer agreement shall address the rapid imaging and appropriate treatment of the suspected stroke patient.

Vascular Imaging
NYSDOH Stroke Designation Program recommends that the Primary Stroke Center have the ability to perform a CTA of the arch to vertex (head and neck) to assess for a large vessel occlusion and identify candidates for endovascular therapy. CTA should not delay the administration of IV tPA. CTA imaging must be able to be read within 45 minutes of arrival either on-site or through teleradiology. Expectations for CTA prior to transfer for endovascular intervention should be clarified with the receiving facility.

While CTA is a strong recommendation of NYSDOH, it is not currently required for initial certification. However, ALL Primary Stroke Centers will be required to have 24/7 CTA capability by the time of the Center’s recertification (schedule to be determined by the certifying agency).

Patient Education
Resources for patient education should include a graphic on benefits and risks of IV thrombolytic therapy (e.g., NNT, likelihood of benefits to risk).

Quality Improvement
Internal QI group specific to stroke care to meet at least monthly with recorded minutes. This group is minimally expected to review stroke quality benchmarks, indicators, evidence-based practices, patient outcome data (i.e., mortalities, etc.), delays in patient care and take actions as necessary. The PSC must have an interdisciplinary team with a peer review process that includes the medical director, stroke coordinator and a quality facilitator charged with conducting quality reviews.

Process and Outcome Measures & Data Collection
PSCs are required to collect and report data on a quarterly basis. Please have data available to share with the reviewer during the data session of the on-site visit. Data are used to demonstrate ongoing performance improvement efforts.

*Performance Measures (for those performance measures that are not STK measures, please have data available for the reviewers during the data session of the on-site visit)*
NYS PSC 1: VTE Prophylaxis
NYS PSC 2: Discharge on Antithrombotic Therapy
NYS PSC 3: Anticoagulation Therapy for AFIB/Flutter
NYS PSC 4: Thrombolytic Therapy (arrive by 3.5 hours, treat by 4.5 hours)
NYS PSC 5: Antithrombotic Therapy by the end of Hospital Day Two
Addendum for New York State Stroke Services Certification –
Primary Stroke Center (PSC) Certification

NYS PSC 6: Discharged on Statin Medication
NYS PSC 7: Stroke Education
NYS PSC 8: Smoking Cessation
NYS PSC 9: Assessed for Rehabilitation
NYS PSC 10: Dysphagia Screening
NYS PSC 11: NIHSS on Admission
NYS PSC 12: mRS on Discharge
NYS PSC 13: Pre-Notification
NYS PSC 14: Pre-Notification Content:
   a. Last Known Well communicated
   b. Stroke scale findings communicated
NYS PSC 15: Stroke Team Activated Prior to Arrival

Time Targets and Benchmark Goals
NYS PSC 16: Door to MD Assessment (10 minutes) – 85%
NYS PSC 17: Door to Stroke Team (15 minutes) – 85%
NYS PSC 18: Door to Brain Image Complete (25 minutes) – 85%
NYS PSC 19: Door to Brain Image Read (45 minutes) – 85%
NYS PSC 20: Door to IV tPA (60 minutes) – 85%
NYS PSC 21: Door to IV tPA (45 minutes) – 50%
NYS PSC 22: Door-in-door-out time at first hospital prior to transfer for acute therapy
DSC-Advanced Certification for Total Hip & Total Knee Replacement (THKR) Addendum

Introduction
The Advanced Certification for Total Hip and Total Knee Replacement program focuses on the following:

- Provision of integrated, coordinated, patient-centered care that starts with the orthopedic consultation, through pre-, intra- and postoperative phases of care, to the orthopedic surgeon follow-up visit
- The care performed in inpatient, hospital-based outpatient (same day surgery), and ambulatory surgery care settings (free standing)
- Education of the patient who is receiving a total hip or total knee replacement about the preoperative, intraoperative, and postoperative phases of care
- Shared decision-making and the importance of addressing roles, procedures, goals, and medications with patients throughout the continuum of care
- Consistent communication and collaboration of all healthcare providers involved in the care of the patient receiving a total hip or total knee replacement throughout the continuum of care

About this Addendum
Included in this THKR addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the THKR certification will need to review the general content in this Certification Review Process Guide as well as the information in this addendum. The THKR addendum includes important information that is specific to THKR certification.

The THKR certification review occurs over two days. Therefore, time frames for agenda items in the Certification Review Process Guide are not applicable to the THKR certification review. The THKR agenda reflects the recommended activity time frames for the THKR review, as does this addendum. Keep in mind that the time frames mentioned are flexible, and may be revised by the reviewers as necessary based on organizational need.

Note: Program Specific Qualifications: In addition to the eligibility criteria described in “The Joint Commission Certification Process” (CERT) chapter of the Comprehensive Certification Manual for Disease-Specific Care, programs seeking THKR certification must also:

- Apply for certification of the site that provides the procedure—each individual site must independently meet the eligibility criteria and standards
- Provide both total hip and total knee replacement procedures
- Be an active and continuous member of the American Joint Replacement Registry (AJRR) at the full subscription level and use the data collected from the registry to analyze and improve processes.
- At time of review, provide the Joint Commission reviewer the opportunity to observe either a total hip or total knee replacement procedure

Advanced THKR Certification On-site Review Description
Review Day 1

Opening Conference and Orientation to Program (90 Minutes)

Organization Participants
- Program clinical and administrative leadership (e.g. CEO, CNO, medical director, program interdisciplinary team members)
- Individual(s) responsible for performance improvement processes within the program and as applicable, the organization
- Others at the discretion of the organization

Opening Conference (15 minutes)
- Overview of THKR certification by reviewers

Orientation to the Program (60-75 minutes)
- The organization should be prepared to discuss or provide a 20-30 minute presentation, that includes:
  - A broad overview of the process of care for THKR patients implemented at the organization which may include: Scope of total hip and total knee replacement services from the orthopedic consultation through to the orthopedic surgeon follow-up visit; population/demographics; program mission, goals, and objectives; program structure and team composition; rehabilitation care; referral process; and, transitions of care to home or extended care.
  - The following subjects specific to the THKR program: (Note: This list contains subjects identified earlier in the Orientation to the Program activity, as well as some additional subjects specific to THKR. A combined list is provided here to minimize confusion.)
    - Program leadership
    - Program interdisciplinary team composition
    - Program design and integration into organization
    - Program scope
    - Program mission, goals, and objectives
    - Population characteristics and needs of clinical practice guidelines (CPGs)
    - Program evaluation of CPG use and deviation monitoring
    - Program improvements in CPG content and use overall program improvements implemented or planned
    - Service availability and accessibility dependent on program scope (inpatient, hospital based outpatient, ambulatory surgery center)
    - Program design influences (community needs assessment, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)
    - Patient self-management education resources
    - Access to patient centered care resources
    - Facilitating access to interdisciplinary care, treatment and service needs of patients
Communication and collaboration planning and processes throughout the continuum of care
Transitions of care

Reviewer Planning and Protocol Review Session (30 Minutes)

Materials Required for the Reviewer Planning Session:
- Current list of total hip and total knee replacement patients for tracer selection
- List of patients having total hip and/or total knee replacement procedures on Day 1 after opening conference or Day 2 of the review
- If current patients are not available for the program, provide a list of all total hip and total knee replacement patients for the previous 90 days
- THKR protocols for care
- Job description for the medical director
- Transfer policies/ protocols
- Patient education materials
- Performance improvement action plans
- Program-specific orientation and competency documentation

Selecting Patients for Individual Tracers and Protocol Review

- From the list of current total hip and total knee replacement patients, the reviewers in conjunction with program representatives will identify a minimum of six patients for tracing; a minimum of three total hip replacements and three total knee replacements, this may include closed records. At least one of the patient tracers performed must allow for tracing the intraoperative process.
- The THKR certification has numerous requirements for protocols that focus on clinical care.
- Based on the patients chosen for the initial individual patient tracer, the reviewers may choose to review the organization’s THKR protocols related to the patient’s specific care, treatment, and services, as required by The Joint Commission’s THKR requirements. These protocols include:
  - Process for obtaining orthopedic office records
  - Care of total hip and total knee replacement patients in an emergency situation
  - Care of total hip and total knee replacement patients in an elective situation
  - Informed consent for total hip and total knee replacement procedures
  - Reduction of complications
  - Consistency of care throughout the continuum
  - Continuity of care and communication throughout the preoperative, intraoperative, and postoperative periods
  - Transferring total hip and total knee replacement patients to another organization, especially communication and collaboration
  - Evaluating the receiving organization’s ability to meet the individual patient’s needs
• Transitions of care for patients within the organization (internal) and post hospitalization (external)
• Referral process when the THKR does not provide post acute, inpatient rehabilitation services
• The review of the protocols will continue throughout the review and they should remain available and easily retrievable. The reviewers will compare care provided during individual patient tracer activity to protocols utilized by the total hip and total knee replacement program.
• The organization should plan for space to accommodate interviews conducted by the reviewer during individual patient tracers so as not to interfere with patient care.
• At the conclusion of each tracer, the reviewer will communicate to the program representatives and care providers any:
  o Specific observations made
  o Issues that will be continued to be explored in other tracer activity
  o Need for additional record review
  o Issues that have the potential to result in requirements for improvement
• Reviewers will also begin to identify personnel and credential files that they will need for review during the Competence Assessment, Credentialing Process, and Education session.

**Individual Patient Tracer Activity (2 hours 30 minutes)**

**Organization Participants**
Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patients, including staff who have been involved in the patient’s care. This may include:

- Surgical/procedural licensed independent practitioners and staff
- Physical therapist(s), and occupational therapist(s)
- Discharge planner(s) and case manager(s)
- Other licensed independent practitioners and staff providing total hip and total knee replacement care at the discretion of the organization
- Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff
- Others at the discretion of the organization

The number of staff participating in the individual patient tracer activity should be limited. The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.

**Materials Needed for This Session**

- Clinical record of selected patient
- If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.

**Overview of the Individual Patient Tracer Activity**
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide.
Clinical areas the reviewer will visit and communicate with are:

- Preoperative assessment/joint classes/discharge teaching
- Same day surgery
- Anesthesia/block room
- Preoperative holding
- Operating room
- PACU
- Physical therapy/gym
- Inpatient floor

Interdisciplinary Care Team members and other disciplines to consider interviewing during individual patient tracer activity include, but not limited to:

- Attending physician, hospitalist, or primary care physician
- Anesthesia
- Nursing staff
- Pharmacist
- Discharge planner or nurse case manager
- Physical therapy
- Other clinical and ancillary staff involved in the care of the total hip and total knee replacement patients

Dependent on timing and availability of staff; the reviewer may plan a conference call with the orthopedic surgeon’s office (e.g. MD, scheduling, office staff, PA, NP, etc.) to discuss preoperative and follow-up visit process within the program

**Closed Chart Review:** During individual patient tracers, the reviewer will review at least one closed patient record. The purpose of the closed patient records review is to evaluate the care provided throughout the continuum of care and also the discharge/transitions care provided to total hip and total knee replacement patients. Reviewers will also request information about the program’s process from the orthopedic consultation to patient arrival for surgery and then from discharge through to the orthopedic surgeon’s follow-up visit.

**Individual Patient Tracer Activity- Day 1 (Afternoon Session, 2 Hours)**
Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer that will be conducting patient tracer activity throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 1 afternoon tracer. See the THKR agenda for specific tracer activities.

**Issue Resolution (30 minute)**
This session is for the reviewer to

- Follow-up on any open issues requiring further exploration
- Review closed records or reexamine protocols, procedures, or other documentation
- Interview staff that may have been unavailable during tracer activity
Review Summary Session/Daily Briefing (30 minutes)

Organization Participants

- Program clinical and administrative leadership (e.g. CEO, CNO, medical director, program interdisciplinary team members)
- Others at the discretion of the organization
- The reviewer will communicate a summary of the first day’s observations to the program representatives
- The reviewer and organization will discuss arrival time for Day 2; for example, if the intraoperative tracer will be occurring Day 2 for a 7:30 case start, the reviewer and organization should discuss an arrival time that will allow the reviewer to observe the preoperative process prior to the case. Additional patients will be selected for continuing tracer activity, as needed

Review Day Two

Intraoperative Tracer Activity (Approximately 2 hours)

Flexibility and clear communication between the reviewer and your organization for the intraoperative tracer activity is imperative

- **This tracer can occur at any time during the review after the Opening Conference, depending on patient availability.** The organization and reviewer should confirm the timing for this activity as soon as possible, since this is a mandatory activity for advanced certification.

- Reviewer will change into appropriate attire per your organization’s instruction

- Dependent on the volume of total hip and total knee cases the observations may occur with more than one patient and at different times during the two day review

The Intraoperative Tracer Activity will include:

- Observation of preoperative process
- Observe communication and collaboration between team members and patient, consistency of information being exchanged
- Observe hand-offs (e.g. registration-to-preoperative RN, preoperative RN-to-anesthesia, preoperative RN-to-surgeon, preoperative RN-to-operating room RN, etc.)
- Observe patient transition from preop to the operating room
- Observe patient transition from operating room to PACU

Organization Participants

- Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients

Individual Patient Tracer Activity (2 hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer who will be conducting patient tracer activities throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 2 individual patient tracers.

System Tracer--Data Use (1 hour)

Organization Participants
- Program administrative and clinical leaders (e.g. THKR medical director, joint coordinator, perioperative director, etc.)
- Individual(s) responsible for performance improvement processes within the program
- Others at the discretion of the organization

Materials Needed
- Performance measurement data addressed in requirements
- Action plans demonstrating the program’s use of and response to data collection

During the session, the reviewers and program representatives will discuss:
- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Collection of data to monitor performance (e.g. patient satisfaction, coordination of care, outcomes, length of stay, etc.)
- Data sets, definitions, codes, classifications, and terminology that guide program data collection
- Performance improvement priorities identifies through the total hip and total knee replacement program quality management process
- Activities to improve processes and outcomes

Overview of the Data Use System Tracer
The system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for total hip and total knee replacement patients. Specific areas of focus for THKR certification will include:
- The program monitors:
  - Infection (mechanical, wound)
  - Bleeding
  - Venous thrombosis
  - Readmission rate
- The program review performance measurement results to determine whether goals were achieved.
- The program reviews and prioritizes identified performance improvement opportunities
- The program evaluates care processes and transitions of care

Education, Competence Assessment, and Credentialing Process (1 hour)

Organization Participants:
- Individual(s) with authorized access to personnel and credential records
• Individual(s) familiar with program-specific requirements for team members such as supervisors, managers and leaders
• Clinical or medical director(s)
• Others at the discretion of the organization

Overview of the Competence Assessment, Credentialing Process, and Education Session
This session is focused on:
• The process to provide ongoing education and training of practitioners
• Others at the discretion of the organization

The reviewer will discuss the following education, competence assessment, and credentialing topics as they relate to THKR:
• Orientation
• Competence assessment for staff caring for THKR patients
• Contract personnel competence assessment and education (if contract staff is used)
• Specific education requirements and competencies for interdisciplinary team members
• Continuing education: staff involved in care of total hip and total knee replacement patients to have annual related education
• On-going education, training, and in-service requirements for the program

The reviewer will participate in a facilitated review of selected personnel and credential files requested during the tracer activities for evidence reflecting completion of any required continuing education and privilege lists:
• Orthopedic surgeons
• Nursing staff
• Other staff interviewed during individual patient tracers

Issue Resolution and Reviewer Report Preparation (1 hour)
This session combines two activities. The activities are broken down as the following:

Issue Resolution
• This follow-up session may include the following activities, but is not limited to:
  o Review of policies and procedures
  o Review of human resources files
  o Review of performance improvement data
  o Discussion with selected staff
• The reviewers will work with program representatives to organize and conduct all issue resolution activities.

Reviewer Report Preparation
The reviewers will use this time to compile, analyze, and organize the data he or she has collected into a summary report of observations made throughout the review.

