

COVID-19 Webinar for Disease-Specific Care Certification

Q&A With The Joint Commission

April 1, 2021



Panel

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Recovery and The Joint Commission

The Joint Commission return to review activity

- In addition to conducting accreditation surveys and certification reviews, we have been advocating for the safety and wellbeing of healthcare workers at the highest levels of policy making.
- We want to assure you that we want to work together to reduce your risk and ours during the onsite review process.

Your questions

You have had a number of questions about our return to certification reviews:

- How or when will we get a review?
- What will that review process look like, any differences?
- What type of instruction have you provided your reviewers?
- What will the reviewers focus on?

When and how will review activity resume?

- Survey and review activity has started in low risk areas – includes all programs
- Low risk criteria
 - Number of COVID-19 cases are lower and less impact to organizations
 - the # cases/thousand population and new cases within the county
 - Determination that our staff can travel to that area safely and find appropriate accommodations.
- In addition, your AE will contact you to determine your readiness.
- We are aware that reviews are past their due dates, CMS is also aware – we will conduct those reviews when we are able to do so.
- Prioritized initials and past due organizations. We will also be looking for organizations due in the next few months that meet the low risk criteria and are currently ready for review.

What instructions have been provided to our field staff ?

- Do not travel if you are sick
- Do not travel if you have been in close contact with known or suspected COVID-19 patients
- When traveling they are required to wear a mask/face covering
- **Required to wear a mask on reviews and follow the organizations' guidelines. The organization will provide the PPE to the reviewer as required by their policy.**
- Practice physical distancing
- Practice good hand hygiene
- Follow CDC guidelines

What has changed about the review process?

The review process and its components will remain the same however here are some guidelines for the review:

- Limiting the number of individuals in group sessions
- The use of audio or videoconferencing could be incorporated to safely expand the number of attendees for sessions
- Use of masks will be a routine practice
- Maximize the use of technology to eliminate the number of people needed to sit directly next to an individual for an extended period of time. (For example, screen sharing or projecting medical records)
- Interviewing patients and staff by telephone
- Driving in separate cars to offsite or patient homes

Review process - continued

- We will NOT Enter at risk or confirmed COVID-19 rooms or homes.
- We will avoid visiting a unit with any confirmed COVID-19 patients when possible.
- Limited physical review of high risk and aerosol generating procedures
- Consider using a simulation and/or distant review of certain activities/procedures
- Practice social/physical distancing during the review
- Follow “PPE” and risk reduction strategies as established by the CDC
- Limit attendance at group sessions e.g., opening, briefings, system tracers
- Limiting observers or scribes to avoid additional exposure during the review

What will be the focus of review activities?

During the opening conference we will have a discussion with you about the impact of the current pandemic and your organization's response.

- The focus of our review will not be the timeframe of the public health emergency but the current situation within your organization.

Additional information

- We would ask that you do not provide additional avoid dates due to the difficulty in scheduling surveys – avoid dates already submitted will be honored to the extent we can do so
- Offsite/virtual activity continues to expand
- We will work with you to ensure you are ready and prepared.

Offsite (Virtual) Review

- **Offsite (virtual) review**– may be scheduled for some organizations who meet eligibility criteria
- Eligible organizations will be contacted via a Qualtrics survey or other outreach from our staff (phone call or email) to confirm their ability to participate
- Offsite event is a combination of:
 - Secure Zoom technology for the survey and facility review
 - Use of a secure SharePoint site for document upload to review pre-review
- A dry run test of technology will be conducted prior to the event

Pre-Submitted Questions

How many hospitals are opting for virtual surveys?

Have there been any tech issues for hospitals who have completed their virtual survey so far?

Pre-Submitted Questions

When will a facility be notified if the window for their recertification for Disease Specific Certification visit will be changed?

Pre-Submitted Questions

Will The Joint Commission force us to have a stroke survey when our COVID numbers are so high?

Pre-Submitted Questions

When will we be notified of when our virtual survey will be?

Pre-Submitted Questions

When can we expect survey if we are overdue?

Pre-Submitted Questions

Have you considered a telesurvey?

Pre-Submitted Questions

If The Joint Commission is surveying more than one disease specific program, will they still do them on consecutive days?

Pre-Submitted Questions

Will initial disease-specific care certification surveys occur on site in 2021?

Pre-Submitted Questions

Are surveys still off-site?

When will they transition to on-site?

Pre-Submitted Questions

How will reviews due for disease specific programs be conducted? Based on due date (for example, stroke was due first), or based on Joint Commission survey availability for disease type (diabetes first before stroke).

Pre-Submitted Questions

When will stroke certification be onsite?

Pre-Submitted Questions

Do you anticipate in person site reviews in the fall of 2021?

Pre-Submitted Questions

I have heard that The Joint Commission is using the value of <3 new cases per 1,000 residents to determine if a county can have an onsite survey. Is that accurate information, and if so, is the number still 3? Are there any other indicators/criteria that The Joint Commission is using?

Pre-Submitted Questions

When will The Joint Commission resume DSC surveys and will we still have the option for virtual if we had previously opted in to do virtual?

