

Joint Commission Online

Feb. 17, 2021

Coronavirus updates

Updated information regarding offsite surveys and reviews



In response to the COVID-19 pandemic, The Joint Commission paused most onsite surveys and reviews last year from March 16-May 31. During that time, processes were developed for conducting offsite (formally called “virtual”) events.

As of Dec. 31, The Joint Commission had conducted more than 1,200 offsite surveys and reviews across all accreditation and certification programs. Recently, The Joint Commission began sending a survey to organizations meeting offsite eligibility criteria to determine interest in participating in an offsite event, and more than 3,000 surveys have been distributed. Organizations eligible for an offsite event will be directly contacted and notified of their eligibility.

Currently, not all programs or organizations are eligible for an offsite event. For example, some states have restrictions on allowable offsite processes. As the pandemic has progressed, however, so has the eligibility criteria. Offsite events are conducted for eligible organizations located in counties at higher risk of COVID-19 transmission. However, if an organization is in a county determined to be at a lower risk of transmission, an onsite survey or review may still be scheduled if program-specific criteria are met.

If an organization meets criteria for an offsite survey or review, it will be contacted by another outreach method (email or phone call) by a member of The Joint Commission’s staff. After this initial outreach, a test of required technology will be scheduled. If an organization has not yet been contacted, it is likely because the organization is not currently eligible for this type of event.

Please note: Organizations with overdue survey and/or review events due to the pandemic may be prioritized over organizations with upcoming events. Questions may be directed to an organization’s designated account executive.

Quality and safety

New Speak Up™ For New Parents focuses on maternal safety before, after childbirth

Having a baby is a life-changing experience for new parents. It is important to be alert to the signs and symptoms that you may need to seek medical help.

[Speak Up™ For New Parents](#), a new patient safety campaign from The Joint Commission, focuses on safety concerns to know about before and after childbirth. These educational resources include:

- An infographic poster/flyer in three sizes (8.5x11, 11x17 and 24x36).
- An animated video.
- A distribution guide with recommendations on how health care organizations can use and provide the materials for patients and their families, caregivers, and advocates.



The infographic and video are available in both English and Spanish.

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Launched in 2002, the award-winning [Speak Up™ program](#) has been used in more than 70 countries. It encourages patients to be their own advocates and to:

- **Speak up**
- **Pay attention**
- **Educate yourself**
- **Advocates (family members and friends) can help**
- **Know about your new medicine**
- **Use a quality health care organization**
- **Participate in all decisions about your care**

This campaign is the sixth to be introduced in The Joint Commission's refreshed Speak Up™ program that debuted in 2018 after national market research, including focus group feedback from patients and their families. For updates on new Speak Up™ campaigns as they become available, sign up for [email alerts](#) or subscribe to the e-newsletter *Joint Commission Online*. (Contact: Caron Wong, cwong@jointcommission.org)

Performance measurement

Continuous Customer Engagement Hospice Targeted Topics Webinar set for March 17

A Continuous Customer Engagement (CCE) Hospice Targeted Topics Webinar has been scheduled for March 17 that will showcase two organizations that have excelled at the comprehensive pain assessment quality measure. These high-performing organizations will share best practices and lessons learned.

The webinar — scheduled for 9-10 a.m. PT / 10-11 a.m. MT / 11 a.m. to noon CT / noon to 1 p.m. ET — will feature Tomah Health, Hospice Touch & Life Choices Palliative Care and AAdi Home Health and Hospice. In addition to answering questions, the webinar aims to:

- Apply concepts learned about evidence-based best practices regarding comprehensive pain assessment in hospice organizations.
- Identify common performance and outcome challenges in comprehensive pain assessment in hospice organizations.
- Prepare organizations to implement at least one new best-practice related to comprehensive pain assessment and improve outcomes in the learner's facility.

In 2019, The Joint Commission launched new performance measure dashboards for hospice and home health organizations to help to identify important quality targets and assist organizations in identifying where their performance lags and leads. Comprehensive pain assessment was one of the quality measures identified in the dashboard for which home care-accredited organizations could improve.

These webinars are intended for hospice care center leaders, managers, and point-of-care staff.

[Register](#) for the webinar.

People

Dr. Chassin will step down from his role as president, CEO of Joint Commission at end of 2021

After 14 years of service to furthering the mission of improving health care quality and patient safety, Mark R. Chassin, MD, FACP, MPP, MPH, President and Chief Executive Officer, will be leaving The Joint Commission when his current contract ends at the end of 2021. Dr. Chassin plans to continue pursuing quality improvement endeavors.

Among his many accomplishments during his time with The Joint Commission, Dr. Chassin has been an extraordinary leader who has raised the value of accreditation, enhanced the effectiveness of quality improvement and championed the goal of zero harm. He also has admirably led the organization through the worst pandemic in a century, and he has put in



place a strong foundation of senior leadership to continue the organization's pursuit of its vision of high reliability health care.

The Joint Commission Board of Commissioners has begun the search process for the next president and CEO of the organization.

Resources

Up in the blogosphere with The Joint Commission

- **Dateline @ TJC** — [COVID-19 Impact: We Heard From You](#): As COVID-19 evolves throughout the United States, I want to reassure our accredited organizations that The Joint Commission enterprise is here to support you as you support your organizations, staff and patients/clients, writes Mark Pelletier, RN, MS, Chief Operating Officer and Chief Nursing Officer.
- **Ambulatory Buzz** — [How Racial Bias Can Affect the Informed Consent Process](#): Data has now consistently shown that racial bias in the health care system affects the care and treatment of minorities, Sina Haeri, MD, MHSA, Chief Medical Officer, Confirmed Consent.
- **Improvement Insights** — [Dashboards: Leading Quality Indicators](#): The article, "A Visual Dashboard to Monitor Restraint Use in Hospitalized Psychiatry Patients," in the upcoming May 2021 issue of *The Joint Commission Journal on Quality and Patient Safety*, describes how a data dashboard was developed and implemented to monitor the use of restraints in multiple inpatient units within one institution. The use of restraints in inpatient psychiatry units is an important quality indicator that is required to be reported to national bodies, writes K. Suresh Gautham, MD, DM, MS, FAAP.

Learn more about [Joint Commission Resources](#)' offerings online or call 877-223-6866.