Program Exit Conference (30 minutes)
Reviewers will provide a summary of findings from the THKR review
Disease Specific Care Certification
Advanced Certification-Total Hip & Total Knee Replacement Agenda
Two-Day Review Template

Information needed during the Reviewer Planning Session includes:
• Current list of patients being treated in the total hip and total knee replacement program
• A list of patients having a total hip or total knee procedure after opening conference Day 1 or Day 2 of the review
• A list of patients who accessed or progressed through the total hip and total knee replacement programs in the past four months
• An organization chart for the program, if one is available
• Performance measure data collected and reported for the required four measures
• Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

## DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>90 minutes</td>
<td><strong>Opening Conference (10 minutes)</strong></td>
<td>• Program clinical and administrative leadership (for example; CEO, CNO, medical director, program interdisciplinary team members)</td>
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<td>• Greetings and introductions</td>
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<td>• Introductions of key program and organization staff</td>
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<td><strong>Orientation to Program (60 minutes)</strong></td>
<td>• Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
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<td>• Program leadership</td>
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<td>• Program interdisciplinary team composition</td>
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<td>• Program design and integration into organization</td>
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<td>• Program scope</td>
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<td>• Program mission and goals for care</td>
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<td>• Population characteristics and needs of clinical practice guidelines (CPG)</td>
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<td>• Program evaluation of CPG use and deviation monitoring</td>
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<td>• Service availability and accessibility dependent on program scope (inpatient, hospital based outpatient, ambulatory surgery center)</td>
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<td>• Program design influences (community needs assessments, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)</td>
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<td>• Patient self-management education resources’</td>
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<td>• Access to patient centered care resources</td>
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<td>• Facilitating access to interdisciplinary care, treatment and service needs of patients</td>
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<td>• Communication and collaboration planning and processes throughout the continuum of care</td>
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<td>• Transitions of care</td>
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<td><strong>Q&amp;A discussion (20 minutes)</strong></td>
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<td>Time</td>
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<tr>
<td>30 minutes</td>
<td><strong>Reviewer Planning Session &amp; Protocol Review</strong></td>
<td>Program representatives who can facilitate patient selection and tracer activities</td>
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<td><strong>Session</strong></td>
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<td></td>
<td>• List of total hip and total knee replacement patients for tracer selection</td>
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<td>• List of patients having total hip and/or total knee replacement procedures on <strong>Day 1 after opening conference or Day 2 of the review</strong></td>
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<td>• If active patients are not available for the program, provide a list of all total hip and total knee replacement patients for the previous 90 days</td>
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<td>• THKR protocols available for review</td>
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<td>• Job description for the medical director</td>
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<td>• Transfer policies/protocols</td>
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<td>2 hours 30 minutes</td>
<td><strong>Individual Patient Tracer</strong></td>
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<td>Evaluation of patient care, treatment, and services, including:</td>
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<td><strong>Clinical Areas to consider visiting during tracer activity</strong></td>
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<td>• Patient education, interview or observation; may include, preoperative assessment/classes (joint class), patient therapy observation, discharge teaching</td>
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<td></td>
<td>• Same day surgery</td>
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<td>• Anesthesia/block room</td>
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<td>• Preoperative holding</td>
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<td>• Operating room</td>
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<td>• PACU</td>
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<td>• Physical therapy/gym</td>
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<td>• Inpatient floor</td>
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<td><strong>Interdisciplinary Care Team members to consider interviewing during tracer activity</strong></td>
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<td>• Attending physician, hospitalist, or primary care physician</td>
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<td>• Anesthesia</td>
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<td>• Nursing staff</td>
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<td>• Pharmacist</td>
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<td>• Discharge planner or nurse case manager</td>
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<td>• Physical therapist</td>
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<td><strong>Note: Dependent on timing and availability of staff; plan a conference call with the orthopedic surgeon’s office (e.g. MD, scheduling, office staff, PA, NP) to discuss preoperative and follow up visit process within the program</strong></td>
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<td>30 minutes</td>
<td><strong>Reviewer Lunch</strong></td>
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### Day 1

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<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>2 hours</td>
<td><strong>Individual Patient Tracer</strong></td>
<td>See description above</td>
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<td>See suggested participants noted above</td>
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<tr>
<td>30 minutes</td>
<td><strong>Issue Resolution</strong></td>
<td>Confer at the end of Day 1 and plan for Day 2 of the THKR review with the organization’s staff</td>
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<td>• Address any special issues for resolution with the organization</td>
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<td>• Discuss plan for arrival in am (if the intraoperative tracer will be occurring day 2 for a 7:30 case start, discuss when organization would recommend reviewer arrival dependent on observation of preoperative process prior to case)</td>
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<td>• Select any additional patients for day 2</td>
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<tr>
<td>30 minutes</td>
<td><strong>Daily Briefing</strong></td>
<td>Communicate a summary of day 1 observations to the program representatives and determine if additional information will be needed the following day</td>
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<td>• Program clinical and administrative leadership (for example; CEO, CNO, medical director, program interdisciplinary team members)</td>
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<td>• Others at the discretion of the organization</td>
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### Day 2

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<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>Approximately 2 hours</td>
<td><strong>Individual Tracer Activity—Intraoperative Experience</strong></td>
<td>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients</td>
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<td>(This tracer can occur at any time during the review after the Opening Conference, depending on patient availability. The organization and reviewer should confirm the timing for this activity as soon as possible, since this is a mandatory activity for advanced certification.)</td>
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<td>Reviewer will change into appropriate attire per organization instruction</td>
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<td>The activity will include:</td>
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<td>• Observation of preoperative process</td>
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<td>• Observe communication and collaboration between team members and patient, observe consistency of information being exchanged</td>
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<td>• Observe hand-offs (e.g. registration-to-preoperative RN, preoperative RN-to-anesthesia, preoperative RN-to-surgeon, surgeon-to-anesthesia, anesthesia-to-</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Notes</td>
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<tr>
<td>2 hours</td>
<td>Individual Patient Tracer</td>
<td>See description above</td>
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</tbody>
</table>
| 60 minutes | System Tracer – Data Use | • Performance improvement approach and plan  
• Collection of data to monitor performance, some examples are patient satisfaction data, coordination of care, outcomes data, length of stay, etc.  
• Data sets, definitions, codes, classifications, and terminology that guide program data collection  
• Performance improvement priorities identified through the total hip and total knee replacement program quality management process  
• Activities to improve processes and outcomes |
| 30 minutes | Reviewer Lunch | |
| 60 minutes | Competence Assessment and Credentialing Session | Discuss the program’s education, competence, and credentialing and privileging processes for:  
• Nursing Staff  
• Medical Staff  
• Other Staff  
Based on patient tracers, select a sample of personnel records, credentials files and privilege lists to review. |
| 60 minutes | Issue Resolution & Reviewer Report Preparation | • Certification review facilitator |
| 30 minutes | **Program Exit Conference**  
- Review observations and any requirements for improvement by standard, EP, and advanced requirement identifiers  
- Allow time for questions regarding review findings and provide additional material regarding compliance with requirements  
- Review required follow-up actions as applicable | **Program leaders and staff as requested by the reviewers.**  
- Program and clinical leadership  
- Others at the discretion of the organization |

Note: This agenda is a guide and may be modified based on organizational need and reviewer discretion.
Advanced DSC–Acute Heart Attack Ready (AHAR) Certification Addendum

Introduction
The Advanced Certification for Acute Heart Attack Ready (AHAR) program focuses on the following:

- Assessment, diagnosis, and treatment of patients with acute coronary syndrome (ACS) who are managed by an interdisciplinary team that work across clinical specialties to provide optimal patient-centered care
- Development and use of guideline-based, institution-specific written protocols for triaging and managing patients who present with or develop signs and symptoms of ACS, including activation and response criteria
- Defined reperfusion strategy as either transfer for percutaneous coronary intervention (PCI) and/or administer fibrinolytic therapy, or perform PCI (if available)
- Education, training, and competence relevant to the practitioners’ roles in providing care, treatment, or services
- Identification and use of current clinical practice guidelines selected to develop the program’s protocols, policies and/or procedures that are used to deliver or facilitate the delivery of clinical care
- Individualized plan of care, shared decision-making, and education for each patient based on the patient’s assessed needs through collaboration of all healthcare providers involved the care
- Organized, comprehensive approach for performance planning, review, and program improvement

About this Addendum
Included in this AHAR addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the AHAR certification will need to review the general content in this Certification Review Process Guide as well as the information in this addendum. The AHAR addendum includes important information that is specific to AHAR certification.

The AHAR certification review occurs over one or two days as follows:

- A one-day review with one reviewer are for those programs that do not provide primary PCI and would transfer to a PCI-capable center (see One-Day Agenda).
- A two-day review with one reviewer is for those programs that provide primary PCI on a limited or part-time basis. (see Two-Day Agenda)

The one-day or two-day agendas reflect the recommended activities and time frames for the onsite review. Keep in mind that the time frames mentioned are flexible and may be adjusted by the reviewers as necessary based on organizational need.

Note: Program-Specific Eligibility: In addition to the general eligibility requirements listed in “The Joint Commission Certification Process” (CERT) chapter of this Comprehensive Certification Manual for Disease-Specific Care, programs seeking AHAR must also meet the following:
• Provide care, treatment, and services for adults with ACS and complications related to ACS, such as cardiac arrest and cardiogenic shock, on-site 24 hours a day, 7 days a week
• Have served a minimum of 10 patients
• Currently participate in the American Heart Association’s Get With The Guidelines® - Coronary Artery Disease.

Advanced AHAR Certification On-site Review Description

Day 1 - Morning

Note: Day 1 morning activities apply to both one-day and two-day reviews. The activities for the afternoon on day 1 are different for those participating in a two-day review.

Opening Conference and Orientation to Program (60 minutes)
  o ACS patients implemented at the organization which may include: scope of cardiac services emergency care; diagnostic services (EKG, laboratory, X-ray, CT); transfer protocols to PCI-capable center; and transitions of care to community services/providers.
  o The following subjects specific to the AHAR program are helpful for the reviewer to fully understand your program:
    ▪ Program leadership
    ▪ Program interdisciplinary team composition
    ▪ Program design and integration into organization
    ▪ Program scope of services
    ▪ Program mission, goals, and objectives
    ▪ Target population and service area
    ▪ How the program addresses diversity, equity, and inclusion to reduce health care disparities
    ▪ Program use, implementation, and evaluation of clinical practice guidelines (CPGs) and deviation monitoring
    ▪ Program improvements based upon CPG content and overall program improvements that have been implemented or planned
    ▪ Service availability and accessibility dependent on program scope (i.e., inpatient, hospital-based outpatient, cardiac rehabilitation)
    ▪ Program design influences (i.e., community needs assessment, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)
    ▪ Program provides at least two educational programs focused on cardiac care or heart attack prevention/care provided for the public
    ▪ Patient self-management education resources
    ▪ Access to patient-centered care resources
    ▪ Facilitating patient access to interdisciplinary care, treatment and services
• Communication, collaborative planning, and processes that span the continuum of care
• Transitions of care (i.e., follow-up appointments with providers, cardiac rehabilitation)

Reviewer questions (10 minutes)
• Please allow time for the reviewer to ask some additional follow-up questions as they may seek further information regarding the program and presentation provided.

Reviewer Planning Session/Protocol Review (30 minutes)
This session combines two activities: the reviewer planning session (selecting patients for tracer activity) and review of the program’s protocols.

Note: In advance of the scheduled review, please have prepared a current list of patients (see below) that is readily available/accessible immediately following the opening session so delays do not occur.

I. Materials Required for the Reviewer Planning Session:
• During the planning session, the reviewer will review the program’s current inpatient/observation patient list of those with ACS-related diagnoses and select patients for individual tracer activities. Open and closed records will both be reviewed.
  Note: If there are no current inpatients (such as free-standing emergency rooms), the reviewer will select closed records to review.
• A current list includes patients from the past four months (for new certifications) or the past 12 months (for recertification) that includes:
  o Patients who were discharged or transferred from the emergency department (including those who arrived via EMS).
  o Patients who were admitted or place under observation status, that includes these diagnostic, treatment, or services categories:
    - ACS (STEMI, NSTEMI, Unstable Angina, Chest pain/ACS)
    - Cardiac arrest with ROSC
    - Cardiogenic shock
    - PCI performed at the facility (if applicable)
• The patient lists should be organized as follows:
  o Patient’s room number (if current inpatient), age, gender, room number, admitting provider, diagnosis, treatment, MRN, dates of admission and discharge, and discharge disposition (transfer, SNF, expired, home).
  o If cardiac rehab services are provided, please provide a list of the post-PCI patients that are currently participating. The list should include MRN, name, age, gender, diagnosis, date of procedure, and dates of admission and discharge (as applicable).

Example: List # 1 STEMI Patients (e.g. ICD-10 codes I21.21)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>
Example: List #2 Cardiac Arrest (e.g. ICD-10 I46.9, I97.120, Z86.74)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

Example: List #3 Chest Pain (e.g. ICD-10 R07.9, R07.89), Unstable Angina (e.g. ICD-10 I20.0, I20.9)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

II. Selecting Patients for Individual Tracers and Protocol Review

- From the patient lists provided (as described above), the reviewer will identify a minimum of 5 patients for tracing. Throughout individual tracer activities, the reviewer will identify personnel and medical staff credential files that will be needed during the Competence Assessment/Credentialing Process/Education session.

- Based on the patients selected for the individual tracer activities, the reviewer may evaluate the organization’s AHAR protocols related to the care, treatment, and services that were provided to the patient, and as indicated by The Joint Commission’s AHAR requirements. These protocols may include:
  - Activation of cardiac teams (such as interventional cardiology if applicable)
  - Process for obtaining EMS records
  - EMS protocols including communication with emergency department
  - Acute workup of ACS/chest pain patients
  - Informed consent for procedures performed
  - Use of IV fibrinolytics (if used as back-up)
  - Implementation of procedures
  - Nursing and therapeutic care through the continuum of care
  - Transferring patients to another hospital/facility (for services not provided)
  - Transitions of care for patients within the organization (internal) and post hospitalization (external)
  - Cardiac rehabilitation referral process

- The evaluation of program documents will continue throughout the review, comparing care provided during individual patient tracer activities to protocols, policies and algorithms utilized by the AHAR program. Please have program documents readily available in paper or electronic formats to improve efficiency of the review process.

Individual Tracer Activity - (3 Hours)

I. Organization Participants

- Program representatives who can facilitate tracer activities and escort the reviewer through the clinical settings following the course of care for the patients. Tracers will include staff who are involved in the patient’s care. This may include:
  - Emergency department licensed practitioners and staff
  - Imaging licensed practitioners and staff
II. Materials Needed for This Session
• Clinical records of selected patients

III. Overview of the Individual Patient Tracer Activity:
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide.
• The reviewer will follow a patient’s course to assess the adherence to and diversion from the CPGs and organizational protocols in the care, treatment or services provided to the patient.
• Patient tracer activity usually begins in the emergency department and follows their course to the current location or from their discharge location.
  o The reviewer may speak with staff in all the areas involved in the patient’s encounter, which may include emergency services, imaging, procedural, therapeutic and rehabilitation services, patient/family education, and transfer/discharge services.
• Plan for sufficient staff and practitioners to accommodate the reviewer conducting tracer activity in the organization.
• Plan for space to accommodate the reviewer conducting interviews during individual patient tracers so as not to interfere with patient care.
• If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.
• The number of staff participating in the individual patient tracer activity should be limited. **Note:** The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.
• After each tracer, the reviewer will summarize:
  o Specific observations made
  o Issues that will be continued to be explored in other tracer activity
  o Need for additional record or document review
  o Issues that have the potential to result in requirements for improvement

**Reviewer Lunch (30 minutes)**
• Please guide the reviewer to location of on-site lunch menu options. If there are no on-site food options, please consider planning in advance.

**Activity Scheduling Note**
• The following activities take place in the afternoon of a one-day review.
• On two-day reviews these activities take place on Day 2
System Tracer--Data Use Session (60 minutes)

I. Organization Participants
   • Program administrative and clinical leaders
   • Individual(s) responsible for performance improvement processes within the program
   • Others at the discretion of the organization

II. Materials Needed
   • Performance measurement data addressed in requirements
   • Action plans demonstrating the program’s use of and response to data

III. During the session, the reviewer and program representatives will discuss:
   • The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
   • Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
   • How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

IV. Overview of the Data Use System Tracer
   • This system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for ACS patients. Specific areas of focus for AHAR certification will include:
     o Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
     o Volumes of procedures and interventions
     o Complication rates
     o Current ACS performance measure data
     o Public reporting of outcomes per requirements
     o Interdisciplinary program review and peer review process
     o Use of the AHA GWTG-CAD registry and other registries (as applicable)
     o Patient satisfaction data specific to ACS patient population, and program improvements made based on that data
     o Review of the program’s cardiac/STEMI team log
     o Organizational Data: For AHAR requirements that call for organizational data (such as tracking of adverse outcomes), the organization must provide data from the four months prior to the review date.