Pre-Submitted Questions

Does The Joint Commission expect to be on time with the upcoming surveys?

Pre-Submitted Questions

Currently in open window for Stroke Survey through May, will survey be live? Have not had communication yet.

Pre-Submitted Questions

What advice would you give to organizations for successful offsite certification surveys?

Pre-Submitted Questions

Will the hospital contact receive a readiness call prior to the survey? What is the timeframe for the survey after the call?

Pre-Submitted Questions

For organizations with DSC survey in 2021, what is the period of time that The Joint Commission will determine as pandemic period and therefore excluded from the DSC survey?

What is the criteria in determining which organization gets an onsite vs. a virtual survey?

Pre-Submitted Questions

I think like many people I would like to understand the process of conducting a virtual survey. How long does The Joint Commission anticipate virtual surveys and how may our windows for survey be impacted by the pandemic?

Pre-Submitted Questions

I would love to hear what it might look like if our spine survey is done remotely. Should we prepare in a different way?

Infection Control Practices

Pre-Submitted Questions

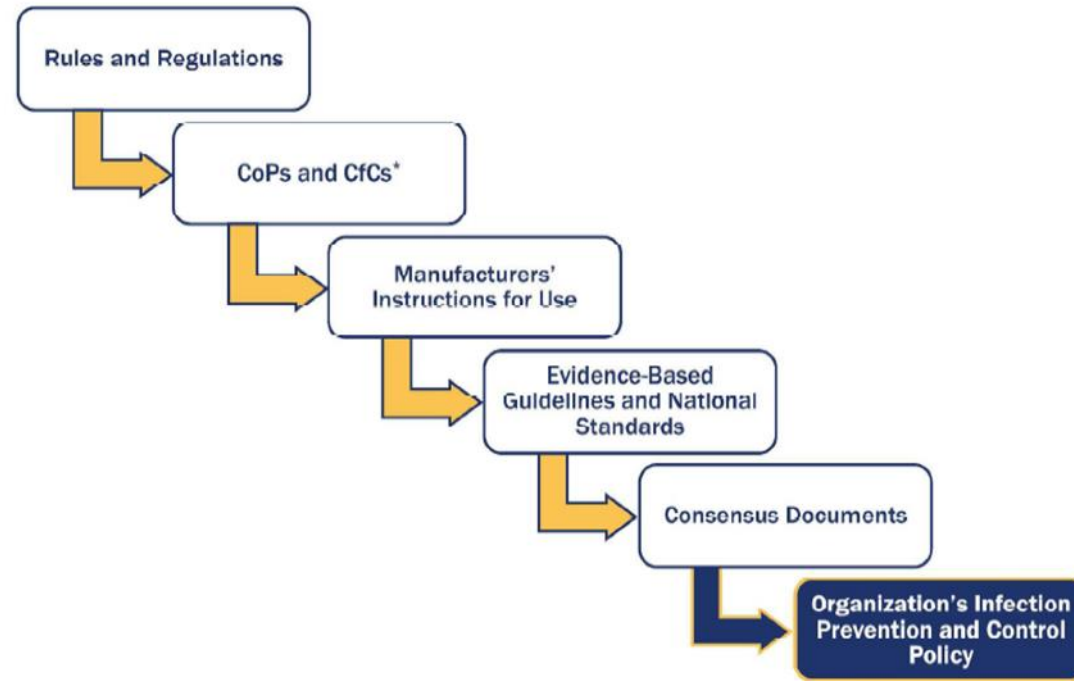
How does The Joint Commission expect to see COVID-19 addressed in the Infection Control risk assessment?

Pre-Submitted Questions

Does The Joint Commission expect to see COVID-19 documented in the Infection Control plan?

Pre-Submitted Questions

With COVID-19 guidelines constantly changing, what Infection Prevention guidelines do we concentrate on?



The Joint Commission Perspectives, April 2019

Pre-Submitted Questions

When is cohorting of patients appropriate?

Resource:

Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Pre-Submitted Questions

Is double masking with a cloth mask over a disposable mask an acceptable practice for staff?

Resources:

Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Improve How Your Mask Protects You

<https://www.cdc.gov/coronavirus/2019-ncov/your-health/effective-masks.html>

Pre-Submitted Questions

For face-to-face patient interactions with distancing more than 6 feet, is a mask required?

Resource:

Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Pre-Submitted Questions

Can a provider refuse to see a patient who is not wearing a mask?

Pre-Submitted Questions

What are best practices for identifying COVID-19 positive patients who come to the outpatient setting for follow up or additional testing?

Resource:

Healthcare Facilities: Managing Operations During the COVID-19 Pandemic

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-hcf.html#outpatient-ambulatory>

COVID-19 resources

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What Your Organization Needs to Know About the Coronavirus

Trusted Guidance. Trusted Resources.

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Resources

- COVID Resources

- <https://www.jointcommission.org/covid-19/>

- Standards Interpretation

- <https://www.jointcommission.org/standards/standard-faqs/>

Thank You

We support your efforts
in response to the
COVID-19 pandemic and
hope to provide helpful
resources