Competence Assessment/Credentialing Process Activity (1 hour)

I. Organization Participants
   • Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
   • Clinical or medical director(s)

II. Be prepared to discuss
• The program’s process for onboarding staff as well as continuing collaboration and continuing education for program’s clinical and non-clinical staff

III. Facilitated review
• Medical and clinical staff personnel files that will be requested during tracer activities that includes the following:
  o Competence assessment and education for on-boarding new staff
  o Licensure and/or certification, as applicable by discipline
  o Privileges and accompanying documentation
  o On-going or continuing education to maintain competency, by discipline
  o Performance evaluations, by discipline
• Job descriptions may be requested for the following:
  o Medical Director of AHAR Program
  o AHAR program Coordinator
  o Medical Staff
  o Advanced practice providers (if utilized)
  o Other clinical staff as requested

Issue Resolution/ Report Preparation (60 minutes)

This session combines two activities. The activities are broken down as the following:

I. Issue Resolution (30 min) The reviewer will follow-up on any items or documents that were not available during tracer activities and any potential findings. The organization may also present any information they believe the reviewer may have missed during the allotted sessions.

II. Reviewer Report Preparation (30 min) The reviewer will use this time to compile, analyze, and organize the data they have collected into a summary report of observations made throughout the review.

Program Exit Conference (30 minutes)
The reviewer will provide a preliminary certification report.
### Advanced Disease Specific Care

#### AHAR (no PCI services) Certification Agenda

**One-Day Review Template**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
</table>
| 8:00-9:00 am | **Opening Conference (10 minutes)**          | • Reviewer greeting and introductions  
• Introduction of program staff  
• Brief review of agenda |
|              | **Orientation to Program (30 minutes)**      | Topics to be covered include:  
• Program leadership  
• Program interdisciplinary team composition  
• Program design and integration into hospital  
• Program mission and goals for care  
• Population characteristics and needs  
• Program selection and implementation of clinical practice guidelines (CPG)  
• Program evaluation of CPG use and deviation monitoring  
• Overall program improvements implemented or planned |
|              | **Q & A Discussion (20 minutes)**            |                                                                                           |
| 9:00–9:30 am | **Reviewer Planning Session**                | Program representative(s) who can facilitate patient selection and tracer activity          |
| 9:30 am–12:30 pm | **Individual Tracer Activity**               | Program representative(s) that can facilitate patient selection and tracer activity          |
| 12:30–1:00 pm | **Reviewer Lunch**                           |                                                                                           |
| 1:00–2:00 pm | **System Tracer–Data Use Session**           | Interdisciplinary team and those involved in performance improvement                        |
|              | • Discuss how data is used by program to track performance and improve practice and/or outcomes of care  
• Discuss selected performance measures, including:  
  o Selection process  
  o Aspects of care and services and outcomes that measures address  
  o Data collection processes (Four months of data for initial certification and 12 months of data for recertification) |
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>o How is data reliability and validity conducted?</td>
<td>Individuals responsible for program education</td>
</tr>
<tr>
<td></td>
<td>o Reporting and presentation of data</td>
<td>Medical Staff Office representatives</td>
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<tr>
<td></td>
<td>o Improvement opportunities discovered through data analysis</td>
<td>Human Resources</td>
</tr>
<tr>
<td></td>
<td>o Improvements that have already been implemented or are planned based on performance measurement</td>
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<td></td>
<td>• Discuss patient satisfaction data, including improvements based on feedback</td>
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<tr>
<td>2:00-3:00 pm</td>
<td>Competence Assessment/Credentialing Process</td>
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<tr>
<td></td>
<td>• Orientation and training process for program</td>
<td></td>
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<td></td>
<td>• Methods for assessing competence of practitioners and team members</td>
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<td></td>
<td>• Inservice and other education and training activities provided to program team members</td>
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<td></td>
<td>Review of at least one file per discipline of those staff involved in the program</td>
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<td>Provider Files</td>
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<td>• Licensure</td>
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<td>• DEA Licensure</td>
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<td></td>
<td>• Most recent reappointment letters</td>
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<td></td>
<td>• Board certification</td>
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<td></td>
<td>• Privileges and applicable supporting documents</td>
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<td></td>
<td>• OPPE or FPPE (two most recent, as applicable)</td>
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<td></td>
<td>• CME or attestation for CME</td>
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<td></td>
<td>Staff Files</td>
<td></td>
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<tr>
<td></td>
<td>• Licensure (if applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Certification (if applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Job description</td>
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<td></td>
<td>• Most recent performance evaluation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program Specific Orientation Education/Competencies</td>
<td></td>
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<tr>
<td></td>
<td>• Program Specific Ongoing Education/Competencies</td>
<td></td>
</tr>
<tr>
<td>3:00-4:00 pm</td>
<td>Issue Resolution &amp; Reviewer Report Preparation</td>
<td></td>
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<tr>
<td></td>
<td>If issue resolution, only as required</td>
<td></td>
</tr>
<tr>
<td>4:00-4:30 pm</td>
<td>Program Exit Conference</td>
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</tbody>
</table>
## Advanced Disease Specific Care
### AHAR (with limited or part-time PCI) Certification Agenda
#### Two-Day Review Template

### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
</table>
| 8:00-9:00 am       | Opening Conference                                         | • Program Clinical and Administrative Leadership  
|                    | • Reviewer greeting and introductions                      | • Individuals responsible for performance improvement processes within the program and, as applicable, the organization  
|                    | • Introduction of program staff                            | • Others at the discretion of the organization                                            |
|                    | • Brief review of agenda                                   |                                                                                           |
|                    | **Orientation to Program**                                 |                                                                                           |
|                    | **Topics to be covered include:**                          |                                                                                           |
|                    | • Program leadership                                       |                                                                                           |
|                    | • Program interdisciplinary team composition               |                                                                                           |
|                    | • Program design and integration into hospital             |                                                                                           |
|                    | • Program mission and goals for care                       |                                                                                           |
|                    | • Population characteristics and needs                     |                                                                                           |
|                    | • Program selection and implementation of clinical practice guidelines (CPG) |                                                                                           |
|                    | • Program evaluation of CPG use and deviation monitoring   |                                                                                           |
|                    | • Overall program improvements implemented or planned      |                                                                                           |
|                    | **Q & A Discussion**                                       |                                                                                           |
| 9:00–9:30 am       | Reviewer Planning Session                                  | Program representative(s) who can facilitate patient selection and tracer activity         |
| 9:30 am–12:30 pm   | **Individual Tracer Activity**                             | Program representative(s) that can facilitate patient tracer activity                     |
| 12:30-1:00 pm      | Reviewer Lunch                                            |                                                                                           |
| 1:00-4:00 pm       | **Individual Tracer Activity (cont.)**                     | Program representative(s) that can facilitate patient tracer activity                     |
| 4:00-4:30 pm       | **Team Meeting/Reviewer Planning Session**                 | Planning for review day 2                                                                 |
## DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:15 am</td>
<td><strong>Daily Briefing</strong></td>
<td>As determined by the Center or organization</td>
</tr>
<tr>
<td></td>
<td>A summary of the first day’s observations will be provided</td>
<td></td>
</tr>
<tr>
<td>8:15-9:30 am</td>
<td><strong>System Tracer—Data Use Session</strong></td>
<td>Interdisciplinary team and those involved in performance improvement</td>
</tr>
<tr>
<td></td>
<td>• Discuss how data is used by program to track performance and improve practice and/or outcomes of care</td>
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<tr>
<td></td>
<td>• Discuss selected performance measures, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Selection process</td>
<td></td>
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<tr>
<td></td>
<td>o Aspects of care and services and outcomes that measures address</td>
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</tr>
<tr>
<td></td>
<td>o Data collection processes (Four months of data for initial certification and 12 months of data for recertification)</td>
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</tr>
<tr>
<td></td>
<td>o How is data reliability and validity conducted?</td>
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<td>o Reporting and presentation of data</td>
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<tr>
<td></td>
<td>o Improvements that have already been implemented or are planned based on performance measurement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Discuss patient satisfaction data, including improvements based on feedback</td>
<td></td>
</tr>
<tr>
<td>9:30-11:30 am</td>
<td><strong>Individual Tracer Activity (cont.)</strong></td>
<td>Program representative(s) that can facilitate patient tracer activity</td>
</tr>
<tr>
<td>11:30 am-12:00 pm</td>
<td><strong>Reviewer Lunch</strong></td>
<td></td>
</tr>
<tr>
<td>12:00-1:00 pm</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
<td></td>
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<tr>
<td></td>
<td>• Orientation and training process for program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Methods for assessing competence of practitioners and team members</td>
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<td>• Review of at least one file per discipline of those staff involved in the program</td>
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<td><strong>Provider Files</strong></td>
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<td></td>
<td>• OPPE or FPPE (two most recent, as applicable)</td>
<td></td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>1:00-1:30 pm</td>
<td><strong>Issue Resolution</strong></td>
<td>If issue resolution required.</td>
</tr>
<tr>
<td>1:30-2:30 pm</td>
<td><strong>Reviewer Report Preparation</strong></td>
<td></td>
</tr>
<tr>
<td>2:30-3:00 pm</td>
<td><strong>Program Exit Conference</strong></td>
<td>• Program Leadership</td>
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<tr>
<td></td>
<td></td>
<td>• Hospital Leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Interdisciplinary Team Members</td>
</tr>
</tbody>
</table>

**Staff Files**
- Licensure (if applicable)
- Certification (if applicable)
- Job description
- Most recent performance evaluation
- Program Specific Orientation Education/Competencies
- Program Specific Ongoing Education/Competencies

- CME or attestation for CME
Advanced DSC–Primary Heart Attack Center (PHAC) Certification Addendum

Introduction
The Advanced Certification for Primary Heart Attack Center (PHAC) program focuses on the following:

- Assessment, diagnosis, and treatment of patients with acute coronary syndrome (ACS) who are managed by an interdisciplinary team who work across clinical specialties to provide optimal patient-centered care
- Development and use of guideline-based, institution-specific written protocols for triaging and managing patients who present with or develop signs and symptoms of acute coronary syndrome (ACS), including activation and response criteria
- Defined reperfusion strategy as either transfer for percutaneous coronary intervention (PCI) and/or administer fibrinolytic therapy, or perform PCI (if available)
- Education, training, and competence relevant to the practitioner’s role in providing care, treatment, or services
- Identification and use of current clinical practice guidelines selected to develop the program’s protocols, policies and/or procedures used to deliver or facilitate the delivery of clinical care
- Individualized plan of care, shared decision-making, and education for each patient based on the patient’s assessed needs through collaboration of all healthcare providers involved the care
- Organized, comprehensive approach for performance planning, review, and program improvement

About this Addendum
Included in this PHAC addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the PHAC certification will need to review the general content in this Certification Review Process Guide as well as the information in this addendum. The PHAC addendum includes important information that is specific to PHAC certification.

The PHAC certification review occurs over two days with one reviewer (see Two-day Agenda). The two-day agenda reflects the recommended activities and time frames for the onsite review. Keep in mind that the time frames mentioned are flexible and may be adjusted by the reviewers as necessary based on organizational need.

Note: Program-Specific Eligibility: In addition to the general eligibility requirements listed in “The Joint Commission Certification Process” (CERT) chapter of this Comprehensive Certification Manual for Disease-Specific Care, programs seeking PHAC must also meet the following:

- The program provides care, treatment, and services for adults with acute coronary syndrome (ACS) and complications related to ACS, such as cardiac arrest and cardiogenic shock on-site 24 hours a day, 7 days a week.
- The program provides primary percutaneous coronary intervention (PPCI) coverage for ST-elevated myocardial infarction (STEMI)/STEMI equivalent patients on-site 24 hours a day, 7 days a week.
- The program achieves the following organizational case volumes:
The organization performs at least 200 percutaneous coronary intervention (PCI) procedures a year.
Note: This total volume includes primary and diagnostic PCI procedures.

The organization performs at least 36 primary percutaneous coronary intervention (PPCI) procedures a year for STEMI/STEMI equivalent.
Note: This total volume includes all patients who underwent PPCI, as well as those patients who underwent rescue PCI for successful or failed thrombolysis at first point of contact.

• The program is currently participating in the American Heart Association’s Get With The Guidelines® - Coronary Artery Disease.

Advanced PHAC Certification On-site Review Description

Day One

Opening Conference and Orientation to Program (60 minutes)

I. Organization Participants
  • Program clinical and administrative leadership (e.g., CEO, CNO, medical director, program interdisciplinary team members)
  • Individual(s) responsible for performance improvement processes within the program and as applicable, the organization
  • Others at the discretion of the organization

II. Opening Conference (15 minutes)
  • Introductions
  • Overview of PHAC certification by reviewers
  • Agenda and general guidelines
  • Overview of SAFER™ matrix

III. Orientation to the Program (20-30 minutes)
  • The organization should be prepared to discuss or provide a 20-30 minute presentation, that includes:
    o A broad overview of the process of care for acute coronary syndrome (ACS) patients implemented at the organization which may include:
      ▪ Scope of cardiac services emergency care; advanced imaging; availability to perform interventions twenty-four hours a day, seven days a week; ICU/critical care (dedicated cardiac ICU beds); post ICU care; rehabilitation care; transfer protocols (if indicated); and transitions of care to home or extended care.
    o The following subjects specific to the PHAC program are helpful for the reviewer to fully understand your program:
      ▪ Program leadership
      ▪ Program interdisciplinary team composition
      ▪ Program design and integration into organization
      ▪ Program scope of services
      ▪ Program mission, goals, and objectives
      ▪ Target population and service area
• How the program addresses diversity, equity, and inclusion to reduce health care disparities
• Program use, implementation, and evaluation of clinical practice guidelines (CPGs) and deviation monitoring
• Program improvements based upon CPG content and overall program improvements that have been implemented or planned
• Service availability and accessibility dependent on program scope (i.e., inpatient, hospital-based outpatient, cardiac rehabilitation)
• Program design influences (i.e., community needs assessment, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)
• Program provides at least two educational programs focused on cardiac care or heart attack prevention/care provided for the public
• Patient self-management education resources
• Access to patient-centered care resources
• Facilitating patient access to interdisciplinary care, treatment and services
• Communication, collaborative planning, and processes that span the continuum of care
• Transitions of care (i.e., follow-up appointments with providers, cardiac rehabilitation)

IV. Reviewer questions (10 minutes)
• Please allow time for the reviewer to ask some additional follow-up questions as they may seek further information regarding the program and presentation provided.

Reviewer Planning Session/Protocol Review (30 minutes)
This session combines two activities: the reviewer planning session (selecting patients for tracer activity) and review of the program’s protocols.

Note: In advance of the scheduled review, please have prepared a current list of patients (see below) that is readily available/accessible immediately following the opening session to not delay other review activities.

I. Materials Required for the Reviewer Planning Session:
• During the planning session, the reviewer will review the program’s current inpatient/observation patient list of those with ACS-related diagnoses and select patients for individual tracer activities. Open and closed records will both be reviewed.

Note: If there are no current inpatients, the reviewer will select closed records to review.
• A current list includes patients from the past four months (for new certifications) or the past 12 months (for recertification) that includes:
  o Patients who were discharged or transferred from the emergency department (including those who arrived via EMS).
  o Patients who were admitted or placed under observation status, that includes these diagnostic, treatment, or services categories:
    ▪ ACS (STEMI, NSTEMI, Unstable Angina, Chest pain/ACS)
    ▪ Cardiac arrest with ROSC
    ▪ Cardiogenic shock
    ▪ PCI performed at the facility (if applicable)
    ▪ Cardiac rehab referrals patients (post-PCI patients, as applicable)
• The patient lists should be organized as follows:
- Patient’s room number (if current inpatient), age, gender, room number, admitting provider, diagnosis, treatment, MRN, dates of admission and discharge, and discharge disposition (transfer, SNF, expired, home).
- For cardiac rehab patients, please provide name, age, gender, diagnosis, date of procedure, MRN, and dates of admission and discharge (as applicable).

**Example:** List #1 **STEMI Patients** (e.g. ICD-10 codes I21.21)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

**Example:** List #2 **Cardiac Arrest** (e.g., ICD-10 I46.9, I97.120, Z86.74)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

**Example:** List #3 **Chest Pain** (e.g., ICD-10 R07.9, R07.89), **Unstable Angina** (e.g., ICD-10 I20.0, I20.9)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

**II. Selecting Patients for Individual Tracers and Protocol Review**

- From the patient lists provided (as described above), the reviewer will identify a minimum of 5 patients for tracing. Throughout individual tracer activities, the reviewer will identify personnel and medical staff credential files that will be needed during the Competence Assessment/Credentialing Process/Education session.
- Based on the patients selected for the individual tracer activities, the reviewer may evaluate the organization’s PHAC protocols related to the care, treatment, and services that were provided to the patient, and as indicated by The Joint Commission’s PHAC requirements. These protocols may include:
  - Activation of cardiac teams (such as interventional cardiology if applicable)
  - Process for obtaining EMS records
  - EMS protocols including communication with emergency department
  - Acute workup of ACS/chest pain patients
  - Informed consent for procedures performed
  - Use of IV fibrinolytics (if used as back-up)
  - Implementation of procedures
  - Nursing and therapeutic care through the continuum of care
  - Transferring patients to another hospital/facility (for services not provided)
  - Transitions of care for patients within the organization (internal) and post hospitalization (external)
  - Cardiac rehabilitation referral process
- The evaluation of program documents will continue throughout the review, comparing care provided during individual patient tracer activities to protocols, policies and algorithms utilized by the PHAC program. Please have program documents readily available in paper or electronic formats to improve efficiency of the review process.
Individual Tracer Activity - (3 Hours)

I. Organization Participants
- Program representatives who can facilitate tracer activities and escort the reviewer through the clinical settings following the course of care for the patients. Tracers will include staff who are involved in the patient’s care. This may include:
  - Emergency department licensed practitioners and staff
  - Imaging licensed practitioners and staff
  - Cardiology licensed practitioners
  - Cardiac interventional laboratory licensed practitioners and staff
  - Cardiac rehabilitation
  - Discharge planner(s) and case manager(s)
  - Other licensed and unlicensed practitioners and staff providing ACS/chest pain care at the discretion of the organization
  - Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff

II. Materials Needed for This Session
- Clinical records of selected patients

III. Overview of the Individual Patient Tracer Activity:
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide.
- The reviewer will follow a patient’s course to assess the adherence to and diversion from the CPGs and organizational protocols in the care, treatment or services provided to the patient.
- Patient tracer activity usually begins in the emergency department and follows their course to the current location or from their discharge location.
  - The reviewer may speak with staff in all the areas involved in the patient’s encounter, which may include emergency services, imaging, procedural, therapeutic and rehabilitation services, patient/family education, and transfer/discharge services.
- Plan for sufficient staff and practitioners to accommodate the reviewer conducting tracer activity in the organization.
- Plan for space to accommodate the reviewer conducting interviews during individual patient tracers so as not to interfere with patient care.
- If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.
- The number of staff participating in the individual patient tracer activity should be limited. **Note:** The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.
- After each tracer, the reviewer will summarize:
  - Specific observations made
  - Issues that will be continued to be explored in other tracer activity
  - Need for additional record or document review
  - Issues that have the potential to result in requirements for improvement

Reviewer Lunch - (30 minutes)
- Please guide the reviewer to location of on-site lunch menu options. If there are no on-site food options, please consider planning in advance.
Individual Tracer Activity (continued) – (3 hours)

- The reviewer will continue conducting individual patient tracers as per the information provided above

Team Meeting/Reviewer Planning Session – (30 minutes)
Planning and discussing with organization leaders the activities for day two.

Day Two

Daily Briefing with the organization (15 minutes)
The reviewer will:
- Provide a summary of Day One activities
- Follow-up on any unresolved issues from Day One
- Obtain any outstanding documents
- Identify any additional patients who were admitted overnight for potential tracer activity

Individual Tracer Activity (cont.) (3 hours and 45 min)
- The reviewer will continue conducting individual patient tracers as per the aforementioned information provided above

Reviewer Lunch (30 minutes)
- Please guide the reviewer to location of on-site lunch menu options. If the organization does not have on-site food options, please consider planning in advance.

System Tracer--Data Use Session (60 minutes)

I. Organization Participants
- Program administrative and clinical leaders
- Individual(s) responsible for performance improvement processes within the program
- Others at the discretion of the organization

II. Materials Needed
- Performance measurement data addressed in requirements
- Action plans demonstrating the program’s use of and response to data

III. During the session, the reviewer and program representatives will discuss:
- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
- How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

IV. Overview of the Data Use System Tracer
- This system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for ACS patients. Specific areas of focus for PHAC certification will include:
  - Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
o Volumes of procedures and interventions
o Complication rates
o Current ACS performance measure data
o Public reporting of outcomes per requirements
o Interdisciplinary program review and peer review process
o Use of the AHA GWTG-CAD registry and other registries (as applicable)
o Patient satisfaction data specific to ACS patient population, and program improvements made based on that data
o Review of the program’s cardiac/STEMI team log
o Organizational Data: For PHAC requirements that call for organizational data (such as tracking of adverse outcomes), the organization must provide data from the four months prior to the review date.

Competence Assessment/Credentialing Process Activity (60 minutes)

I. Organization Participants
   • Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
   • Clinical or medical director(s)

II. Be prepared to discuss
   • The program’s process for onboarding staff as well as continuing collaboration and continuing education for program’s clinical and non-clinical staff

III. Facilitated review
   • Medical and clinical staff personnel files that will be requested during tracer activities that includes the following:
     o Competence assessment and education for on-boarding new staff
     o Licensure and/or certification, as applicable by discipline
     o Privileges and accompanying documentation
     o On-going or continuing education to maintain competency, by discipline
     o Performance evaluations, by discipline
   • Job descriptions may be requested for the following:
     o Medical Director of PHAC Program
     o PHAC program Coordinator
     o Medical Staff
     o Advanced practice providers (if utilized)
     o Other clinical staff as requested

Issue Resolution/Report Preparation (90 minutes)

This session combines two activities.

I. Issue Resolution (30 min)
The reviewer will follow-up on any items or documents that were not available during tracer activities and any potential findings. The organization may also present any information they believe the reviewer may have missed during the allotted sessions.

II. Reviewer Report Preparation (30 min)
The reviewer will use this time to compile, analyze, and organize the data they have collected into a summary report of observations made throughout the review.

**Program Exit Conference (30 minutes)**
The reviewer will provide a preliminary certification report.
## DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-9:00 am</td>
<td>Opening Conference</td>
<td>• Program Clinical and Administrative Leadership&lt;br&gt;• Individuals responsible for performance improvement processes within the program and, as applicable, the organization&lt;br&gt;• Others at the discretion of the organization</td>
</tr>
<tr>
<td></td>
<td>• Reviewer greeting and introductions</td>
<td></td>
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<tr>
<td></td>
<td>• Introduction of program staff</td>
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<tr>
<td></td>
<td>• Brief review of agenda</td>
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<tr>
<td></td>
<td><strong>Orientation to Program</strong></td>
<td></td>
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<tr>
<td></td>
<td>Topics to be covered include:</td>
<td></td>
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<tr>
<td></td>
<td>• Program leadership</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program interdisciplinary team composition</td>
<td></td>
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<tr>
<td></td>
<td>• Program design and integration into hospital</td>
<td></td>
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<td></td>
<td>• Program mission and goals for care</td>
<td></td>
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<tr>
<td></td>
<td>• Population characteristics and needs</td>
<td></td>
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<tr>
<td></td>
<td>• Program selection and implementation of clinical practice guidelines (CPG)</td>
<td></td>
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<tr>
<td></td>
<td>• Program evaluation of CPG use and deviation monitoring</td>
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<td></td>
<td>• Overall program improvements implemented or planned</td>
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<td></td>
<td><strong>Q &amp; A Discussion</strong></td>
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<tr>
<td>9:00–9:30 am</td>
<td>Reviewer Planning Session</td>
<td>Program representative(s) who can facilitate patient selection and tracer activity</td>
</tr>
<tr>
<td>9:30 am–12:30 pm</td>
<td>Individual Tracer Activity</td>
<td>Program representative(s) that can facilitate patient tracer activity</td>
</tr>
<tr>
<td>12:30-1:00 pm</td>
<td>Reviewer Lunch</td>
<td></td>
</tr>
<tr>
<td>1:00-4:00 pm</td>
<td>Individual Tracer Activity (cont.)</td>
<td>Program representative(s) that can facilitate patient tracer activity</td>
</tr>
<tr>
<td>4:00-4:30 pm</td>
<td>Team Meeting/Reviewer Planning Session</td>
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<td></td>
<td><em>Planning for review day 2</em></td>
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</tbody>
</table>
### DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-8:15 am</td>
<td><strong>Daily Briefing</strong></td>
<td>As determined by the organization</td>
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<tr>
<td></td>
<td>A summary of the first day’s observations will be provided</td>
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<tr>
<td>8:15 am-12:00 pm</td>
<td><strong>Individual Tracer Activity (cont.)</strong></td>
<td>Program representative(s) that can facilitate patient tracer activity</td>
</tr>
<tr>
<td>12:00-12:30 pm</td>
<td><strong>Reviewer Lunch</strong></td>
<td></td>
</tr>
<tr>
<td>12:30-1:30 pm</td>
<td><strong>System Tracer–Data Use Session</strong></td>
<td>Interdisciplinary team and those involved in performance improvement</td>
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<tr>
<td></td>
<td>• Discuss how data is used by program to track performance and improve practice and/or outcomes of care</td>
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<td></td>
<td>• Discuss selected performance measures, including:</td>
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<td></td>
<td>o Selection process</td>
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<tr>
<td></td>
<td>o Aspects of care and services and outcomes that measures address</td>
<td></td>
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<tr>
<td></td>
<td>o Data collection processes (Four months of data for initial certification and 12 months of data for recertification)</td>
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<td></td>
<td>o How is data reliability and validity conducted?</td>
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<td></td>
<td>o Reporting and presentation of data</td>
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<td></td>
<td>o Improvement opportunities discovered through data analysis</td>
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<td></td>
<td>o Improvements that have already been implemented or are planned based on performance measurement</td>
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<td></td>
<td>• Discuss patient satisfaction data, including improvements based on feedback</td>
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<tr>
<td>1:30-2:30 pm</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
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<tr>
<td></td>
<td>• Orientation and training process for program</td>
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<td></td>
<td>• Methods for assessing competence of practitioners and team members</td>
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<td></td>
<td>• Inservice and other education and training activities provided to program team members</td>
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<td></td>
<td>Review of at least one file per discipline of those staff involved in the program</td>
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<td><strong>Provider Files</strong></td>
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<tr>
<td></td>
<td>• Licensure</td>
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<td></td>
<td>• DEA Licensure</td>
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<tr>
<td></td>
<td>• Most recent reappointment letters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Board certification</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Privileges and applicable supporting documents</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• OPPE or FPPE (two most recent, as applicable)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• CME or attestation for CME</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Staff Files</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Licensure (if applicable)</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Participants</td>
</tr>
<tr>
<td>--------------</td>
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<td>---------------------------------------------------</td>
</tr>
<tr>
<td>3:00-4:00 pm</td>
<td>Reviewer Report Preparation</td>
<td></td>
</tr>
<tr>
<td>4:00-4:30 pm</td>
<td>Program Exit Conference</td>
<td>Program Leadership, Hospital Leadership, Interdisciplinary Team Members</td>
</tr>
</tbody>
</table>

- Certification (if applicable)
- Job description
- Most recent performance evaluation
- Program Specific Orientation Education/Competencies
- Program Specific Ongoing Education/Competencies
Advanced DSC–Comprehensive Heart Attack Center (CHAC) Certification Addendum

Introduction
The Advanced Certification for Comprehensive Heart Attack Center (CHAC) program focuses on the following:

- Assessment, diagnosis, and treatment of patients with acute coronary syndrome (ACS) who are managed by an interdisciplinary team who work across clinical specialties to provide optimal patient-centered care
- Development and use of guideline-based, institution-specific written protocols for triaging and managing patients who present with or develop signs and symptoms of acute coronary syndrome (ACS), including activation and response criteria
- Defined reperfusion strategy as either transfer for percutaneous coronary intervention (PCI) and/or administer fibrinolytic therapy, or perform PCI (if available)
- Education, training, and competence relevant to the practitioner’s role in providing care, treatment, or services
- Identification and use of current clinical practice guidelines selected to develop the program’s protocols, policies and/or procedures used to deliver or facilitate the delivery of clinical care
- Individualized plan of care, shared decision-making, and education for each patient based on the patient’s assessed needs through collaboration of all healthcare providers involved the care
- Organized, comprehensive approach for performance planning, review, and program improvement

About this Addendum
Included in this CHAC addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the CHAC certification will need to review the general content in this Certification Review Process Guide as well as the information in this addendum. The CHAC addendum includes important information that is specific to CHAC certification.

The CHAC certification review occurs over two days with two reviewers (see Two-day Agenda). The two-day agenda reflects the recommended activities and time frames for the onsite review. Keep in mind that the time frames mentioned are flexible and may be adjusted by the reviewers as necessary based on organizational need.

Note: Program-Specific Eligibility: In addition to the general eligibility requirements listed in “The Joint Commission Certification Process” (CERT) chapter of this Comprehensive Certification Manual for Disease-Specific Care, programs seeking CHAC must also meet the following:

- The program provides care, treatment, and services for adults with acute coronary syndrome (ACS) and complications related to ACS, such as cardiac arrest and cardiogenic shock on-site 24 hours a day, 7 days a week.
- The program provides primary percutaneous coronary intervention (PPCI) coverage for ST-elevated myocardial infarction (STEMI)/STEMI equivalent patients on-site 24 hours a day, 7 days a week.
- The program provides cardiac surgical services on-site 24 hours a day, 7 days a week.
- The program achieves the following organizational case volumes:
The organization performs at least 400 percutaneous coronary intervention (PCI) procedures/year.  
Note: This total volume includes primary and elective PCI procedures.

- The organization performs at least 36 primary percutaneous coronary intervention (PPCI) for STEMI/STEMI equivalent procedures/year  
Note: This total volume includes all patients who underwent PPCI, as well as those patients who underwent rescue PCI for successful or failed thrombolysis at first point of contact.

- The program is currently participating in the American Heart Association’s Get With The Guidelines® - Coronary Artery Disease.

Advanced CHAC Certification On-site Review Description

Day 1

Opening Conference and Orientation to Program (90 minutes)

I. Organization Participants
- Program clinical and administrative leadership (e.g., CEO, CNO, medical director, program interdisciplinary team members)
- Individual(s) responsible for performance improvement processes within the program and as applicable, the organization
- Others at the discretion of the organization

II. Opening Conference (15 minutes)
- Introductions
- Overview of CHAC certification by reviewers
- Agenda and general guidelines
- Overview of SAFER™ matrix

III. Orientation to the Program (30-45 minutes)
- The organization should be prepared to discuss or provide a 30-45 minute presentation, that includes:
  - A broad overview of the process of care for acute coronary syndrome (ACS) patients implemented at the organization which may include:
    - Scope of cardiac services emergency care; advanced imaging; availability to perform interventions twenty-four hours a day, seven days a week (PCI and cardiac surgery); ICU/critical care (dedicated cardiac ICU beds); post ICU care; rehabilitation care; transfer protocols (if indicated); and transitions of care to home or extended care.
  - The following subjects specific to the CHAC program are helpful for the reviewer to fully understand your program:
    - Program leadership
    - Program interdisciplinary team composition
    - Program design and integration into organization
    - Program scope of services
    - Program mission, goals, and objectives
    - Target population and service area
    - How the program addresses diversity, equity, and inclusion to reduce health care disparities
• Program use, implementation, and evaluation of clinical practice guidelines (CPGs) and deviation monitoring
• Program improvements based upon CPG content and overall program improvements that have been implemented or planned
• Service availability and accessibility dependent on program scope (i.e., inpatient, hospital-based outpatient, cardiac rehabilitation)
• Program design influences (i.e., community needs assessment, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)
• Program provides at least two educational programs focused on cardiac care or heart attack prevention/care provided for the public
• Patient self-management education resources
• Access to patient-centered care resources
• Facilitating patient access to interdisciplinary care, treatment and services
• Communication, collaborative planning, and processes that span the continuum of care
• Transitions of care (i.e., follow-up appointments with providers, cardiac rehabilitation)

IV. Reviewer questions (20 minutes)
• Please allow time for the reviewers to ask some additional follow-up questions as they may seek further information regarding the program and presentation provided.

Reviewer Planning Session/Protocol Review (30 minutes)
This session combines two activities: the reviewers planning session (selecting patients for tracer activity) and review of the program’s protocols.

Note: In advance of the scheduled review, please have prepared a current list of patients (see below) that is readily available/accessible immediately following the opening session to not delay other review activities.

I. Materials Required for the Reviewer Planning Session:
• During the planning session, the reviewer will review the program’s current inpatient/observation patient list of those with ACS-related diagnoses and select patients for individual tracer activities. Open and closed records will both be reviewed.

Note: If there are no current inpatients the reviewer will select closed records to review.
• A current list includes patients from the past four months (for new certifications) or the past 12 months (for recertification) that includes:
  o Patients who were discharged or transferred from the emergency department (including those who arrived via EMS).
  o Patients who were admitted or place under observation status, that includes these diagnostic, treatment, or services categories:
    ▪ ACS (STEMI, NSTEMI, Unstable Angina, Chest pain/ACS)
    ▪ Cardiac arrest with ROSC
    ▪ Cardiogenic shock
    ▪ PCI performed at the facility
    ▪ CABG performed at the facility
  o Patients participating in cardiac rehab (post-PCI and post-CABG patients)
• The patient lists should be organized as follows:
Patient’s room number (if current inpatient), age, gender, room number, admitting provider, diagnosis, treatment, MRN, dates of admission and discharge, and discharge disposition (transfer, SNF, expired, home).

For cardiac rehab patients, please provide name, age, gender, diagnosis, date of procedure, MRN, and dates of admission and discharge (as applicable).

Example: List #1 STEMI Patients (e.g., ICD-10 codes I21.21)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

Example: List #2 Cardiac Arrest (e.g., ICD-10 I46.9, I97.120, Z86.74)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

Example: List #3 Chest Pain (e.g., ICD-10 R07.9, R07.89), Unstable Angina (e.g., ICD-10 I20.0, I20.9)

<table>
<thead>
<tr>
<th>Patient name</th>
<th>Age</th>
<th>Gender</th>
<th>Rm #</th>
<th>Admitting Provider</th>
<th>Diagnosis</th>
<th>Treatment</th>
<th>MRN</th>
<th>Admit and Discharge Dates</th>
<th>Disposition</th>
</tr>
</thead>
</table>

II. Selecting Patients for Individual Tracers and Protocol Review

- From the list of current ACS/chest pain patients, the reviewers in conjunction with program representatives, will identify a minimum of 10 patients for tracing. Throughout individual tracer activities, the reviewer will identify personnel and medical staff credential files that will be needed during the Competence Assessment/Credentialing Process/Education session.

- Based on the patients selected for the individual tracer activities, the reviewer may evaluate the organization’s CHAC protocols related to the care, treatment, and services that were provided to the patient, and as indicated by The Joint Commission’s CHAC requirements. These protocols may include:
  - Activation of cardiac teams (such as interventional cardiology if applicable)
  - Process for obtaining EMS records
  - EMS protocols including communication with emergency department
  - Acute workup of ACS/chest pain patients
  - Informed consent for procedures performed
  - Use of IV fibrinolytics (if used as back-up)
  - Implementation of procedures
  - Nursing and therapeutic care through the continuum of care
  - Transferring patients to another hospital/facility (for services not provided)
  - Transitions of care for patients within the organization (internal) and post hospitalization (external)
  - Cardiac rehabilitation referral process

- The evaluation of program documents will continue throughout the review, comparing care provided during individual patient tracer activities to protocols, policies and algorithms utilized by the CHAC program. Please have program documents readily available in paper or electronic formats to improve efficiency of the review process.

Individual Tracer Activity - (3 Hours)
I. Organization Participants
- Program representatives who can facilitate tracer activities and escort the reviewer through the clinical settings following the course of care for the patients. Tracers will include staff who are involved in the patient’s care. This may include:
  - Emergency department licensed practitioners and staff
  - Imaging licensed practitioners and staff
  - Cardiology licensed practitioners
  - Cardiac interventional laboratory licensed practitioners and staff
  - Cardiac surgery operating room licensed practitioners and staff
  - Cardiac rehabilitation staff
  - Discharge planner(s) and case manager(s)
  - Other licensed and unlicensed practitioners and staff providing ACS/chest pain care at the discretion of the organization
  - Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff

II. Materials Needed for This Session
- Clinical records of selected patients

III. Overview of the Individual Patient Tracer Activity:
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide.
- The reviewer will follow a patient’s course to assess the adherence to and diversion from the CPGs and organizational protocols in the care, treatment or services provided to the patient.
- Patient tracer activity usually begins in the emergency department and follows their course to the current location or from their discharge location.
  - The reviewer may speak with staff in all the areas involved in the patient’s encounter, which may include emergency services, imaging, procedural, therapeutic and rehabilitation services, patient/family education, and transfer/discharge services.
- Plan for sufficient staff and practitioners to accommodate the reviewer conducting tracer activity in the organization.
- Plan for space to accommodate the reviewer conducting interviews during individual patient tracers so as not to interfere with patient care.
- If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.
- The number of staff participating in the individual patient tracer activity should be limited.
  **Note:** The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.
- After each tracer, the reviewer will summarize:
  - Specific observations made
  - Issues that will be continued to be explored in other tracer activity
  - Need for additional record or document review
  - Issues that have the potential to result in requirements for improvement

Reviewer Lunch - (30 minutes)
- Please guide the reviewers to location of on-site lunch menu options. If there are no on-site food options, please consider planning in advance.
Individual Tracer Activities (continued) – (3 hours)
• The reviewers will continue conducting individual patient tracers as per the information provided above

Team Meeting/Reviewer Planning Session – (30 minutes)
Planning and discussing with organization leaders activities for day two.

Day Two

Daily Briefing with the organization (15 minutes)
The reviewers will:
• Provide a summary of Day One activities
• Follow-up on any unresolved issues from Day One
• Obtain any outstanding documents
• Identify any additional patients who were admitted overnight for potential tracer activity

Individual Tracer Activity (cont.) (3 hours and 45 min)
• The reviewers will continue conducting individual patient tracers as per the aforementioned information provided above

Reviewer Lunch (30 minutes)
• Please guide the reviewers to location of on-site lunch menu options. If the organization does not have on-site food options, please consider planning in advance.

System Tracer--Data Use Session (60 minutes)

I. Organization Participants
• Program administrative and clinical leaders
• Individual(s) responsible for performance improvement processes within the program
• Others at the discretion of the organization

II. Materials Needed
• Performance measurement data addressed in requirements
• Action plans demonstrating the program’s use of and response to data

III. During the session, the reviewer and program representatives will discuss:
• The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
• Strengths and opportunities for improvement in the processes used to obtain data and meet internal and external information needs
• How clinical, management, and patient satisfaction data is used in decision-making and in improving patient safety and quality

IV. Overview of the Data Use System Tracer
• This system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for ACS patients. Specific areas of focus for CHAC certification will include:
o Use of a defined performance improvement methodology including plans, action plans, and resulting improvements
o Volumes of procedures, interventions and surgeries
o Complication rates
o Current ACS performance measure data
o Public reporting of outcomes per requirements
o Interdisciplinary program review and peer review process
o Use of the AHA GWTG-CAD registry and other registries (such as STS, as applicable)
o Patient satisfaction data specific to ACS patient population, and program improvements made based on that data
o Review of the program’s cardiac/STEMI team log
o Organizational Data: For CHAC requirements that call for organizational data (such as tracking of adverse outcomes), the organization must provide data from the four months prior to the review date.

Competence Assessment/Credentialing Process Activity (1 hour)

I. Organization Participants
• Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
• Clinical or medical director(s)

II. Be prepared to discuss
• The program’s process for onboarding staff as well as continuing collaboration and continuing education for program’s clinical and non-clinical staff

III. Facilitated review
• Medical and clinical staff personnel files that will be requested during tracer activities that includes the following:
  o Competence assessment and education for on-boarding new staff
  o Licensure and/or certification, as applicable by discipline
  o Privileges and accompanying documentation
  o On-going or continuing education to maintain competency, by discipline
  o Performance evaluations, by discipline
• Job descriptions may be requested for the following:
  o Medical Director(s) of CHAC Program
  o CHAC program Coordinator
  o Medical Staff
  o Advanced practice providers (if utilized)
  o Other clinical staff as requested

Issue Resolution /Report Preparation (90 minutes)

This session combines two activities.

I. Issue Resolution (30 min)
The reviewer will follow-up on any items or documents that were not available during tracer activities and any potential findings. The organization may also present any information they believe the reviewer may have missed during the allotted sessions.
II. Reviewer Report Preparation (30 min)
The reviewer will use this time to compile, analyze, and organize the data they have collected into a summary report of observations made throughout the review.

Program Exit Conference (30 minutes)
The reviewers will provide a preliminary certification report.
### Advanced Disease Specific Care

#### Comprehensive Heart Attack Center Certification Agenda

**Two-Day Review Template**

#### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
</table>
| 8:00-9:30 am     | **Opening Conference**                        | • Program Clinical and Administrative Leadership  
                  |                                               | • Individuals responsible for performance improvement processes within the program and, as applicable, the organization  
                  |                                               | • Others at the discretion of the organization                                                   |
|                  | • Reviewer greeting and introductions         |                                                                                          |
|                  | • Introduction of program staff               |                                                                                          |
|                  | • Brief review of agenda                      |                                                                                          |
|                  | **Orientation to Program**                    |                                                                                          |
|                  | Topics to be covered include:                 |                                                                                          |
|                  | • Program leadership                          |                                                                                          |
|                  | • Program interdisciplinary team composition  |                                                                                          |
|                  | • Program design and integration into hospital|                                                                                          |
|                  | • Program mission and goals for care          |                                                                                          |
|                  | • Population characteristics and needs        |                                                                                          |
|                  | • Program selection and implementation of clinical practice guidelines (CPG) |                                                                                          |
|                  | • Program evaluation of CPG use and deviation monitoring |                                                                                          |
|                  | • Overall program improvements implemented or planned |                                                                                          |
|                  | **Q & A Discussion**                          |                                                                                          |
| 9:30–10:00 am    | **Reviewers Planning Session**                | Program representative(s) who can facilitate patient selection and tracer activity         |
| 10:00 am–12:30 pm| **Individual Tracer Activity**                | Program representative(s) that can facilitate patient tracer activity                      |
| 12:30-1:00 pm    | **Reviewers Lunch**                           |                                                                                          |
| 1:00-4:00 pm     | **Individual Tracer Activity (cont.)**        | Program representative(s) that can facilitate patient tracer activity                      |
| 4:00-4:30 pm     | **Team Meeting/Reviewers Planning Session**   | Planning for review day 2                                                                   |
|                  |                                               |                                                                                          |
## DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tbody>
<tr>
<td>8:15 am-12:00 pm</td>
<td>Individual Tracer Activity (cont.)</td>
<td>Program representative(s) that can facilitate patient tracer activity</td>
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<tr>
<td>12:00-12:30 pm</td>
<td>Reviewers Lunch</td>
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<tr>
<td>12:30-1:30 pm</td>
<td><strong>System Tracer–Data Use Session</strong></td>
<td>Interdisciplinary team and those involved in performance improvement</td>
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<td>• Discuss how data is used by program to track performance and improve practice and/or outcomes of care</td>
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<td>• Discuss selected performance measures, including:</td>
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<td></td>
<td>o Selection process</td>
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<td></td>
<td>o Aspects of care and services and outcomes that measures address</td>
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<tr>
<td></td>
<td>o Data collection processes (Four months of data for initial certification and 12 months of data for recertification)</td>
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<td>o How is data reliability and validity conducted?</td>
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<td>o Reporting and presentation of data</td>
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<td>o Improvement opportunities discovered through data analysis</td>
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<td>o Improvements that have already been implemented or are planned based on performance measurement</td>
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<td>• Discuss patient satisfaction data, including improvements based on feedback</td>
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<tr>
<td>1:30-2:30 pm</td>
<td><strong>Competency and Credentialing Sessions</strong></td>
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<td><strong>Education and Competence Process Assessment</strong></td>
<td>Discussion will focus on:</td>
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<td>Discussion will focus on:</td>
<td>• Processes for obtaining team members</td>
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<td>Discussion will focus on:</td>
<td>• Orientation and training processes</td>
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<td>Discussion will focus on:</td>
<td>• Methods for assessing team member competence</td>
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<td>Discussion will focus on:</td>
<td>• Inservice and other ongoing education</td>
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<td>Discussion will focus on:</td>
<td>• Education and competence issues identify during tracer activities</td>
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<td>Discussion will focus on:</td>
<td>Note: The reviewer will request personnel records and credentials files to review based on team</td>
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<td><strong>Medical Staff Credentialing and Privileging Process Assessment</strong></td>
<td>Discussion will focus on:</td>
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<td>Discussion will focus on:</td>
<td>• Credentialing and privileging process specific to cardiac care, treatment and services</td>
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<td>Discussion will focus on:</td>
<td>• If privileges are appropriate to the qualifications and competencies</td>
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<td>Discussion will focus on:</td>
<td>• Monitoring the performance of practitioners on a continuous basis</td>
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<td>Discussion will focus on:</td>
<td>• Evaluating the performance of licensed independent providers</td>
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<td>Discussion will focus on:</td>
<td>• Identified strength and areas for improvement</td>
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members and staff encountered throughout the review.

Note: The reviewer will request files of a cardiologist, cardiac interventionalist, cardiovascular surgeon, emergency physician, and/or hospitalist. Additional files may be requested based on tracer activities.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Description</th>
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<tbody>
<tr>
<td>2:30-3:00 pm</td>
<td>Issue Resolution</td>
<td>If issue resolution required.</td>
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<tr>
<td>3:00-4:00 pm</td>
<td>Reviewer Report Preparation</td>
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<tr>
<td>4:00-4:30 pm</td>
<td>Program Exit Conference</td>
<td>• Program Leadership</td>
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<td>• Hospital Leadership</td>
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<td>• Interdisciplinary Team Members</td>
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DSC-Advanced Certification for Spine Surgery (ACSS) Addendum

Introduction
The Advanced Certification for Spine Surgery (ACSS) program focuses on the following:

- Provision of integrated, coordinated, patient-centered care that starts with the spine surgery consultation, through pre-, intra- and postoperative phases of care, to the spine surgeon follow-up visit
- The care performed in inpatient, hospital-based outpatient (same day surgery), and ambulatory surgery care settings (free standing)
- Education of the patient who is receiving spine surgery about the preoperative, intraoperative, and postoperative phases of care
- Shared decision-making and the importance of addressing roles, procedures, goals, and medications with patients throughout the continuum of care
- Consistent communication and collaboration of all healthcare providers involved in the care of the patient receiving spine surgery throughout the continuum of care

About this Addendum
Included in this ACSS addendum is supplemental information to the Certification Review Process Guide (RPG). Organizations preparing for the ACSS certification will need to review the general content in this Certification Review Process Guide as well as the information in this addendum. The ACSS addendum includes important information that is specific to ACSS certification.

The ACSS certification review occurs over two days. Therefore, time frames for agenda items in the Certification Review Process Guide are not applicable to the ACSS certification review. The ACSS agenda reflects the recommended activity time frames for the ACSS review, as does this addendum. Keep in mind that the time frames mentioned are flexible and may be revised by the reviewers as necessary based on organizational need.

Note: Program Specific Qualifications: In addition to the eligibility criteria described in “The Joint Commission Certification Process” (CERT) chapter of the Comprehensive Certification Manual for Disease-Specific Care, programs seeking ACSS certification must also:

- Apply for certification of the site that provides the procedure—each individual site must independently meet the eligibility criteria and standards
- Have provided spine surgery procedures to a minimum of 200 patients
- Be an active member of the American Spine Registry (ASR) and use the data collected from the registry to analyze and improve processes.
- At time of review, provide the Joint Commission reviewer the opportunity to observe a spine surgery procedure
Advanced Certification for Spine Surgery – Review Description

Review Day 1

Opening Conference and Orientation to Program (90 Minutes)

Organization Participants
- Program clinical and administrative leadership (e.g. CEO, CNO, medical director, spine coordinator, program interdisciplinary team members)
- Individual(s) responsible for performance improvement processes within the program and as applicable, the organization
- Others at the discretion of the organization

Opening Conference (15 minutes)
- Overview of ACSS certification by reviewers

Orientation to the Program (60-75 minutes)
- The organization should be prepared to discuss or provide a 20-30-minute presentation, that includes:

  o A broad overview of the process of care for ACSS patients implemented at the organization which may include: Scope of spine surgery services from the spine consultation through to the spine surgeon follow-up visit; population/demographics; program mission, goals, and objectives; program structure and team composition; rehabilitation care; referral process; and, transitions of care to home or extended care.

  o The following subjects specific to the ACSS program: (Note: This list contains subjects identified earlier in the Orientation to the Program activity, as well as some additional subjects specific to ACSS. A combined list is provided here to minimize confusion.)
    - Program leadership
    - Program interdisciplinary team composition
    - Program design and integration into organization
    - Program scope
    - Program mission, goals, and objectives
    - Population characteristics and needs of clinical practice guidelines (CPGs)
    - Program evaluation of CPG use and deviation monitoring
    - Program improvements in CPG content and use overall program improvements implemented or planned
    - Service availability and accessibility dependent on program scope (inpatient, hospital-based outpatient, ambulatory surgery center)
    - Program design influences (community needs assessment, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)
    - Patient self-management education resources
    - Access to patient centered care resources
    - Facilitating access to interdisciplinary care, treatment and service needs of patients
    - Communication and collaboration planning and processes throughout the continuum of care
    - Transitions of care
Reviewer Planning and Protocol Review Session (30 Minutes)

Materials Required for the Reviewer Planning Session:
- Current list of spine surgery patients for tracer selection
- List of patients having spine surgery procedures on Day 1 after opening conference or Day 2 of the review
- If current patients are not available for the program, provide a list of all spine surgery patients for the previous 90 days
- ACSS protocols for care
- Job description for the medical director and spine coordinator
- Transfer policies/protocols
- Patient education materials
- Performance improvement action plans
- Program-specific orientation and competency documentation

Selecting Patients for Individual Tracers and Protocol Review
- From the list of current spine surgery patients, the reviewers in conjunction with program representatives will identify a minimum of six (6) patients for tracing; this may include two (2) closed records. At least one (1) of the patient tracers performed must allow for tracing the intraoperative process.
- The ACSS certification has numerous requirements for protocols that focus on clinical care.
- Based on the patients chosen for the initial individual patient tracer, the reviewers may choose to review the organization’s ACSS protocols related to the patient’s specific care, treatment, and services, as required by The Joint Commission’s ACSS requirements.
- The review of the protocols will continue throughout the review and they should remain available and easily retrievable. The reviewers will compare care provided during individual patient tracer activity to protocols utilized by the ACSS program.
- The organization should plan for space to accommodate interviews conducted by the reviewer during individual patient tracers so as not to interfere with patient care.
- At the conclusion of each tracer, the reviewer will communicate to the program representatives and care providers any:
  - Specific observations made
  - Issues that will be continued to be explored in another tracer activity
  - Need for additional record review
  - Issues that have the potential to result in requirements for improvement
- Reviewers will also begin to identify personnel and credential files that they will need for review during the Competence Assessment, Credentialing Process, and Education session.

Individual Patient Tracer Activity (2 hours 30 minutes)

Organization Participants
Program representatives who can facilitate tracer activities including escorting the reviewers through the clinical setting following the course of care for the patients, including staff who have been involved in the patient’s care. This may include:
- Surgical/procedural licensed independent practitioners and staff
- Physical therapist(s), and occupational therapist(s)
- Discharge planner(s) and case manager(s)
- Other licensed independent practitioners and staff providing spine surgery care at the discretion of the organization
• Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology staff
• Others at the discretion of the organization

The number of staff participating in the individual patient tracer activity should be limited. The rationale for limiting the number of staff participating in this activity is to reduce any distraction that the review process may have on patient care.

Materials Needed for This Session
• Clinical record of selected patient
• If your organization utilizes electronic medical records/documentation, please plan to provide computer access for the reviewer during individual patient tracers. This can be done in a conference room or on the patient care unit.

Overview of the Individual Patient Tracer Activity
The individual patient tracer activity is a method used to evaluate an organization’s provision of care, treatment, and services, using the patient’s experience as a guide.

Clinical areas the reviewer will visit and communicate with are:
• Preoperative assessment/back/spine classes/discharge teaching
• Same day surgery
• Anesthesia/block room
• Preoperative holding
• Operating room
• PACU
• Physical therapy/gym
• Inpatient floor
• ICU

Interdisciplinary Care Team members and other disciplines to consider interviewing during individual patient tracer activity include, but not limited to:
• Attending physician, hospitalist, or primary care physician
• Anesthesia
• Nursing staff
• Pharmacist
• Discharge planner or nurse case manager
• Physical therapy
• Other clinical and ancillary staff involved in the care of the spine surgery patient

Dependent on timing and availability of staff; the reviewer may plan a conference call with the spine surgeon’s office (e.g. MD, scheduling, office staff, APP, etc.) to discuss preoperative and follow-up visit process within the program

Closed Chart Review: During individual patient tracers, the reviewer will review at least two closed patient records. The purpose of the closed patient records review is to evaluate the care provided throughout the continuum of care and also the discharge/transitions care provided to spine surgery patients. Reviewers will also request information about the program’s process from the spine surgery consultation to patient arrival for surgery and then from discharge through to the spine surgeon’s follow-up visit.

Individual Patient Tracer Activity- Day 1 (Afternoon Session, 2 Hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer that will be conducting patient tracer activity throughout the organization. All aforementioned information
pertaining to individual patient tracers is applicable to the Day 1 afternoon tracer. See the ACSS agenda for specific tracer activities.

**Issue Resolution (30 minute)**
This session is for the reviewer to:
- Follow-up on any open issues requiring further exploration
- Review closed records or reexamine protocols, procedures, or other documentation
- Interview staff that may have been unavailable during tracer activity

**Review Summary Session/Daily Briefing (30 minutes)**

**Organization Participants**
- Program clinical and administrative leadership (e.g. CEO, CNO, medical director, spine coordinator, program interdisciplinary team members)
- Others at the discretion of the organization
- The reviewer will communicate a summary of the first day’s observations to the program representatives
- The reviewer and organization will discuss arrival time for Day 2; for example, if the intraoperative tracer will be occurring Day 2 for a 7:30 case start, the reviewer and organization should discuss an arrival time that will allow the reviewer to observe the preoperative process prior to the case. Additional patients will be selected for continuing tracer activity, as needed.

---

**Review Day Two**

**Intraoperative Tracer Activity (Approximately 2 hours)**
Flexibility and clear communication between the reviewer and your organization for the intraoperative tracer activity is imperative.
- **This tracer can occur at any time during the review after the Opening Conference, depending on patient availability. The organization and reviewer should confirm the timing for this activity as soon as possible since this is a mandatory activity for advanced certification.**
- Reviewer will change into appropriate attire per your organization’s instruction
- Dependent on the volume of spine surgery cases the observations may occur with more than one patient and at different times during the two-day review

The Intraoperative Tracer Activity will include:
- Observation of preoperative process
- Observe communication and collaboration between team members and patient, consistency of information being exchanged
- Observe hand-offs (e.g. registration-to-preoperative RN, preoperative RN-to-anesthesia, preoperative RN-to-surgeon, preoperative RN-to-operating room RN, etc.)
- Observe patient transition from preop to the operating room
- Observe patient transition from operating room to PACU

**Organization Participants**
- Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients
Individual Patient Tracer Activity (2 hours)
Plan to have sufficient staff and licensed independent practitioners to accommodate the reviewer who will be conducting patient tracer activities throughout the organization. All aforementioned information pertaining to individual patient tracers is applicable to the Day 2 individual patient tracers.

System Tracer--Data Use (1 hour)

Organization Participants
- Program administrative and clinical leaders (e.g. ACSS medical director, spine coordinator, perioperative director, etc.)
- Individual(s) responsible for performance improvement processes within the program
- Others at the discretion of the organization

Materials Needed
- Performance measurement data addressed in requirements and standardized measure sets
- Action plans demonstrating the program’s use of and response to data collection

During the session, the reviewers and program representatives will discuss:
- The basics of data gathering and preparation, including data collection, analysis, interpretation, and actions taken on opportunities for improvement
- Collection of data to monitor performance (e.g. patient satisfaction, coordination of care, outcomes, length of stay, etc.)
- Data sets, definitions, codes, classifications, and terminology that guide program data collection
- Performance improvement priorities identifies through the spine surgery program quality management process
- Activities to improve processes and outcomes

Overview of the Data Use System Tracer
The system tracer session is focused on the program’s use of data to improve care, treatment, and services, as well as the safety and quality of care for spine surgery patients.

The program review performance measurement results to determine whether goals were achieved.
- The program reviews and prioritizes identified performance improvement opportunities
- The program evaluates care processes and transitions of care

Education, Competence Assessment, and Credentialing Process (1 hour)

Organization Participants:
- Individual(s) with authorized access to personnel and credential records
- Individual(s) familiar with program-specific requirements for team members such as supervisors, managers, and leaders
- Clinical or medical director(s)
- Others at the discretion of the organization

Overview of the Competence Assessment, Credentialing Process, and Education Session
This session is focused on:
- The process to provide ongoing education and training of practitioners
- Others at the discretion of the organization

The reviewer will discuss the following education, competence assessment, and credentialing topics as they relate to ACSS:
• Orientation
• Competence assessment for staff caring for ACSS patients
• Contract personnel competence assessment and education (if contract staff is used)
• Specific education requirements and competencies for interdisciplinary team members
• Continuing education: staff involved in care of spine surgery patients to have annual related education
• On-going education, training, and in-service requirements for the program

The reviewer will participate in a facilitated review of selected personnel and credential files requested during the tracer activities for evidence reflecting completion of any required continuing education and privilege lists:
• Spine surgeons
• Nursing staff
• Other staff interviewed during individual patient tracers

**Issue Resolution and Reviewer Report Preparation (1 hour)**
This session combines two activities. The activities are broken down as the following:

**Issue Resolution**

- This follow-up session may include the following activities, but is not limited to:
  - Review of policies and procedures
  - Review of human resources files
  - Review of performance improvement data
  - Discussion with selected staff
- The reviewer will work with program representatives to organize and conduct all issue resolution activities.

**Reviewer Report Preparation**
The reviewer will use this time to compile, analyze, and organize their collected data into a summary report of observations made throughout the review.

**Program Exit Conference (30 minutes)**
Reviewer will provide a summary of findings from the ACSS review
Information needed during the Reviewer Planning Session includes:
- Current list of patients being treated in the spine surgery program
- A list of patients having a spine surgery procedure after opening conference Day 1 or Day 2 of the review
- A list of patients who accessed or progressed through the spine surgery programs in the past four months
- An organization chart for the program if one is available
- Performance measure data collected and reported for the required measures
- Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

**DAY 1**

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<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
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<tr>
<td>90 minutes</td>
<td>Opening Conference (10 minutes)</td>
<td>Program clinical and administrative leadership (for example, CEO, CNO, medical director, spine coordinator, program interdisciplinary team members)</td>
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<td></td>
<td>• Greetings and introductions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Introductions of key program and organization staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Orientation to Program (60 minutes)</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
</tr>
<tr>
<td></td>
<td>• Program leadership</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program interdisciplinary team composition</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program design and integration into organization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program scope</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program mission and goals for care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Population characteristics and needs of clinical practice guidelines (CPG)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program evaluation of CPG use and deviation monitoring</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program improvements in CPG content and use overall program improvements implemented or planned</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Service availability and accessibility</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Program design influences (community needs assessments, patient selection, patient risks and outcomes, co-morbidities, evidence-based practice)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Patient self-management education resources’</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Access to patient centered care resources</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Facilitating access to interdisciplinary care, treatment and service needs of patients</td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Q&amp;A discussion (20 minutes)</td>
<td>• Communication and collaboration planning and processes throughout the continuum of care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Transitions of care</td>
<td>Program representatives who can facilitate patient selection and tracer activities</td>
</tr>
<tr>
<td>30 minutes</td>
<td><strong>Reviewer Planning Session &amp; Protocol Review Session</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• List of spine surgery patients for tracer selection</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• List of patients having spine surgery procedures on <strong>Day 1 after opening conference or Day 2 of the review</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If active patients are not available for the program, provide a list of all spine surgery patients for the previous 90 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• ACSS protocols available for review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Job description for the medical director</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Transfer policies/protocols</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Program representatives who can facilitate patient selection and tracer activities</strong></td>
<td></td>
</tr>
<tr>
<td>2 hours 30 minutes</td>
<td><strong>Individual Patient Tracer</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Evaluation of patient care, treatment, and services, including:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clinical Areas to consider visiting during tracer activity</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Patient education, interview or observation; may include, preoperative assessment/classes (joint class), patient therapy observation, discharge teaching</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Same day surgery</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Anesthesia/block room</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Preoperative holding</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Operating room</td>
<td></td>
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<tr>
<td></td>
<td>• PACU</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Physical therapy/gym</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Inpatient floor</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• ICU</td>
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</tr>
<tr>
<td></td>
<td><strong>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients</strong></td>
<td></td>
</tr>
<tr>
<td>Note: Patient education, interview or observation activity may be scheduled at a time that will facilitate the greatest participation</td>
<td><strong>Staff who can facilitate medical record review such as medical record staff, clinical staff, and information technology (electronic medical record-EMR) staff</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Interdisciplinary Care Team members to consider interviewing during tracer activity</strong></td>
<td><strong>Others at the discretion of the organization</strong></td>
</tr>
<tr>
<td></td>
<td>• Attending physician, hospitalist, or primary care physician</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Anesthesia</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Nursing staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Pharmacist</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Discharge planner or nurse case manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Physical therapist</td>
<td></td>
</tr>
<tr>
<td>Note: Dependent on timing and availability of staff; plan a conference call with the orthopedic surgeon’s office (e.g. MD, scheduling, office staff, APP) to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td></td>
<td>discuss preoperative and follow up visit process within the program</td>
<td></td>
</tr>
<tr>
<td>30 minutes</td>
<td><strong>Reviewer Lunch</strong></td>
<td></td>
</tr>
<tr>
<td>2 hours</td>
<td><strong>Individual Patient Tracer</strong></td>
<td>See suggested participants noted above</td>
</tr>
<tr>
<td></td>
<td>See description above</td>
<td></td>
</tr>
<tr>
<td>30 minutes</td>
<td><strong>Issue Resolution</strong></td>
<td>Program representative</td>
</tr>
<tr>
<td></td>
<td>Confer at the end of Day 1 and plan for Day 2 of the ACSS review with the organization’s staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Address any issues needing resolution with the organization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Discuss plan for arrival in am (if the intraoperative tracer will be occurring day 2 for a 7:30 case start, discuss when organization would recommend reviewer arrival dependent on observation of preoperative process prior to case)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Select any additional patients for day 2</td>
<td></td>
</tr>
<tr>
<td>30 minutes</td>
<td><strong>Daily Briefing</strong></td>
<td>Program clinical and administrative leadership (for example; CEO, CNO, medical director, spine coordinator, program interdisciplinary team members) Others at the discretion of the organization</td>
</tr>
<tr>
<td></td>
<td>Communicate a summary of day one observations to the program representatives and determine if additional information will be needed the following day</td>
<td></td>
</tr>
</tbody>
</table>

**DAY 2**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximately 2 hours</td>
<td><strong>Individual Tracer Activity—Intraoperative Experience</strong></td>
<td>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients</td>
</tr>
<tr>
<td>Note: Intraoperative tracer activity may be scheduled at a time that will facilitate the greatest participation (this may require a 6:30 a.m. arrival for 7:30 a.m. OR starts on Day 2)</td>
<td><strong>(This tracer can occur at any time during the review after the Opening Conference, depending on patient availability. The organization and reviewer should confirm the timing for this activity as soon as possible, since this is a mandatory activity for advanced certification.)</strong></td>
<td></td>
</tr>
<tr>
<td>Note: <strong>Reviewer will not observe entire surgical procedure.</strong> Flexibility and clear</td>
<td><strong>Reviewer will change into appropriate attire per organization instruction</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The activity will include:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Observation of preoperative process</td>
<td></td>
</tr>
</tbody>
</table>
Communication with the organization for the ACSS review is imperative, especially during the intraoperative tracer. Dependent on the volume of spine surgery cases, either the afternoon of Day 1 after opening conference or Day 2, the observations may occur within more than one patient and in more than one-time frame.

- Observe communication and collaboration between team members and patient, observe consistency of information being exchanged
- Observe hand-offs (e.g. registration-to-preoperative RN, preoperative RN-to-anesthesia, preoperative RN-to-surgeon, surgeon-to-anesthesia, anesthesia-to-surgeon, preoperative RN-to-Operating Room RN, Operating Room RN-to-surgeon, surgeon-to-Operating Room RN, etc.)
- Observe patient transition from preop to the operating room
- Also, observe transition from OR to PACU

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 hours</td>
<td>Individual Patient Tracer</td>
<td>See description above</td>
</tr>
<tr>
<td>60 minutes</td>
<td>System Tracer – Data Use</td>
<td>Program clinical and administrative leadership. (Example: ACSS Medical Director, Spine coordinator, perioperative director) Individual(s) responsible for performance improvement and processes within the program Others at the discretion of the organization</td>
</tr>
<tr>
<td>30 minutes</td>
<td>Reviewer Lunch</td>
<td></td>
</tr>
<tr>
<td>60 minutes</td>
<td>Competence Assessment and Credentialing Session</td>
<td>Individual(s) with authorized access to personnel and credential records Individual(s) familiar with program-specific requirements for team members such as supervisors, managers and leaders Clinical or medical director(s) Others at the discretion of the organization</td>
</tr>
</tbody>
</table>

Based on patient tracers, select a sample of personnel records, credentials files and privilege lists to review.
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>60 minutes</td>
<td><strong>Issue Resolution &amp; Reviewer Report Preparation</strong>&lt;br&gt;Program leaders and staff as requested by the reviewers.</td>
<td>Certification review facilitator</td>
</tr>
<tr>
<td>30 minutes</td>
<td><strong>Program Exit Conference</strong>&lt;br&gt;- Review observations and any requirements for improvement by standard, EP, and advanced requirement identifiers&lt;br&gt;- Allow time for questions regarding review findings and provide additional material regarding compliance with requirements&lt;br&gt;- Review required follow-up actions as applicable</td>
<td>Program and clinical leadership&lt;br&gt;Others at the discretion of the organization</td>
</tr>
</tbody>
</table>

Note: This agenda is a guide and may be modified based on organizational need and reviewer discretion.
### Areas of Review

<table>
<thead>
<tr>
<th>Items for Review</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is a record for every patient</td>
<td>DSCT.5</td>
</tr>
<tr>
<td>The record contains sufficient information to identify the patient</td>
<td></td>
</tr>
<tr>
<td>The record contains sufficient information to support the diagnosis</td>
<td>DSCT.5</td>
</tr>
<tr>
<td>The record contains sufficient information to justify treatment or services</td>
<td>DSCT.5</td>
</tr>
<tr>
<td>The record contains sufficient information to document the course and results of treatment or services</td>
<td></td>
</tr>
<tr>
<td>The record contains sufficient information to track the patients movement through the care system and facilitate continuity of care both internally and externally to the program</td>
<td>DSCT.5</td>
</tr>
<tr>
<td>Records appear to be complete and accurate, with all necessary information available.</td>
<td>DSCT.5</td>
</tr>
<tr>
<td>Comments are added to records in accordance with organization policy or procedure</td>
<td>DSCT.1</td>
</tr>
<tr>
<td>Consent for release of information is on the record records in accordance with organization policy or procedure</td>
<td>DSCT.1</td>
</tr>
<tr>
<td>The use of CPGs is evident in the record</td>
<td>DSDF.2</td>
</tr>
<tr>
<td>The tailoring of CPGs for the patient is evident in the record</td>
<td>DSDF.3</td>
</tr>
<tr>
<td>The management or the communication to the appropriate practitioner for the management of concurrently occurring conditions for the patient is evident in the record</td>
<td>DSDF.4</td>
</tr>
<tr>
<td>The involvement of patient in making decisions about managing their disease or condition are evident in the record</td>
<td>DSSE.1</td>
</tr>
<tr>
<td>The involvement of support structures in the promotion of lifestyle changes that support self-management regimens is evident in the record</td>
<td>DSSE.2</td>
</tr>
<tr>
<td>The patients response to making recommended life-style changes is evaluated</td>
<td>DSSE.2</td>
</tr>
<tr>
<td>An assessment of the patients educational needs related to life-style changes is evident in the record</td>
<td>DSSE.3</td>
</tr>
<tr>
<td>An assessment of the patients educational needs related to health promotion and disease prevention is evident in the record</td>
<td>DSSE.3</td>
</tr>
<tr>
<td>An assessment of the patient’s educational needs related to information about the patient’s illnesses and treatments is evident in the record</td>
<td>DSSE.3</td>
</tr>
<tr>
<td>An assessment of the patient’s comprehension of education is evaluated initially and on an on-going basis.</td>
<td>DSSE.3</td>
</tr>
<tr>
<td>When appropriate, there is evidence of the patient being notified about screening recommendations or lifestyle changes related to preventing the disease for their family members</td>
<td>DSSE.3</td>
</tr>
</tbody>
</table>
### Disease Specific Care

**HUMAN RESOURCE RECORD REVIEW TOOL**

*(Program use of this tool is optional)*

<table>
<thead>
<tr>
<th>Areas of Review</th>
<th>Standard</th>
<th>Record Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td><strong>ITEMS FOR REVIEW</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Practitioners have educational backgrounds, experience, training and/or certification consistent with the program’s mission, goals, and/or objectives</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>2 All practitioners hired have a current license and competency is established.</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>3 The competence of practitioners is assessed when new techniques or responsibilities are introduced, and periodically within the timeframes defined by the organization</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>4 All practitioners have current licenses</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>5 Current licensure is verified from primary sources</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>6 Although not required in the HR record, ascertain that orientation was conducted and relevant</td>
<td>DSDF.1</td>
<td></td>
</tr>
<tr>
<td>7 Although not required in the HR record, ascertain participation in continuing education</td>
<td>DSDF.1</td>
<td></td>
</tr>
</tbody>
</table>

Please note: Some items can be located outside the human resources record.
## Review Agenda Templates

<table>
<thead>
<tr>
<th>Agenda Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Day, One Reviewer, One Disease</td>
</tr>
<tr>
<td>Multi-Hospital, Two Days, One Reviewer, One Disease</td>
</tr>
<tr>
<td>One Day, One Reviewer, Two Joint Replacement or Two Spine Surgery Programs</td>
</tr>
<tr>
<td>1.5 Days, One Reviewer, Lung Volume Reduction Surgery Program</td>
</tr>
<tr>
<td>1.5 Days, One Reviewer, Ventricular Assist Device Program</td>
</tr>
</tbody>
</table>

Organizations should work with their reviewer to identify any adjustments that might be needed to the on-site visit agenda.
### Agenda Template

**Opening Conference (10 minutes)**
- Greetings and introductions
- Introductions of key program and organization staff
- Brief review of agenda

**Orientation to Program (30 minutes)**
Topics to be covered include:
- Program leadership
- Program interdisciplinary team composition
- Program design and integration into hospital
- Program mission and goals for care
- Population characteristics and needs
- Program selection and implementation of clinical practice guidelines (CPG)
- Program evaluation of CPG use and deviation monitoring
- Program improvements in CPG content and use
- Overall program improvements implemented or planned

**Q & A Discussion (20 minutes)**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 8:30 a.m.</td>
<td><strong>Opening Conference</strong> (10 minutes)</td>
<td>Program clinical and administrative leadership</td>
</tr>
<tr>
<td>8:30 – 9:00 a.m.</td>
<td><strong>Orientation to Program</strong> (30 minutes)</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
</tr>
<tr>
<td></td>
<td><strong>Q &amp; A Discussion</strong> (20 minutes)</td>
<td>Others at the discretion of the organization</td>
</tr>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td><strong>Reviewer Planning Session</strong></td>
<td>Program representative(s) who can facilitate patient selection and tracer activity</td>
</tr>
<tr>
<td>9:30 – 10:00 a.m.</td>
<td><strong>Individual Tracer Activity</strong></td>
<td>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for the patient</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
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<tr>
<td>10:30 – 11:00 a.m.</td>
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<tr>
<td>11:00 – 11:30 a.m.</td>
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<tr>
<td>11:30 – 12:00 p.m.</td>
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<tr>
<td>12:00 – 12:30 p.m.</td>
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<tr>
<td>12:30 – 1:00 p.m.</td>
<td><strong>Reviewer Lunch</strong></td>
<td></td>
</tr>
<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1:00 – 1:30 p.m.</td>
<td><strong>System Tracer – Data Use</strong></td>
<td>Program clinical and administrative leadership</td>
</tr>
<tr>
<td></td>
<td>During this activity the discussion will focus on</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
</tr>
<tr>
<td></td>
<td>the program’s selected performance measures.</td>
<td></td>
</tr>
<tr>
<td>1:30 – 2:00 p.m.</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
<td>Individual with authorized access to personnel and credentials files</td>
</tr>
<tr>
<td>2:00 – 2:30 p.m.</td>
<td></td>
<td>Individual familiar with program-specific requirements for team members—supervisors, managers, leaders</td>
</tr>
<tr>
<td>2:30 – 3:00 p.m.</td>
<td></td>
<td>Clinical or medical director</td>
</tr>
<tr>
<td></td>
<td><strong>Issue Resolution &amp; Reviewer Report Preparation</strong></td>
<td>As requested by the reviewer:</td>
</tr>
<tr>
<td></td>
<td>This time is reserved for the reviewer to finish</td>
<td>Certification review facilitator</td>
</tr>
<tr>
<td></td>
<td>reviewing any outstanding items and complete a</td>
<td>Program leaders and staff</td>
</tr>
<tr>
<td></td>
<td>report reflecting each program’s performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>against the standards.</td>
<td></td>
</tr>
<tr>
<td>3:00 – 3:30 p.m.</td>
<td><strong>Program Exit Conference</strong></td>
<td>Program and clinical leadership</td>
</tr>
<tr>
<td>3:30 – 4:00 p.m.</td>
<td></td>
<td>Others at the discretion of the organization</td>
</tr>
<tr>
<td></td>
<td>Reviewer presentation of certification observations</td>
<td></td>
</tr>
<tr>
<td>4:00 – 4:30 p.m.</td>
<td>and requirements for improvement</td>
<td></td>
</tr>
</tbody>
</table>
# Disease Specific Care Certification

## Multi-Hospital, One Disease, Two-Day Review

### Agenda Template

Note: Please refer to the Organization Review Preparation section of the Disease Specific Care Review Process Guide for materials that the reviewer needs for the Planning Session.

### DAY 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 8:30 a.m.</td>
<td><strong>Opening Conference (10-15 minutes)</strong></td>
<td>Hospital System's DSC Program leaders and coordinators</td>
</tr>
<tr>
<td></td>
<td>• Reviewer greeting and introduction</td>
<td>Individual Hospital's DSC Program leader and coordinator</td>
</tr>
<tr>
<td></td>
<td>• Introductions of <em>key</em> system, hospital and DSC program staff</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
</tr>
<tr>
<td></td>
<td>• Brief review of agenda</td>
<td>Others at the discretion of the organization</td>
</tr>
<tr>
<td>8:30 – 9:00 a.m.</td>
<td><strong>Orientation to Hospital System's DSC Program (20 minutes)</strong></td>
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</tr>
<tr>
<td></td>
<td>• System design and implementation of DSC Program</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• System influence on individual hospital program operations and performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• System expectations of individual hospital performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Monitoring of overall DSC program performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Orientation to Individual Hospital's DSC Program (30 minutes)</strong></td>
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</tr>
<tr>
<td></td>
<td>Topics to be covered include:</td>
<td></td>
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<td>• Program leadership</td>
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<td></td>
<td>• Program improvements in CPG content and use</td>
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<td></td>
<td>• Overall program improvements implemented or planned</td>
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<td></td>
<td><strong>Q &amp; A</strong></td>
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<tr>
<td>9:00 – 9:30 a.m.</td>
<td><strong>Reviewer Planning Session</strong></td>
<td>DSC Program Coordinator or Program Team Member</td>
</tr>
<tr>
<td></td>
<td>The program is requested to have a list of patients who they are currently caring for in the hospital or being followed in the outpatient setting (if applicable to the program)</td>
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<td></td>
<td>See the <em>Disease Specific Care Review Process Guide</em> for the specific type of information needed in the list.</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
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</tr>
<tr>
<td>9:30 – 10:00 a.m.</td>
<td><strong>Individual Tracer Activity</strong></td>
<td>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for selected patients</td>
</tr>
<tr>
<td></td>
<td>• Tracing begins where patient is currently located (if currently hospitalized)</td>
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<td></td>
<td>• The nurse caring for the patient is asked to walk the reviewer through the medical record and the course of care for the patient up to this point in time</td>
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<td></td>
<td>• The patient course of care through the organization is mapped out, both forward and backward</td>
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<td></td>
<td>• The map will be followed to move through the areas/services that encountered the patient</td>
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<td></td>
<td>• Staff in each area will be asked to discuss the interaction they would have had with such a patient (Note: Reviewers refer to patients by characteristics, not by name)</td>
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<td></td>
<td>• Multiple patients will be traced at the same time; interaction with as many disciplines and staff that work with patients is very important to the program evaluation</td>
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<td></td>
<td>• Speaking with one or two patients and/or their families is a key component of this activity—the organization is asked to help arrange this interview</td>
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<tr>
<td>10:00 – 10:30 a.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>10:30 – 11:00 a.m.</td>
<td><strong>Individual Tracer Activity …continued</strong></td>
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<tr>
<td>11:00 – 11:30 a.m.</td>
<td><strong>System Tracer – Data Use</strong></td>
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<tr>
<td></td>
<td>• Review how data are used by the program to track performance and improve practice and outcomes of care</td>
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<tr>
<td></td>
<td>• Review the program’s selected performance measures, including:</td>
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<td></td>
<td>- Selection process (not applicable if program using core measures)</td>
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<td></td>
<td>- Aspects of care and services and outcomes addressed by measures</td>
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<tr>
<td></td>
<td>- Data collection process (4-months of data for initial certification; 12-months of data for recertification or core measures, as applicable)</td>
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<tr>
<td></td>
<td>- Data reliability and validity</td>
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<tr>
<td></td>
<td>- Reporting and presentation of data</td>
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<tr>
<td></td>
<td>- Improvement opportunities discovered through data analysis</td>
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</tr>
<tr>
<td></td>
<td>- Improvements that have already been implemented or are planned</td>
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<tr>
<td>11:30 – 12:00 p.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>12:00 – 12:30 p.m.</td>
<td>Reviewer Lunch</td>
<td></td>
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<tr>
<td>12:30 – 1:00 p.m.</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
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<tr>
<td></td>
<td>• At least one file per discipline (e.g., physician, nurse, social work, therapist, dietitian) represented on the disease management team may be requested and reviewed for the following information:</td>
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<tr>
<td></td>
<td>• Relevant education, experience and training or certification as required by the program</td>
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<td></td>
<td>• Current licensure</td>
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<tr>
<td>1:00 – 1:30 p.m.</td>
<td><strong>Individual Tracer Activity …continued</strong></td>
<td></td>
</tr>
<tr>
<td>1:30 – 2:00 p.m.</td>
<td>Reviewer Lunch</td>
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</tr>
<tr>
<td>2:00 – 2:30 p.m.</td>
<td><strong>System Tracer – Data Use</strong></td>
<td></td>
</tr>
<tr>
<td>2:30 – 3:00 p.m.</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
<td></td>
</tr>
<tr>
<td>3:00 – 3:30 p.m.</td>
<td>Reviewer Lunch</td>
<td></td>
</tr>
</tbody>
</table>

Program clinical and administrative leadership

Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization

Individual with authorized access to personnel and credentials files

Individual familiar with program-specific requirements for team members—supervisors, managers, leaders
### Disease Specific Care Certification – Multi-Hospital, One Disease, Two-Day Review Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Competence assessment</td>
<td>Clinical or medical director, as available</td>
</tr>
<tr>
<td></td>
<td>Discussion during this session will include:</td>
<td></td>
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<tr>
<td></td>
<td>• Selection of disease management interdisciplinary team members</td>
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<tr>
<td></td>
<td>• Processes for obtaining team member credentials information</td>
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</tr>
<tr>
<td></td>
<td>• Orientation and training process for disease management program team</td>
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</tr>
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<td></td>
<td>• Methods for assessing competence of practitioners and team members</td>
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</tr>
<tr>
<td></td>
<td>• In-service and other education and training activities provided to program team members.</td>
<td></td>
</tr>
<tr>
<td>3:30 – 4:00 p.m.</td>
<td><strong>Issue Resolution</strong></td>
<td>As requested by reviewer</td>
</tr>
<tr>
<td></td>
<td>• Review of additional documentation</td>
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<td></td>
<td>• Review of additional medical records, possibly closed records, if necessary</td>
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<tr>
<td></td>
<td>• Clarification of information</td>
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<td></td>
<td>• Preparation for interim exit verbal report</td>
<td></td>
</tr>
<tr>
<td>4:00 – 4:30 p.m.</td>
<td><strong>Hospital DSC Program Interim Exit Conference</strong></td>
<td>Individual Hospital's DSC Program leaders and coordinators</td>
</tr>
<tr>
<td></td>
<td>• Reviewer presentation of hospital-specific program observations and requirements for improvement</td>
<td>Others at the discretion of the organization</td>
</tr>
</tbody>
</table>

### DAY 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Organization Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 8:30 a.m.</td>
<td><strong>Opening Conference and Orientation to Individual Hospital's DSC Program</strong></td>
<td>Individual Hospital's DSC Program leaders and coordinators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Others at the discretion of the organization</td>
</tr>
<tr>
<td>8:30 – 9:00 a.m.</td>
<td><strong>Reviewer Planning Session</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td><strong>Individual Tracer Activity</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>9:30 – 10:00 a.m.</td>
<td><strong>Reviewer Lunch</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
<td><strong>System Tracer – Data Use</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>10:30 – 11:00 a.m.</td>
<td><strong>Competence Assessment/Credentialing Process</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>11:00 – 11:30 a.m.</td>
<td><strong>Reviewer Lunch</strong></td>
<td>See Day 1 template for suggested participants and activity details</td>
</tr>
<tr>
<td>11:30 – 12:00 p.m.</td>
<td><strong>Issue Resolution &amp; Reviewer Report Preparation</strong></td>
<td>As requested by reviewer</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
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</table>
| 3:00 – 3:30 p.m. | - Review of additional documentation  
                   - Review of additional medical records, possibly closed records, if necessary  
                   - Clarification of information  
                   - Preparation for interim exit verbal report  
                   - Completion of Hospital System's DSC Program report |                                                                                                                                 |
| 3:30 – 4:00 p.m. | **Hospital DSC Program Interim Exit Conference**  
                   - Reviewer presentation of hospital-specific program observations and requirements for improvement | Individual Hospital's DSC Program leader and coordinator  
                                                                                           Others at the discretion of the organization |
| 4:00 – 4:30 p.m. | **Hospital System's DSC Program Summation**  
                   - Reviewer presentation of hospital system's overall certification observations and requirements for improvement | Hospital System's DSC Program leaders and coordinators  
                                                                                           Others at the discretion of the organization |
**Disease Specific Care**  
**Two Joint Replacement or Two Spine Surgery Programs**  
One-Day Review Agenda Template

* Two joint replacement programs can be reviewed in a single day. The eligible programs include any combination of: hip, knee, and shoulder. Two spine surgery programs can be reviewed in a single day. The eligible programs include any combination of: Spinal fusion, laminectomy, and discectomy.

Information needed during the Reviewer Planning Session includes:
- Current list of patients being treated in the two Joint Replacement programs or two Spine Surgery programs
- A list of patients who accessed or progressed through the two Joint Replacement or two Spine Surgery programs in the past 4-months
- An organization chart for the program(s), if available
- Performance measure data collected and reported for the required four measures
- Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

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<tr>
<td>8:00 – 8:30 a.m.</td>
<td><strong>Opening Conference</strong> <em>(10 minutes)</em></td>
<td>Program clinical and administrative leadership</td>
</tr>
<tr>
<td></td>
<td>• Greetings and introductions</td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
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<td></td>
<td>• Introductions of <strong>key</strong> program and organization staff</td>
<td>Others at the discretion of the organization</td>
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<td></td>
<td>• Brief review of agenda</td>
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<tr>
<td>8:30 – 9:00 a.m.</td>
<td><strong>Orientation to Both Programs</strong> <em>(30 minutes)</em></td>
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<td>Topics to be covered include:</td>
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<td></td>
<td>• Program leadership</td>
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<td></td>
<td>• Program interdisciplinary team composition</td>
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<td>• Population characteristics and needs</td>
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<td>• Program selection and implementation of clinical practice guidelines (CPG)</td>
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<td></td>
<td>• Overall program improvements implemented or planned</td>
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<td></td>
<td><strong>Q &amp; A Discussion</strong> <em>(20 minutes)</em></td>
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<tr>
<td>9:00 – 9:30 a.m.</td>
<td><strong>Reviewer Planning Session</strong></td>
<td>Program representative(s) who can facilitate patient selection and tracer activity</td>
</tr>
<tr>
<td>9:30 – 10:00 a.m.</td>
<td><strong>Individual Tracer Activity – 1st Program</strong></td>
<td>Program representative(s) who can facilitate tracer</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
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<tr>
<td>10:30 – 11:00 a.m.</td>
<td>During this activity the reviewer will be moving throughout the organization and interacting with staff in areas that have been in contact with the patients selected for tracer activity. The reviewer will also want to speak with the patient or family of the patient with his or her permission.</td>
<td>activity, that is, escort the reviewer through the clinical setting following the course of care for the patient</td>
</tr>
<tr>
<td>11:00 – 11:30 a.m.</td>
<td>Individual Tracer Activity – 2nd Program</td>
<td>Program representative(s) who can facilitate tracer activity, that is, escort the reviewer through the clinical setting following the course of care for the patient</td>
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<tr>
<td>11:30 – 12:00 p.m.</td>
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<td>12:00 – 12:30 p.m.</td>
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<tr>
<td>12:30 – 1:00 p.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>1:00 – 1:30 p.m.</td>
<td>System Tracer – Data Use for Both Programs</td>
<td>Program clinical and administrative leadership</td>
</tr>
<tr>
<td>1:30 – 2:00 pm.</td>
<td></td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
</tr>
<tr>
<td>2:00 – 2:30 p.m.</td>
<td>Competence Assessment/Credentialing Process</td>
<td>Individual with authorized access to personnel and credentials files</td>
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<tr>
<td>2:30 – 3:00 p.m.</td>
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<td>Individual familiar with program-specific requirements for team members—supervisors, managers, leaders</td>
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<td></td>
<td>Clinical or medical director</td>
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<tr>
<td>3:00 – 3:30 p.m.</td>
<td>Issue Resolution &amp; Reviewer Report Preparation</td>
<td>As requested by the reviewer:</td>
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<tr>
<td>3:30 – 4:00 p.m.</td>
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<td>Certification review facilitator</td>
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<td>Program leaders and staff</td>
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<tr>
<td>4:00 – 4:30 p.m.</td>
<td>Program Exit Conference</td>
<td>Program and clinical leadership</td>
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<td>Others at the discretion of the organization</td>
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</table>
Disease Specific Care Certification
Lung Volume Reduction Surgery Program Certification
Review Agenda Template

Information needed during the Reviewer Arrival and Preliminary Planning Session
- Current list of hospitalized patients that have undergone or are scheduled for LVRS
- A list of discharged patients who had LVRS
- An organization chart for the program, if one is available
- Performance measure data collected and reported for the required four measures
- Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

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<tr>
<td>8:00 – 8:30 a.m.</td>
<td>Opening Conference and Orientation to Program</td>
<td>Program clinical and administrative leadership</td>
</tr>
<tr>
<td>8:30 – 9:00 a.m.</td>
<td></td>
<td>Individual(s) responsible for performance improvement processes within the program and, as applicable, the organization</td>
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<td></td>
<td></td>
<td>Others at the discretion of the organization</td>
</tr>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Reviewer Planning Session</td>
<td>Program representative(s) who can facilitate patient selection and tracer activity</td>
</tr>
<tr>
<td>9:30 – 10:00 a.m.</td>
<td></td>
<td>Contact with representatives from at least the following services should be made during this activity:</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
<td>Individual Tracer Activity (three patients minimum)</td>
<td>-Pulmonology,</td>
</tr>
<tr>
<td>10:30 – 11:00 a.m.</td>
<td>Includes visiting/contacting at least the following units/areas:</td>
<td>-Cardio-Thoracic Surgery,</td>
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<tr>
<td>11:00 – 11:30 a.m.</td>
<td></td>
<td>-Anesthesia,</td>
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<tr>
<td>11:30 – 12:00 p.m.</td>
<td></td>
<td>-Nursing,</td>
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<tr>
<td>12:00 – 12:30 p.m.</td>
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<td>-Pulmonary Rehab</td>
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<td>-Respiratory Therapy,</td>
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<td>-Patient educators,</td>
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<td>-Discharge Planning,</td>
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<td>-Case Management,</td>
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<td></td>
<td></td>
<td>-Social Work,</td>
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<td>If applicable,</td>
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<td></td>
<td>-Intensivists, Hospitalists, Home Care, Outpatient Rehab.</td>
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<td>-Others at organization’s discretion</td>
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<tr>
<td>12:30 – 1:00 p.m.</td>
<td>Reviewer Lunch</td>
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<tr>
<td>1:00 – 1:30 p.m.</td>
<td>Individual Tracer Activity…continued</td>
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<tr>
<td>1:30 – 2:00 p.m.</td>
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<td>2:00 – 2:30 p.m.</td>
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<tr>
<td>2:30 – 3:00 p.m.</td>
<td>System Tracer – Data Use</td>
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</table>
### DAY 2

<table>
<thead>
<tr>
<th>Time</th>
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</tr>
</thead>
<tbody>
<tr>
<td>8:00 – 8:30 a.m.</td>
<td>Competence Assessment &amp; Credentialing Process</td>
<td>Individual with authorized access to personnel and credentials files</td>
</tr>
<tr>
<td>8:30 – 9:00 a.m.</td>
<td>Individual Tracer Activity…continued</td>
<td>Individual familiar with program-specific requirements for team members—supervisors, managers, leaders</td>
</tr>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Reviewer Report Preparation</td>
<td>Clinical or medical director</td>
</tr>
<tr>
<td>10:00 – 10:30 a.m.</td>
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<tr>
<td>10:30 – 11:00 a.m.</td>
<td>Reviewer Report Preparation</td>
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<tr>
<td>11:00 – 11:30 a.m.</td>
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<td></td>
</tr>
<tr>
<td>11:30 – 12:00 p.m.</td>
<td>Program Exit Conference</td>
<td>Program and clinical leadership Others at the discretion of the organization</td>
</tr>
</tbody>
</table>
Disease Specific Care Certification
Ventricular Assist Device Program
Review Agenda Template

Information needed during the Preliminary Planning activity
- Current list of hospitalized patients that have received or are scheduled to receive a VAD
- A list of all outpatients with a long-term VAD receiving care, treatment, or services from the program
- An organization chart for the program if one is available
- Performance measure data collected and reported for the required four measures
- Performance improvement action plans that demonstrate how data have been used to improve program care and services, when available

<table>
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<tr>
<th>Time</th>
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<tbody>
<tr>
<td>8:00 – 9:00 a.m.</td>
<td>Opening Conference and Orientation to Program</td>
<td>• Program's clinical and administrative leadership</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Hospital Leadership</td>
</tr>
<tr>
<td>9:00 – 9:30 a.m.</td>
<td>Reviewer Planning Session</td>
<td>Program representatives who can facilitate patient selection and tracer activity</td>
</tr>
<tr>
<td>9:30 – 12:30 p.m.</td>
<td>Individual Tracer Activity</td>
<td>Program representatives who can facilitate tracer activity</td>
</tr>
<tr>
<td></td>
<td>• Tour of patient care areas, patient interviews and staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td>interviews</td>
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<td>• May include ED, medical/surgical or critical care</td>
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<td>cardiac units, operating room, PACU or cardiac ICU,</td>
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<td>intervention/cardiac cath labs, or clinic.</td>
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<td>• Includes staff interviews</td>
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<td>• Includes patients and family interview, if willing to</td>
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<td></td>
<td>participate.</td>
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<td>• Interactive review of patient records with team</td>
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<td></td>
<td>member or organization staff actively working with</td>
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<td>the patient—the patient's course of care, treatment</td>
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<td>and services up to the present and anticipated for the</td>
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<td>future</td>
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<td>• At the conclusion of tracers, the reviewer will</td>
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<td>communicate to the organization leaders and care</td>
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<td>providers:</td>
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<td>• Specific observations made</td>
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<td>• Issues that will continue to be explored in another</td>
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<td>tracer activity</td>
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<td>• Need for additional records to verify standards</td>
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<td>compliance, confirm procedures, and validate</td>
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<td>12:30 – 1:00 p.m.</td>
<td>Reviewer Lunch</td>
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<td>1:00 – 4:00 p.m.</td>
<td>Individual Tracer Activity...continued</td>
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<td>4:00 – 4:30 p.m.</td>
<td>Reviewer Planning Session</td>
<td>• Program’s Joint Commission contact</td>
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<td>• Others requested by reviewer</td>
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<tr>
<td>Time</td>
<td>Activity</td>
<td>Organization Participants</td>
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<td>8:00 – 8:15 a.m.</td>
<td><strong>Daily Briefing</strong>&lt;br&gt;A brief summary of the first day’s observations will be provided</td>
<td>As determined by the Center or organization</td>
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<td>8:15 – 9:30 a.m.</td>
<td><strong>System Tracer–Data Use Session</strong>&lt;br&gt;Please have the following information available:&lt;br&gt;• Performance improvement (PI) data&lt;br&gt;• Audited registry data for required registry – (such as INTERMACS)&lt;br&gt;Discuss how data is used by the program to track performance and improve practice and/or outcomes of care.&lt;br&gt;Discuss selected performance measures, including:&lt;br&gt;• How data reliability and validity is conducted&lt;br&gt;• Improvement opportunities discovered through data analysis&lt;br&gt;• Improvements based on performance measurement&lt;br&gt;• Patient satisfaction data and improvements made to the program based on patient feedback</td>
<td>Inter-disciplinary Team and those involved in Performance Measurement review</td>
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<td>9:30 – 10:30 a.m.</td>
<td><strong>Competence Assessment/Credentialing Process</strong>&lt;br&gt;Discussion will include a focus on:&lt;br&gt;• Processes for obtaining team members&lt;br&gt;• Orientation and training processes&lt;br&gt;• Methods for assessing team member competence&lt;br&gt;• Inservice and ongoing education and training for program team members (including providers)&lt;br&gt;• Education and competence issues identify during tracer activities&lt;br&gt;• Credentialing and privileging process specific to VAD care, treatment and services&lt;br&gt;• Privileges as appropriate to qualifications and competencies for VAD&lt;br&gt;• Monitoring the performance of practitioners on a continuous basis&lt;br&gt;• Evaluating the performance of licensed independent providers&lt;br&gt;• Identified strength and areas for improvement&lt;br&gt;Provider Files&lt;br&gt;• Current licensure and DEA&lt;br&gt;• Most recent re-appointment letter&lt;br&gt;• Privileges and accompanying documentation&lt;br&gt;• Board certification(s)&lt;br&gt;• OPPE or FPPE (two most recent)&lt;br&gt;• Program specific competency/education at onboarding/orientation to VAD</td>
<td>Individuals responsible for Program Education&lt;br&gt;Medical Staff Office Personnel&lt;br&gt;Human Resources</td>
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</table>
### Staff Files
- Licensure (if applicable)
- Certification (if applicable)
- Most recent performance evaluation
- Job description
- Program specific *orientation* education & competency
- Program specific *ongoing* education & competencies

### Issue Resolution
10:30 – 11:00 a.m.

**Issue Resolution**

If needed. Reviewer may ask to review additional patient records or program documents to verify standards compliance.

- Program’s Joint Commission contact
- Others requested by reviewer

### Reviewer Report Preparation
11:00 – 11:30 a.m.

**Reviewer Report Preparation**

### Program Exit Conference
11:30 – 12:00 p.m.

**Program Exit Conference**

- Program Leadership
- Hospital Leadership
- Interdisciplinary Team Members
- Program’s Joint Commission contact
- Others at Program’s discretion
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